



# National Pubwatch Newsletter

Issue 3

December 2000

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## Christmas is Approaching

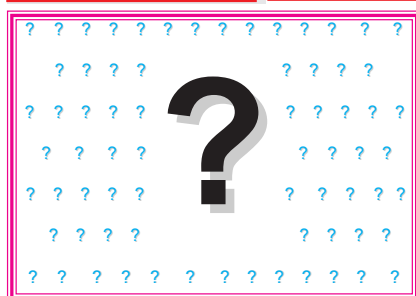
**But**

*what will that mean for your premises this year*

Traditionally a festive occasion of good cheer and peace for all, but for those in the licensed trade it often feels as if they have been excluded. It is not just the fact that the trade has to work at this seasonal time, it is also that they often seem to be the one group of people excluded from the elements of 'Peace and Goodwill to Others' as they become the target for those customers that have had that bit too much or, have mysteriously forgotten how to behave reasonably. It is unfortunately not a new phenomena but one that stays with us, so perhaps it is the time of year to review how to deal with those who wish to be anti-social and spoil the time for others.

The emphasis of this edition will be dealing with what the academics refer to as conflict resolution and what those in the trade often refer to as 'stropky' customers. I know many of you will say 'but we have been dealing with these problems all our life, we know what to do.' The reality is however that sometimes there are additional things that others have found that can improve the situation. Don't forget your staff, do they have all the skills that you have acquired over the years, probably not, so now is the time to provide them with some guidance and training.

This edition of the newsletter is brought to you courtesy of sponsorship from  
**The Greene King Pub Company**



## A New Logo!

As many of you will have realised the logo currently used by National pubwatch as seen on the front of the newsletter does not reflect what pubwatches are about. It was designed by one of our founders to symbolise the original Steering Committee.

Things are about to change, thanks to the generous support of the Unique Pub Company and the BLRA, we have been able to fund a competition amongst design students at St Martin's College of Art and Design (London's foremost Art College) to design a new logo that can be used nationally. Over 100 students on an MA design course are participating and judging has been taking place over recent weeks. Hopefully future editions of this newsletter will carry the winning design which we also hope to be able to reproduce as a Window Sticker to identify premises in watches that will have national recognition and significance.

We have often, as an organisation, been asked if we can supply window stickers for new and existing watches and hopefully if all goes well we shall soon be able to respond to requests of this nature.

**WHAT SORT OF LOGO OR BADGE DOES YOUR WATCH USE?**

**MIGHT IT BE SOMETHING THAT OTHER WATCHES COULD FIND OF USE TO SPREAD THE MESSAGE?**

**SEND US A COPY AND WE WILL INCLUDE IT IN FUTURE EDITIONS OF THE NEWSLETTER**

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## THE VISION OF A NATIONAL PUB- WATCH ORGANISATION

By Bill Stone, FBII HCIMA  
National Operations Support Executive & Founder

In the so-called 'Good old days' when a publican sailed so close to the wind, disaster was often avoided more by good luck than judgement. Risks associated with the need to embrace an enforced 'Black Economy' to survive in the licensed trade escalated the ever-present threat of violence and other unacceptable behaviour.

There was a need for direction and professionalism to bring the trade from an outdated feudal system towards a modern business concept.

The change began with the formation of a trade union for licensed house managers, this was called NALHM, which became a significant force in the task of making licensees highly trained professionals. NALHM also tackled the ever present threat of violence in public houses and was a prime mover of the 'Ban the thug' legislation, which produced the facility of 'Exclusion orders' to ban thugs from licensed premises.

This new professionalism was further enhanced by the formation of the British Institute of Innkeeping and the Hotel and Catering International Business Management Association, affording qualified members the prestige of recognised post nominals MBII and HCIMA.

BUT,

There was still a void on the need to confront violence and other unacceptable behaviour on licensed premises. No organisation had the facilities or experience to seriously take the thugs on.

A momentous step was taken with the initiative to form local Pubwatch schemes, at last a breakthrough seemed to materialise to combat unacceptable and threatening behaviour on licensed premises.

BUT,

There remains the everlasting problem of unsupportive pub owning companies, whose attitude is 'It's up to the Licensee', 'It goes with the job'. The remit of the brewery feudal system is still hanging on.

Notwithstanding the irresponsible behaviour of some of the new creation investment 'fronting' managers and licensees, unprofessional and arrogant in their ignorance of what running a pub is really about, refusing to support any movement that is for the common good without self-interest motives.

Having been a licensee in the good old days and still a licensee in modern times, I have experienced all the violence, drugs, protection threats and stomach churning unacceptable behaviour that can occur in pubs. I visualised setting up and working with local Pubwatches, a situation where a National Pubwatch organisation would

have political power and experience to provide co-ordination for schemes. Combining with Parliament, police forces and all other interested parties to take on the massive problem of producing a safe, social drinking environment on all licensed premises nation-wide.

The embryo was muted and planted for a great and effective National Pubwatch scheme in a local pub in Tontine Street, Folkestone, where I met the then Editor of the 'Licensee and Morning Advertiser', John Tomlin, to discuss the possibility. From this initiative that he supported began the strong foundation of a National Pubwatch (Steering) Committee, with its appointed members possessing the unique qualifications needed to establish a National Scheme.

The success of the National Pubwatch (Steering) Committee is now well documented and has been publicised in the 'Morning Advertiser'. From this success and the ever welcome support now beginning to come from pub companies and others, National Pubwatch is sending a clear message and warning to those who threaten the establishment of a safe social drinking environment nation-wide.

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### **Is your trade being affected by 'Bootleg' booze?**

If the answer is **YES** then don't ignore it, do something about it, help the Customs and Excise by passing any information on such activity in your area to their confidential hot line phone number.

**0800 59 5000**

It costs you nothing, just the time to make the call but it may help to provide the missing link in their information that will lead to the arrest and seizure that will stop the harm to your trade.

### **When the Home Office came calling!**

Most people in the licensed trade will be aware that in late July the Home Office gave a public launch to their initiatives to address crime and disorder issues in relation to licensed premises. Not un-expectedly Pubwatch was one of the elements included and some very late approaches were made to National Pubwatch to help in the launch and in particular, provide contact points within watches for National and Regional press representatives to approach for interview. The response from the 6 contacts provided was magnificent and led to a large number of interviews and articles, perhaps the most interesting was the views of Bob Snashall from Thorne and Moorends Pubwatch published in the Guardian newspaper on 4th August. Our thanks goes to those that offered themselves as contacts especially as for some the calls never came, but as you all know we can provide the press with water but not always make them drink it!

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## GSS advert

### Wiltshire Gallops Ahead on Exclusion Orders

Earlier this year Andy Powell the Co-ordinator of the Pubwatch at Trowbridge in Wiltshire contacted us for help in how to provoke a change in the attitude of local police and courts over Exclusion Orders. Requests for such action by the Watch had met with little success due to the insistence by police and prosecutors that such action was only for repeat offenders. We recommended that he write to the Local Chief Officer and Chief Crown Prosecutor setting out the Watch's concerns on this point and provided him with the stated cases on the subject that made it quite clear that it was intended for all offenders who use or offer violence regardless of previous offences albeit possibly not for people of previous good character involved in a single isolated incident.

This course of action achieved the desired result on the part of police and prosecutor and now Andy and the co-ordinators of 4 other watches in West Wiltshire have grouped together to approach the local magistrates clerk in the hope of encouraging the courts to consider the use of Exclusion orders in all cases involving the use or threat of violence in watch premises.

If this is a problem in your area why not try the same approach. The legislation involved is the Licensed Premises (Exclusion of Certain Persons Act) 1980 and the stated case that set the precedents over its use is R v Grady [1990] CLR 608 in which the High Court indicated that 'the orders were designed for those people who might shortly be described as making a nuisance of themselves in public houses and therefore qualifying to be disbarred from going in to the annoyance of other customers and the possible danger to the licensee.' The ruling involved also indicated that a single isolated offence by a mature customer of previous good character would **not normally** fall into this category.

#### **Pubwatch & Partnership thrives in North Yorkshire**

Information from North Yorkshire's Partnership Development officer shows that Pubwatch is a popular method of responding to problems in their area with many schemes operating in the towns and villages. In the few areas where no formal watch scheme exists in the majority of instances informal ring round systems are in place, sometimes through LVA's, with licensees passing on information about problems. In the city of York is the country's largest Watch with nearly 200 members, the justices make membership a requirement for the grant of a licence, that uses a paging scheme with inputs from not just the premises but also the police control room. York have also got their own newsletter known as 'A Copper's

Tale' that displays pictures of all those excluded from premises or declared habitual drunkards, which means there is little problem identifying such people when they come visiting. Harrogate has a town centre radio link scheme operating managed by the Community Safety Partnership with CCTV monitored by control room staff. There are 22 shops in the scheme and now they have been joined by 26 of the towns Pubs and Night clubs. It costs £300 + VAT per annum but seems to be money well spent. Perhaps this is an option for you if your watch is in a town centre, why not approach your local Community Safety Partnership and see if they are willing to support such a scheme.

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## Academics call it Conflict Resolution

Earlier this year I had the opportunity to attend a training course for staff and managers run by this issue's sponsor **The Greene King Pub Company**. The course was about Risk Management and as a retired police officer with over 32 years service and currently a student at Leicester University studying Risk, Crisis & Disaster Management I didn't expect to learn too much I didn't already know. How wrong I was! The course lasted for a day and was delivered by the company Security Manager, Bruce Thomas, an ex police officer with many years experience in the licensed trade. It is based on proven research from nearly a decade ago conducted by Nottingham University and has been used to good effect since. Many readers will smile as they read this article and say 'we have known about that for years it comes from trade experience' and they may be partly right, but the important thing they need to remember is that their staff may not be in that fortunate position. The main aim of the training was prevention and the day was separated into two parts, managing the risk and resolving the conflict if it arose.

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### Managing the Risk

This was broken down into three parts starting with hospitality management moving on to vigilance and awareness and finishing with managing the background and flash points. Hospitality management was about the visual impact and impressions generated in the pub. A tidy and clean pub conveys a message about it, simple things like the clearance of empty glasses and bottles has an impact as well as removing potential weapons. The manner and attitude of staff when undertaking this task can also have an effect and if done with pleasant and personal contact with customers, generates a good feeling in customers as well as giving early warning of those that might present a problem. It is a form of intelligence gathering, mixing and talking to customers will generate a personal touch that can, if trouble occurs, enable a quick defusion of the situation, not to mention the possible benefits of repeat custom. After all it is easy to strike someone you don't know at all but it is a little different if earlier favourable contact has been made. Emphasis is made of the fact that how the first incident is handled will set the tone for the future, so it is important to have an acknowledged and agreed policy on how trouble will be handled. A plan of action for if it happens is far more effective than one thought up in the heat of the moment. **Have you discussed such matters with your staff? Do they know what is expected of them if trouble occurs? A little time spent talking these issues through can be very valuable if a problem occurs.**

The issue of vigilance and awareness will be something that most will be familiar with but do you ever look at your premises from the customers viewpoint. If you do not move from behind the bar can you appreciate how things appear from the other side of it. It does no harm to mingle and let people know who you are and it will give you an edge if you have to deal with a possible violent situation. **Do you and your staff know what signs might give warning of trouble? Test them by asking, you might be surprised by the answers. Do they recognise that sudden gaps in the crowd signal possible problems or raised voices or sudden silence are also the prelude to trouble?**

The background or environment is the last factor but often the most critical. Happy hours, strong beers and strong cocktails are often good boosts to trade but what risks do they bring. Binge drinking is likely and that means people who are not in control and will breach most accepted rules of behaviour. Are your staff the right people in appearance and attitude to handle the type of customer that your

pub attracts. Do you have background music for your customers if so is it being used for their benefit or have your staff selected the style for their benefit. Is the style and volume level one that encourages people to be more aggressive. Perhaps it is time to review it or at least consider reducing the volume and changing to a less powerful style before closing. Simple steps like this can reduce the potential for trouble as customers leave and outside once they have left.

Competitive games, such as quiz nights, are becoming very popular but competition generates friction, you need to set out the rules of play clearly and who is the arbiter in the event of dispute. The same can be said of table games such as pool, are the rules of play displayed and the method of getting a game. A chalk board is better than money stacked along the table there is less room for dispute or theft!

Do you operate a deferential policy in favour of regulars and will this lead to disputes and problems, one rule for all is easier to apply and provides less room for trouble. It doesn't mean that regulars should not be sociably handled just don't have different rules as to what they can do.

**All these things maybe 'Old Hat' to you but are they to your staff? All too often we think that people know what is expected of them but we never ask the questions of them to make sure. A few simple questions now will allow you make sure your staff know what to do and if not, to pass on your knowledge and skills at recognising and dealing with problems that can make life safer for them and maintain a good image for your pub.**

### Proof of Age Cards

More and more Local Authorities are taking on the responsibility of issuing proof of age cards, normally through their Trading Standards Department. Do you know if your area has adopted such a scheme? It might be helpful to know if it has and what card is being used. In September Worcestershire County Council began issuing 'CitizenCard's' to all their students in the 16-18 year age group. In Wales most authorities have supported the issue of 'Validate Cards' as have Cheshire, Dorset, Gloucestershire, Oxfordshire, Somerset and parts of Cleveland.

If you want to check up and see what card your authority favours try contacting your local Trading Standards Office.

**Remember although the cards are being issued it remains a voluntary exercise so not every person will have one.**

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# But you probably know it as dealing with trouble

## **Conflict Resolution**

If or when trouble does come you may feel confident in your ability to deal with it based on your experience and/or training but are your staff equally as confident. Perhaps not, so maybe it is time to give them some hints if nothing else for their own protection, although some might argue that you have a legal liability to do so under Health & Safety legislation.

At the Greene King training day all the staff present were provided with an outline process for resolving conflict and some specific things that could be employed at each of the three stages of the process. The most important point of note was that the process had to be completed and if it broke down at any part you had to return and start at the first stage again. This at first seems a little unwieldy but it quickly became apparent from what followed that it was the only way to be successful.

The first stage was referred to as the calming stage and basically revolves around trying to calm down the individual creating the problem. This is essential if you are to persuade the individual to change their behaviour. Sound common sense I hear you say, yes but how to do it? For some people it comes naturally but for others it is not so easy so tips and hints are provided.

## **Do's**

Stay calm yourself, don't raise your voice level, project a calm image, establish some contact (non-physical) with them and maintain some control over the situation by controlling yourself. The calmer you are the easier it will be to anticipate the onset of any violence. Adopt a friendly manner, use open mannerisms such as relaxed facial muscles and open hands. Try to find out a name and use it, it's more personal. Be assertive but not aggressive and if possible encourage the individual to somewhere away from public view or an audience to discuss the matter, avoid doing it 'on stage'. If it is a group, identify the spokes person and try to deal just with them, you cannot effectively deal with several of them.

## **Don'ts**

Touch, it is an invasion of privacy that can trigger violence. Issue threats, use body language that is negative such as arms crossed, balled fists. Avoid sarcasm or comments that belittle the individual, it leads to a feeling of a 'loss of face' which will raise the stakes.

Once things have calmed down a little you move on to the next stage which is persuasion. It is about sorting it out so that it appears a win - win situation and that might have to appear on the surface as a win - lose one to the individual. Probe to see what is the real problem it may not be what it appears at the outset. If you can deal with the problem then set out the options and choices involved including the consequences if there are any. If you cannot because you have to refer it elsewhere tell them,

make it clear that it is not in your power to resolve it.

Hopefully by this time you will have reached the last stage, the closing. This stage is about all the parties involved knowing what the result is, i.e. what happens next. If you are going to bar or ban them remember it may be worth waiting until they next return when they might be more rational and stone cold sober.

## **Some Specifics to Remember**

Body Language is important it sends signals both ways, remember everybody has what they consider their 'own space' enter it and they feel physically threatened. Your safety is paramount so position yourself at an angle of around 45 degrees to the other person, with your weight towards your heels and some space between you. This enables you to spin away and retreat quickly if violence is offered.

The animal kingdom, and that includes humans, has a psychological syndrome known as 'fight or flight' and when threatened physically that is what happens, so leave an escape route for both yourself and the other party.

Have you got an in house signal system that warns other staff of the problem and triggers action to support you, after all they may not see what is happening.

## **The most important point**

Do not wait until it happens, prepare for the eventuality by discussing with staff what you are all going to do when it does. Have a plan of action ready, do not try to do it 'off the cuff'. Don't forget why you are doing it, to protect staff and customers from the risk of harm or violence to make your pub safer. Personal Safety must be the most important factor.



**Christmas always brings out a rash of charity collectors but are they all genuine? Unfortunately the answer is No they are not.**

Some more unscrupulous people make use of this time of the year to make a killing based on good nature and charity of others. So perhaps it is time to check up on those collectors that come to your premises and approach your customers. Any legitimate collector will be using a collection tin that is **sealed**, will have an **authority to collect issued by the charity** they are collecting for and should also have a permit from the local council to conduct the collection. Sometimes this last permission is not readily available or has not been sought by the individual concerned, so it maybe be a matter for your discretion as to whether or not you allow them to collect in your premises. Don't forget if you find and refuse entry to a bogus collector let other premises and the police know.

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# Coping with Violence - Door Supervisors

Violent crime is apparently on the increase. Home Office figures are thrown at us with increasing regularity. Approximately 5,000 "glassings" occur each year; violent attacks up by 16% on last year; and so on.

But figures can be used and manipulated in many ways depending on the political agenda at the time. As for the pubs and clubs, there are numerous research programmes being conducted about the effects of alcohol, underage drinking and violent or anti-social behaviour. A common thread through many of the produced documents appears to be that to resolve the problems, licensees and door staff must take a positive role. Indeed the Home Office Action Plan 'Tackling alcohol related crime...' goes further than most by stating "Bar and door staff have an important role in helping to prevent, diffuse or contain trouble on licensed premises and their role in this should be properly recognised and supported by appropriate training schemes." Unfortunately 'appropriate training schemes' seem to have a diverse range of quality and content so that even in a single local authority area, there will be significant differences in the training provision. There is of course the British Standard 7960:1999 Door Supervisors/Stewards Code of Practice. This encourages a minimum standard in producing competent door staff by suggesting what subjects should be covered. It also goes on to suggest additional skills such as first aid and conflict management. This is where everything begins to fall into disarray. To put door staff through training as advocated by the Code of Practice does not in itself grant immunity from legal obligations, in particular the Human Rights Act 1998 and health and safety legislation. Many existing schemes use training designed and provided specifically for other organisations e.g. health care, police or prison, particularly regarding physical skills. Conversely,

*This article was provided by Tim Davies an independent personal safety consultant who runs his own training company following very successful careers in both the military and police. He has over twenty years as an instructor, experiencing violence and aggression first hand, he has found the hard way what works and what doesn't regarding training provision. As a result he is committed to devising and delivering personal safety programmes that ensure all front line workers feel safe and secure. He uses a proactive approach to ensure a safety culture is generated rather than quick fix off the shelf courses. This includes policies, reporting procedures, evaluation, monitoring and review, so that employees are fully supported by their employer. He is accredited by an independent governing body and fully insured to deliver such training and a member of the National Federation for Personal Safety, the National Coaching Foundation and National Association of Sports Coaches. Currently he is working with door supervisors, health care, ambulance, security, personal advisors, local authorities, and leisure and retail groups among many others.*

**He can be contacted on 01772 870745 tel/fax or  
Email [timdaviestraining@hotmail.com](mailto:timdaviestraining@hotmail.com).**

one 'national' trainer will not even enter into physical skills training yet will give powers of arrest. Experience shows that compliance with the Code of Practice is seen as about as much training as staff are going to get, and stuff the consequences.

There is also the NCFE Door Supervisors Vocational Certificate. Excellent in content, but how many know it exists much less actually train to it at a local level? How many door staff will pay yet more money for more training when they are already registered and badged by a local authority? I know from experience that door staff will go to the cheapest option, even when unqualified instructors( with no accreditation) provide that option. Indeed, some local training exists of less than one day, yet both a local authority registration scheme and a pub watch administer the area.

Conflict resolution isn't just about attending a course, learning umpteen physical skills and often-American orientated conflict management technique. The vast majority of front line staff are experienced in people skills and know what works and what doesn't. What they need is the reinforcement of those life skills dovetailed with current legislation. That legislation must include the European Convention on Human Rights and health & safety. Far too much emphasis is given to training that is not needed or not relevant to the

task in hand. To increase the number of options open to a door supervisor when faced with violence and aggression is to increase reaction time (Hick's Law). You will all have seen door supervisors that have received training in many skills still default back to grabbing people around the neck to move them out. Is this because what is being taught isn't relevant, or is there too much to think about in times of instant decisions? Simple, easy to remember and use, physical skills are most appropriate for those staff who do not train for several hours a week, month in, month out. But then again, the more trained you are the more you would be expected to use that training (R v Clegg).

Safe conflict resolution is a combination of realistic and effective training with an overall safety culture within the venue or organisation. This is where most venues fall down and conflict resolution fails. There is no point in giving tools for the job if staff are not valued or supported. The message is that proper consideration of 'human factors' is a key ingredient of effective health and safety management (HSG48).

Article 5 of the Human Rights Act 1998 provides the right to security of person, save in a few exceptions. By not providing effective and competent training and at the same time expecting door supervisors to deal with violence and aggression, is there a danger of contravening this right? I would think so. Local authorities, local registration schemes, local pub watch schemes, licensing committees and employers may have to consider the implications of the Human Rights Act. Effective and realistic training exists but is almost valueless if not supported by the

*continued on page 7*

*continued from page 6* venue or employer. A safety culture that encompasses all relevant legislation, reporting procedures, evaluation, monitoring and review will provide a far more effective method of conflict resolution than sending staff on a course and leaving it at that.

Front line safety relies heavily on the morale and confidence of the front line staff. Confidence comes from having effective training and development of skills and knowledge based on evidential need. When use of force is questioned the tests may be 'was it absolutely necessary and proportionate'? Or who accredited such a technique that broke the guy's wrist? Many door supervisors will default back to conditioned behaviour in the management of violence and aggression because it works. Training providers must realise this and adapt accordingly rather than saying 'you can't do that'. To that end, local authority registration schemes, etc must ensure the training given is effective, accountable and part of an overall safety culture, not just provided to satisfy a tick box on somebody's check sheet or the condition of a licence.

A question I am often asked during training is 'can I ring you if...'. To me the question just shows how much confidence some door supervisors have in their employer. If a door supervisor acts within the law, they must have the full support of the employer. That support must be emphasised by all parts of the industry, then, and only then will staff feel safe on the door and do what they always do best. That is the crux to conflict resolution. At an early stage of one career I was faced with the awful dilemma that my recent training wasn't working while some a\*\*\* hole was taking bites out of my thigh. I resolved it by going back to technique from a previous career and vowed then to not confuse reality with training and to provide people with confidence to do the right thing. And that's all that conflict resolution is - the ability and confidence to do the right thing, whatever it is and to justify it to any legal forum.

## Do you link with other nearby watches?

Why do we need to might you ask. Because it provides greater benefits, for example, size and scale often bring added weight to the table when dealing with other agencies such as the police or Local Authority. The five watches in West Wiltshire who have linked together and now find that they are taken quite seriously and have an input into initiatives taken by the councils and other bodies. After all if the problems are drink related, who better to be involved in the discussions and proposals to tackle them than the local licensees, surely they know more about the problems than most and have a valuable contribution to make in understanding and dealing with them.

In addition the exchange of information on problem people is essential if you are to keep trouble out of your premises. Inevitably those that are banned travel further afield to do their drinking and take the trouble with them, so it makes sense to share information about those people to stop them bringing their problems into your premises.

### **Remember**

'**There is strength in numbers**' and that is what each watch is based on so it makes sense to generate links and exchange information to enhance that strength.

They say 'Time is a Great Healer' and that may well be so, but time is also very good at bringing complacency to the fore. We are all thankful that the terrorist outrages of the last decade seem to have come to an end, but have they? In recent weeks Assistant Commissioner David Veness of the Metropolitan Police has been once again warning the community to be on their guard for the possibility of more attacks by extremist republican splinter groups. History has shown that such attacks have often occurred in or close to pubs with horrific consequences for patrons and staff alike so perhaps it is time to review your own security arrangements to minimise this potential risk to your premises.

### **What should you consider?**

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- 1) Regular checking of your premises for unattended or suspicious items.
- 2) Sealing up of cupboards or cavities in which a device could be hidden such as toilet cisterns and cupboards.
- 3) Improved illumination of dark areas.
- 4) Full searches of your premise, internal and external, before opening and after closing.
- 5) Have you got a search plan to ensure a systematic search that covers all areas of the premises.
- 6) **What do people do if they find something? Do not disturb it and call the police, unless you are 200% certain that it presents no threat.**
- 7) Tighter control of access to staff areas.
- 8) If you have CCTV check it is working properly and check that the tapes are still recording good images.
- 9) Are the cameras covering the right places?
- 10) Brief your staff for extra vigilance over strangers and people that seem slightly out of place ( past atrocities often feature people wearing anoraks with the hood up, its a good way of disguising features).

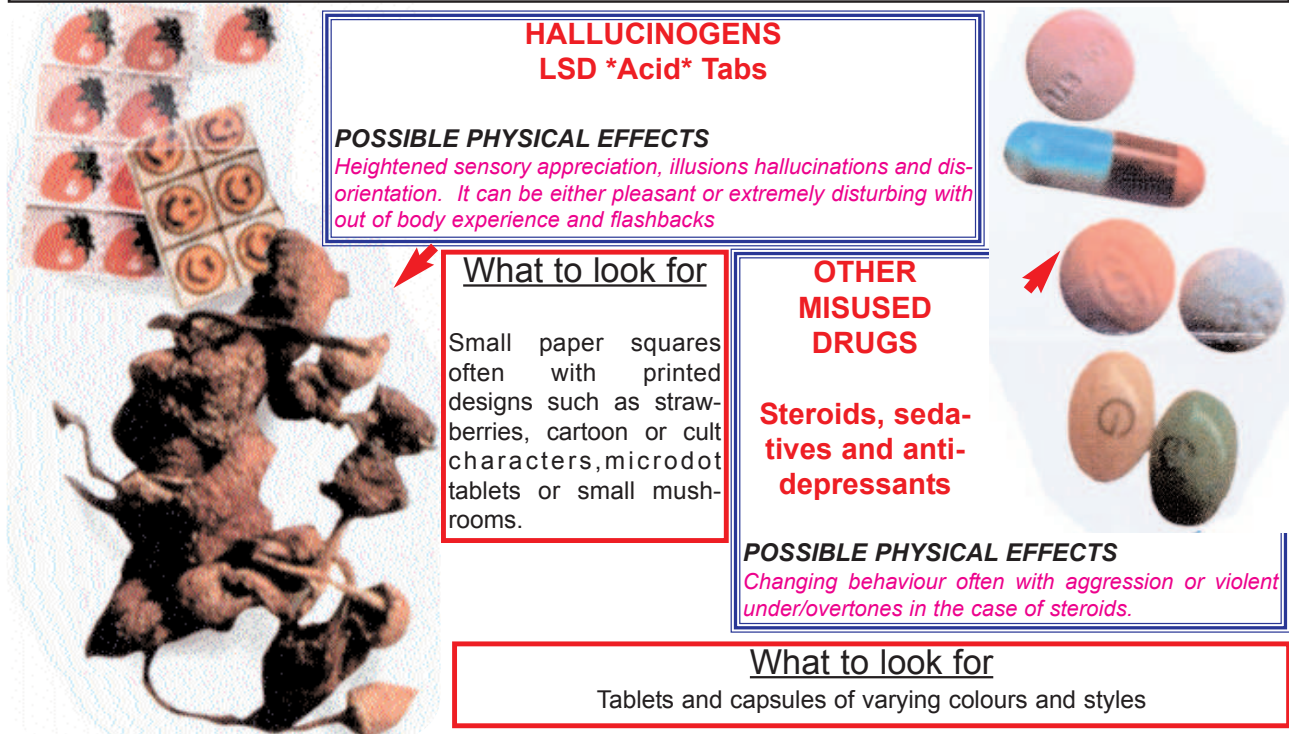
### **Check your evacuation plan is up to date.**

Have you got one? you should have for the eventuality of fire.

- 1) Who makes the decision to evacuate?
- 2) How is it initiated? ( public address or staff telling people).
- 3) Where do people evacuate to?
- 4) What route do they use? ( it should be away from where the problem is.)
- 5) What does each member of staff have to do?
- 6) Who is responsible for ensuring the premises are cleared?
- 7) Have you consulted your local Fire Service?

## Drugs again!

In our last issue we provided some information on drugs, this time there are a couple more to add to the gallery:



**HALLUCINOGENS**  
**LSD \*Acid\* Tabs**

**POSSIBLE PHYSICAL EFFECTS**  
*Heightened sensory appreciation, illusions hallucinations and dis-orientation. It can be either pleasant or extremely disturbing with out of body experience and flashbacks*

**What to look for**

Small paper squares often with printed designs such as strawberries, cartoon or cult characters, microdot tablets or small mushrooms.

**OTHER MISUSED DRUGS**

**Steroids, sedatives and anti-depressants**

**POSSIBLE PHYSICAL EFFECTS**  
*Changing behaviour often with aggression or violent under/vertones in the case of steroids.*

**What to look for**

Tablets and capsules of varying colours and styles

**We still need to hear from watches about the things that work for them as well as what their problems are so that we can communicate them to other watches or if they are universal problems raise them in forums that may be able to resolve them.**

The Chairman and Secretary of National Pubwatch sit on the Home Office forum on alcohol related crime and disorder chaired by Home Office Minister Charles Clarke. Many agencies are represented on this forum including trade organisations such as the BII, the BLRA and a number of Pub Companies together with the police, health service, local authorities and other voluntary agencies such as 'Validate' (the proof of age scheme).

The forum last met in late September and we are pleased to report that he expressed continuing support for Pubwatch as one of many tools to address the problems, together with a commitment to address concerns raised about information sharing, such as photographs. The disappointment factor for the forum was a clear reluctance of Government support for a national proof of age scheme, something universally supported round the table but clearly not acceptable at this time.

It is clear from this meeting that the arrival of a general election during the forthcoming year means there will be a delay in tabling legislation, including some of the proposed licensing reforms as well as legislation to support initiatives suggested through the forum. Your representatives will however continue to raise the concerns expressed by watches in the hope that solutions can be found that do not require legislation to effect them.

### How to contact us

By E-mail at :

[National.Pubwatch@btinternet.com](mailto:National.Pubwatch@btinternet.com)

By Post at:

17 Chace Avenue, Potters Bar, Herts, EN6 5LX

By Phone at:

01707 650095

01303 241906

020 8441 0806

**Our revised Good Practice Guide is now available.**

Copies are available free with a P & P charge of £1 per copy (discounts for bulk orders) and can be obtained from the address above. Cheques or Postal Orders payable to National Pubwatch.

**Do you have an interesting tale to tell about your pubwatch or an experience whilst running one? If so drop us a line so we can consider it for our next newsletter.**

