



P.6

Neighbourhood ALERT

‘getting the right information to the right people at the right time’

Over the past 2 years Neighbourhood Watch Scotland has endeavored to increase its engagement with its members, partners and wider Scottish communities. Through this process and the opportunity to speak directly to a diverse range of people Neighbourhood Watch Scotland has been able to evolve the neighbourhood watch model and the support it provides to better meet the needs of communities, particularly against a background of constant social change.

The two guiding principles which have emerged are ‘Your Watch, Your Way’, which is a flexible approach to applying neighbourhood watch, and where possible seeks to use existing community assets such as Community Councils or Resident’s Associations as a vehicle for adopting the values and benefits in a manner most suitable for that community, and ‘Getting the right information to the right people at the right time’, which recognises that where a community collective approach such as neighbourhood watch exists and is given access to local, relevant and timely information they can look out for themselves and take positive action to increase their resilience to crime and other threats. These two elements are interdependent.

‘Getting the right information to the right people at the right time’ is increasingly challenging. For national and local service providers direct community engagement remains the panacea but is difficult to do

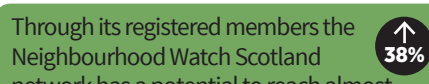
consistently due to increased demand and reducing resources. Whilst social media is often used, and has a role to play in providing information, it is not a targeted engagement. Against that background we believe Neighbourhood ALERT is a vital component in achieving consistent and trusted community engagement.

There are currently 5 active Neighbourhood ALERT portals in Scotland, comprising Neighbourhood Watch Scotland, Rural Watch Scotland, Scottish Borders ALERT, Perth & Kinross Community Watch and SGN ALERT. We appreciated that this might seem a bit confusing but the best way to imagine it is that the Neighbourhood ALERT registered users are all in one room and these different portals are simply different doors into the same room. The important thing is that it is a controlled and secure environment and people can be reached by the services that support them in their communities.

To represent the interests of the various stakeholders and to ensure the integrity of Neighbourhood ALERT in Scotland a Scottish Neighbourhood ALERT Users Group was established in January 2017. This group, representing Neighbourhood Watch Scotland and the other Scottish based ALERT system stakeholders, has been instrumental in achieving a significant increase in Neighbourhood ALERT registrations in Scotland over the past 12 months.



The figures are:



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Whilst there has been a fantastic 'buy in' from you the members there is still a lot of work to be done to realise the potential of Neighbourhood ALERT. A key element of unlocking that potential is the provision of consistent and locally relevant ALERT messages. That does not mean those registered to receive ALERTs will have their email account swamped by them. ALERTs are not social media, it is a far more targeted engagement. An ALERT is best described as 'something you need to know and on that basis take some form of action, be that preventative steps or providing information'.

Since the beginning of 2017 Neighbourhood Watch Scotland have trained over 90 local ALERT administrators, who are primarily

but not exclusively police officers, across all 13 police areas of Police Scotland. As you will appreciate the demands on police are considerable and from those trained so far there are approximately 24 local administrators routinely providing local ALERTs. A primary goal for 2018 is to improve that number so that all communities in Scotland can be provided with local ALERTs that allow them to make well informed decisions about improving their security and safety.

Other plans for 2018 are to introduce a monthly newsletter that can be tailored to local areas so that you can hear about things that are happening in your area but that in themselves may not merit an

individual ALERT, and to use the ALERT platform to carry out an appropriate, non-intrusive survey of registered members so that Neighbourhood Watch Scotland can further improve its service. The survey would not be about you the individual user but about how to improve the information and support you receive in your community. The goal is to make Neighbourhood ALERT a trusted and valued information service and to allow service providers such as the police and local authorities to engage with their communities in a meaningful way.

We look forward to telling you about the further development of Neighbourhood ALERT in our future newsletters.

Scottish Neighbourhood ALERT Development Day



To mark its first anniversary the Scottish Neighbourhood ALERT Users Group had its first Development Day on Monday 12 February 2018 at the Scottish Police College.

Although the snow on the day caused some call offs 30 group members were still able to attend. The attendees represented 10 different partners including police, local authorities, the ALERT system developers VISAV Ltd and other stakeholders.

The group were provided with an update on Neighbourhood Watch Scotland's work and the growth of the ALERT system in Scotland. This was followed by a best

practice input from North East Policing Division who have embraced the ALERT system and use it as an integral part of their community engagement. You can read more on the North East approach within this newsletter.

Thereafter Mike Douglas from VISAV gave an update on ALERT developments nationally including news about an app that will allow registered users to receive local alerts dependent on their location.

As an example if you were visiting somewhere for a few days you would also have access to local ALERTs for that area in addition to those locally relevant to your home address.

To finish the presentations Scottish Borders ALERT representatives explained their use of the ALERT newsletter.

The Development Day was also designed to allow local administrators to air their concerns as well as discuss the greater benefits that an effective Neighbourhood ALERT network can bring to Scottish communities.

The main themes emerging from the discussions were a stronger partnership approach to collectively developing Neighbourhood ALERT, improved marketing of ALERT benefits, training and sharing good practice, support from senior members of the stakeholder organisations and a quicker, simpler sign up for users.

These points will be taken back to the Scottish Neighbourhood ALERT Users Group in the form of actions.

Overall everyone who attended the day enjoyed it and got benefit out of hearing and speaking to others involved in the development and use of Neighbourhood ALERT.

The Scottish Neighbourhood ALERT Users Group meets quarterly.



'ALERT'ing the North East

Case Study

Police Scotland's North East Division (A Division) covers an area of over 8,551 square kilometres which is coterminous with the local authority areas of Aberdeen City, Aberdeenshire and Moray. It is a mix of urban and rural communities, and historically there have been strong community engagement links with the 333,000 approximate population.

In November 2016, during training at Stonehaven Police Office delivered by NWS, Safer Communities staff from North East Division were introduced to Neighbourhood ALERT and subsequently sent out their first ALERT message in January 2017 giving security advice on Rural Crime. This message was received by the 351 recipients registered in Aberdeenshire at that time.

Following some initial marketing, at March 2017 North East Division had a total of 673 individuals registered locally on the Neighbourhood ALERT system.

A targeted marketing campaign then followed which included:

- the content of all media releases issued by Corporate Communications also being considered for issue as an ALERT message, with a crime reduction footnote and/or a link to an advice website
- Officers amending their email electronic signatures to include an introduction to Neighbourhood ALERT and a link to sign up

- using regular crime reduction written bulletins, radio slots and newspaper articles to promote the simplicity of joining ALERT and the benefits of being kept informed
- targeting Community Councils and community engagement groups and highlighting ALERT as a way of encouraging two way flow of information
- a blanket promotion of ALERT across contact lists held by the whole Safer Communities Team

Within the Division, it was also deemed important to introduce ALERT to those officers leading on the Force Priorities of Protecting People at Risk of Harm, Road Safety & Road Crime, Acquisitive Crime, Violence, Disorder & Anti-social Behaviour, Serious Organised Crime and Counter Terrorism Domestic Extremism, and show them how they could use ALERT to convey their key messaging to north-east communities.

Following this approach to external and internal marketing, and the sending

of locally targeted ALERTS, North East Division have seen a continual increase in local registrations. As of the end of March 2018 a total of 1680 individuals are registered locally, which is an increase of approximately 1,000 in twelve months. Colin Taylor, Safer Communities Inspector in North East Division, said, "We are absolutely delighted to have Neighbourhood ALERT available to us as a means of efficient and effective communication with our communities, and we are indebted to Neighbourhood Watch Scotland for their continual support in providing the platform and pushing for its development."

"As impressive as the increased number of registrations in the north-east in the last year is, we continue to strive to widen the reach of our messaging and to more fully utilise what ALERT has to offer. We are particularly excited about now having access to the Newsletter function, which will allow us to deliver more generic messaging to compliment the targeted information that is currently being distributed."

Glasgow Police Museum

Articles provided by Jean Brown, Association Secretary

Members of the Glasgow West Crime Prevention Panel & Neighbourhood Watch Association recently visited the Glasgow Police Museum located in 30 Bell Street, near the city centre.



Alastair Dinsmor -
Police Museum

Whilst it moved from its original home in the old Pitt Street Headquarters a few years ago it remains one of Glasgow's highest-rated visitor venues.

The visitors were

given a special evening tour by the curator and founder, Alastair Dinsmor, who is himself a retired police officer. They found Alastair to be a very knowledgeable and entertaining guide. With the museum being on the first floor of the building the visitors were also thankful of the lift.

The Museum contains a lifetime's collection of police artefacts and memorabilia. Not

only does it show a detailed history of the police in Glasgow, it also has police memorabilia from every corner of the globe.

It might not be a large museum, but the number of well laid out exhibits it contains is astonishing.

Entry is free, although there is a donations box. Opening hours are Monday to Saturday 10am – 4.30pm, Sunday 12noon – 4.30pm. If you are looking for something to do in Glasgow, the Museum is well worth a visit.



DOORSTEP CRIME.

Police Scotland's Operation Monarda

Article provided by Sergeant Kirsty Mclatchie, Police Scotland

What does the term '**Doorstep crime**' mean to you?

To Police Scotland it means fraud, theft and deception. To victims the consequences can include emotional turmoil, financial hardship, loss of independence and heartbreak.

Doorstep crime is traditionally carried out by people coming to your door to gain something from you. They may want to get in to steal things through deception or they might be after money, perhaps by suggesting work needs to be done or asking for donations. Please be aware that opportunist criminals may also contact you by phone or online so be on your guard and

consider carefully to whom you give any personal information.

These criminals can be extremely convincing and can target anyone, although the elderly and vulnerable often suffer the most. Remember "**YOUR HOME, YOUR SAFETY**", it's your home and it's up to you who you speak to at your doorstep or choose to let in.

There are many reasons why someone unknown to you may call at your door, some of them may be legitimate, but how do you stay as safe as possible?

...LOCK, STOP, CHAIN & CHECK!

- **If in doubt, don't answer the door**
- **LOCK** - Check the back door is locked when someone comes to the front door
- **STOP** - Don't open the door until you've looked through a viewer or window to see who's there
- **CHAIN** - If you choose to answer the door always keep the chain on and be on your guard
- **CHECK** - If the caller states they are from a public service or utility company, check ID thoroughly. Take their details and call the published number from the internet or phone directory for their company or service to check if they are legitimate. Do not use a telephone number provided by the caller
- Never be afraid to say 'No thank you' and close the door
- Don't take on face value that work is required on your property by a cold caller, no matter

how convincing they are. If you feel there may be an issue, call a reputable company to check your property - you could ask your local trading standards department for advice on who to use

■ **If you feel threatened by a caller, call 999 immediately**

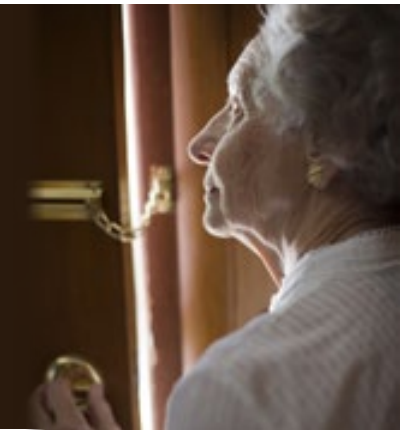
Police Scotland are running Operation Monarda, a campaign focused on prevention of doorstep crime, from the 21st-28th May. We will provide the public and professional care and support services with easy to remember prevention and safety advice.

Doorstep crime is known to be under-reported, both in terms of attempts and crimes. Police Scotland need you to tell us if you have been victim of this type of crime or if someone has been to your door acting suspiciously - it could avoid it happening to someone else.

Please call 101 to report any crime or suspicious behaviour. If the crime or threatening behaviour is ongoing at the time, dial 999. For more information go to www.scotland.police.uk

MORE DOORSTEP CRIME **ADVICE**

From bogus callers to rogue traders, doorstep criminals are cunning, creative, and often very convincing. Remember, anyone can be fooled. However, the elderly and vulnerable are often specifically targeted.



THERE ARE TWO MAIN TYPES OF DOORSTEP CRIMINALS:

Bogus callers try to get into your home or obtain personal details by pretending to be someone they're not, including council staff, charity collectors, meter readers, utility workers and police officers. In reality, they are criminals trying to steal money and valuables.

Rogue traders usually cold-call, claiming to be workers offering to sell services, make repairs or carry out work on your house, garden or driveway. In reality they charge inflated prices for shoddy or unnecessary work.

We DO NOT recommend dealing with cold-callers for property maintenance and home repairs.

HOW TO SPOT A ROGUE TRADER

- They may tell you the work is urgent and needs to be carried out immediately.
- They will normally ask for payment there and then and may offer to come to the bank with you if you don't have the cash at hand.

HOW CAN I PROTECT MYSELF FROM DOORSTEP CRIME?

- Be on guard if someone turns up unexpectedly.
- Keep front and back doors locked.
- Use the door viewer or nearby window when answering the door.
- Fit a door chain or bar – use it and keep it on when talking to callers at the door.
- If you're not sure, don't answer the door.
- Don't feel embarrassed - genuine callers expect you to be careful.
- Only let callers in if they have an appointment and you have confirmed they are genuine.
- Always ask for identification badges of anyone you answer the door to, but don't rely on them. Identity cards can be faked – phone the company to verify their identity. (don't use a telephone number provided by the person calling at the door)
- Some companies offer a password system. Ask your utility providers if this can be used

and if you have a password with a company make sure the caller uses it.

- Never let people try to persuade you to let them into your home even if they are asking for help – they may not be genuine. If someone is persistent, ask them to call at another time and arrange for a friend, neighbour or family member to be with you.
- Never agree to pay for goods or give money to strangers who arrive at your door.
- Don't keep large amounts of money in your home.
- Remember, it's your home. There's no reason why anyone should ever enter your home against your wishes.
- If you're not sure, don't answer the door "if in doubt keep them out"

WHAT ELSE CAN I DO TO STOP BEING FRAUDED BY A ROGUE TRADER

Trading Standards advice is:

- Don't feel pressurised into agreeing to immediate work or buying a product or service.
- Don't agree to buy from the first person who calls.
- Don't pay cash up front or offer to go and get money.
- Shop around if you decide you need work done.
- Ask what your cancellation rights are.
- Report them.
- You can check trusted traders via trusted trader scheme website.
www.trustedtrader.scot

WHAT ACTION SHOULD I TAKE IF SOMEONE VISITS ME AND I THINK THEY'RE A DOORSTEP CRIMINAL?

- Keep the caller out of your house, ask them to leave and call the police immediately by dialling 101.
- You might also want to try to alert a family member or attract a neighbour's attention but you should always contact the police first by dialling 101. The police would much rather attend a false alarm than have someone fall victim to a doorstep criminal.
- If the person refuses to leave your door, or you feel threatened or scared - Call 999 and ask for the police.
- Note down their description and the description of any vehicle they're using, including make, model, colour and registration number.

HOW TO PROTECT FAMILY, FRIENDS AND NEIGHBOURS

Discuss the advice on this page with family, friends or neighbours who are older or vulnerable.

There are also other things you can do to help protect them against bogus callers – everyone has a part to play to keep the community safe.

- Keep an eye out for strange vans in your neighbour's driveway.
- Make sure your relatives are not regularly taking large amounts of cash out of the bank.
- Make arrangements to ensure your relative's house looks well maintained and, for example, that it is not immediately obvious that an older person lives there alone.
- Doorstep criminals will often target the same victim more than once, so be particularly alert if someone has previously been a victim.
- To contact the police anonymously contact the independent charity Crimestoppers on **0800 555 111**

Look out for your neighbours and if concerned that something isn't right, contact your local trading standards office or Police Scotland immediately on 101 or 999 if you feel threatened or unsafe

Beith Orr Park Neighbourhood Watch – Memorial Bear

This beautiful carving, unveiled on 23rd February 2018, was commissioned by Beith Orr Park Neighbourhood Watch, sponsored by J&D Pierce Contracts, Hillhouse Group, J&S Montgomery, Co-op Beith and facilitated by Smith Brothers. It has been a true community project.

The bear has been carved from Western Red Cedar by Peter Bowsher, one of the finest chainsaw carvers in UK. The unveiling of the life size carving took place at the Strand, Beith and attracted around 140 visitors and invited guests. The ladies of the Trefoil, Scottish Women's Institute and Townhouse provided home baking, tea and coffee in the Townhouse following the unveiling.

The inspiration for this carving goes back over 100 years when there was a dancing bear and its handler regularly seen in Beith.

The bear carving is a symbol of freedom and serves as a memorial to those unfortunate animals who were made to dance for public entertainment in years past and were subjected to the most brutal treatment in the process of teaching them to dance. They were made to stand on hot plates so they had to keep moving to avoid the pain. They were generally underfed and malnourished and kept in poor conditions.

The local primary schools were contacted to suggest names for the memorial bear. Every class in Beith and nearby Gateside suggested a name and on the day of the unveiling all the names were made available on voting sheets in the Townhouse where the popular name chosen from those suggested by the children was "Woody".

Being carved from wood "Woody" is therefore a very appropriate name for the bear. Beith is also the Gaelic name for Birch, and in days past Beith was world famous for the quality of the furniture made here. Some of the world's great cruise ships were also equipped with fittings made in Beith. Sadly all the manufacturing businesses have now closed and little remains of the once proud industry which employed hundreds of skilled tradesmen and women.

Norrie Brown, Area Co-ordinator for Beith Orr Park Neighbourhood Watch stated "all of the town have now adopted the bear which should be a symbol of freedom, trust and a reminder that all things can be equal no matter what their status - whether human or animal - only good can come from good"

Beith will be holding a Chainsaw Carving event on Saturday 8th September 2018. The event will be held in the Manse Field from 10am – 4pm. There will be further wood themed events taking part during the day. All visitors will be made welcome and are encouraged to attend. Further information is available on the website: <https://tennamast7.wixsite.com/garnock-valley-carve> (please note that the website does not work with all search engine but is ok with Google Chrome).



Glasgow West Crime Prevention Panel & Neighbourhood Watch Association

Our big event of the year took place on Burn's Night. Whilst our recent weather has been less than predictable 60 people attended at the Blairdrum Neighbourhood Centre in Blairdardie.

The first part of the evening attended to the formal business side of the event, which included presentations by Brian Connel, Manager of Neighbourhood Watch Scotland, and PC Craig Brooks from the Partick based Problem Solving Policing Team.

The formalities were followed by a buffet supper, a fun quiz on the theme of Robert Burns, and a fund-raising raffle with lots of prizes donated by local businesses and Association members.

Everyone agreed it had been a great night, and the visitors left with a wider knowledge of the work done by Neighbourhood Watch in the North West of Glasgow.



Scottish Government's Building Safer Communities Programme

Building Safer Communities (BSC) is one of the key strands that contributes to the Justice Vision of a safe, just and resilient Scotland.

It is a collaborative partnership with local and national partners and communities, including Neighbourhood Watch Scotland, focussing not only on the consequences of Crime and Unintentional Harm but investing in preventative approaches and tackling the underlying causes.

This means enabling everyone in Scotland to live in safe, cohesive and resilient communities where they feel secure.



Gordon Paterson, Head of the Building Safer Communities and Cashback at the Scottish Government explains: "Building Safer Communities

is anchored in a holistic and co-ordinated approach which spans beyond justice into education, early years, regeneration, and the wider public sector reform agenda.

“ Key to this is working in partnership to draw on the skills, knowledge and experiences of the communities themselves to recognise their strengths and build their own capacity and resilience. ”

The Building Safer Communities programme (BSC) has enabled a more co-ordinated and strategic approach to the unintentional harm agenda in Scotland, building links with wider community safety activities. A key step in this work was the development and publication of a Strategic Assessment of unintentional harm in Scotland.

This work is being directed by an Executive Working Group, chaired by the Scottish Fire and Rescue Service, to support implementation of recommendations from the assessment. The group has identified key areas of activity which includes ongoing engagement with partners across Scotland to mobilise practitioners to

focus on prevention and achieve better outcomes.

As part of this work, the Building Safer Communities Unintentional Harm and Injury Executive Group held a national learning event on 19th April at Scottish Fire and Rescue Service Headquarters in Cambuslang. Neighbourhood Watch Scotland attended this event.

[@theBSCprogramme](https://twitter.com/theBSCprogramme)

www.bsc.scot

Article provided by Wendy McInnes, Building Safer Communities and Cashback, Scottish Government



Neighbourhood Watch Scotland input to Police Training

Whilst policing in Scotland has undergone unprecedented change over the past 5 years training in the core disciplines of community safety and crime prevention continues to be delivered.

Based at the Scottish Police College at Tulliallan, Kincardine-on-Forth, Safer Communities Training is an integral part of Crime Training with the core business being primarily focussed around Crime Prevention, Interventions, and Partnership Development. The training, aimed at Police and their community safety partner staff working in these specialised areas, is geared to ensure they have sufficient knowledge and skills to undertake their role within this environment.

A number of the courses delivered by Safer Communities Training are suitable for other law enforcement and partner agencies that employ such specialists within their organisations.

Through this training Neighbourhood Watch Scotland has been afforded the opportunity to inform officers about Neighbourhood Watch and their community based crime prevention.

The Safer Communities training curriculum includes:

Safer Communities Course - A course that every police officer should get the chance to go on, especially those working in the community.

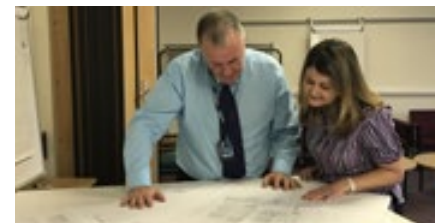
The course gives the student the knowledge and confidence to pass on to the public basic security methods and crime prevention measures they can adopt at home and or at their business premises.

Early Intervention through Education

Course - This course is aimed at school campus officers and community officers, and equips them with the skills and knowledge to effectively prepare and deliver specialist crime prevention and educational presentations and key messages around drugs, internet and social networking, anti-social behaviour and violence within a formal educational environment.

Community Safety Crime Reduction

Course - This is the most comprehensive course delivered and is aimed at Crime Prevention Officers and those in a specific Community Safety Role. During this course students undergo a number of field trips to help them develop their practical skills in both physical and social crime prevention. This is an SQA accredited course.



Architectural Liaison Officers Course

- This course is primarily aimed at Crime Prevention Officers who will be involved with architects and planners in their area. It develops their existing knowledge of Crime Prevention Through Environmental Design (CPTED) and enables them to interpret plans and provide advice to the architects and designers in the form of a structured report that applies the principles of CPTED.

New Data Protection Regulation

The General Data Protection Regulation, known commonly as GDPR, comes into effect as of 25th May 2018. The aim of this legislation is to protect all EU citizens from privacy and data breaches within an increasingly data-driven world.

Our present day world of online services and social networking is vastly different from the time when the original Data Protection Directive was introduced in 1995, hence the need for the regulations and guidance to be updated.

The main changes that GDPR brings are:

- Increased scope (it affects all organisations operating within the EU irrespective of where they are based)
- Increased penalties for data breaches and non-compliance
- Strengthening of consent – i.e. providing clear and unambiguous terms & conditions when you are considering allowing access to your personal data and ease of withdrawal of your consent when you no longer want to subscribe
- Easier access to your data that is held by others

Against this background Neighbourhood Watch Scotland (NWS) have been liaising with VISAV Ltd, the developers and operators of Neighbourhood ALERT, regarding the impact of GDPR on your use of the system.

The Neighbourhood ALERT system acts as both our registration database and a local community messaging service, and currently holds 17500 personal records.

As the primary Data Controller VISAV Ltd has been working with the Information Commissioner's Office to ensure that the Neighbourhood ALERT platform and associated products are fully compliant. The Neighbourhood ALERT system has the primary aim of "getting the right information

to the right people at the right time" so that users can make informed decisions about staying safe. The system has always operated with the highest levels of data compliance and its existing integrity meets much of the requirements of the new GDPR. However to ensure the best possible service and to continue keeping people feeling safe and secure necessary improvements are going to be made to how people register for the Neighbourhood Watch Network and receive Neighbourhood ALERTs.

Existing users will be notified through the ALERT system that GDPR is coming into force and that they can take simple steps to edit who can see their personal data and therefore who can send messages to them. There will also be a clear and simple process to unsubscribe from Neighbourhood ALERT. This notification will also be reinforced by NWS who will notify its registered members through ALERTs, newsletters and on their website.

After the introduction of GDPR users will be regularly notified (every 6 months) about reviewing their permissions.

After the introduction of GDPR there will be a revised Neighbourhood ALERT registration process for new users with revised Terms and Conditions and a Privacy Statement. At each stage of the registration process a clear statement will be provided as to why the data is required. For every approved Information Provider there will be clear and concise statements regarding each of them and the

nature of the information they will provide should you select to be provided information by them.

In addition Neighbourhood Watch Scotland will reinforce the Terms and Conditions of use, Privacy Statement and Privacy Policy within their website, on any published materials that supports the registration process and at every opportunity.

How does this affect local Neighbourhood Watches?

Neighbourhood Watch Scotland have received a few enquiries from local neighbourhood watch groups asking if they need to evoke new data protection arrangements in order to communicate with the members in their own group.

Our understanding is that GDPR will not affect you at a local Neighbourhood Watch level. Within your own NW administration and/or any email list held within your profile on the Neighbourhood ALERT network you will not be regarded as a 'data controller'.

The focus of GDPR is on those organisations that hold large amounts of personal data that goes beyond names and addresses.

However, at a local level is still good housekeeping and administration to ensure that if you have your member's emails, telephone numbers and addresses these details are kept up to date and you only keep them if it is necessary.

For more information about GDPR visit the Information Commissioner's Office website at: http://ico.org.uk/for_the_public/personal_information

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