



[Home Office Minister Charles Clarke MP launches pubwatch across the Unique Pub Company's estate \(see page 4\)](#)

## Government offers a little more than moral support

A light appeared on the horizon in late February when the Right Hon. Liz Blackman, MP for Erewash, introduced an adjournment debate in the House of Commons on the issue of violence towards licensees and their staff. Such a debate was a milestone itself as more time is normally taken up with pointing the finger at those people for the crime and violence that is so often associated with the consumption of drink as opposed to the problems of those victims who work in the industry. The debate primarily focused on the lack of use of exclusion orders but covered a number of other issues of concern. These other matters included issues that we raised with her whilst she was conducting research prior to the debate.

Many watch schemes and individuals have raised concerns, about the impact of Human Rights legislation on bans, problems over access and use of photographs in such circumstances. The use of CCTV photographs and lack of clear guidance and policy over exclusion orders have also been frequently raised. Your concerns have been passed on to the department and minister responsible at meetings where National Pubwatch is represented, now they have been raised on the floor of the house through this debate.

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## The new Logo

In our last edition we highlighted the fact that we were working with the Unique Pub Company and St Martin's college of Design to find a new logo from National Pubwatch but like many things in this world it has not worked out as we expected. The students that were given the task did not deliver either the innovation or quality that was expected by the college and consequently no entries were submitted.

Unique decided to pursue the matter and the Society of Licensed Victuallers school decided to see if they could do better. At the same time the daughter of a police officer in Avon & Somerset, studying design at University, offered to submit some designs as she was already designing a poster for the local watch scheme that her father helps run. The school submitted a total of 17 designs and the student submitted 9 designs which were judged by National Pubwatch's Committee.

They selected the new logo as shown above from the student's designs and a logo submitted by the school for use in posters and window stickers. Full details of the winners and their prizes will be in our next issue.

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It is not possible to reproduce the whole of the debate so we have listed the points that she raised and included the response that she received from Charles Clarke, the Home Office Minister, who responded on behalf of the government in the debate.

\* The impact of Human Rights legislation on pubwatch bans.

Response - All challenges to existing practices based on the new legislation are being monitored, to date and the results sustained so far have been in line with expectations upholding existing practices. People should not be frightened of such action and should proceed on the basis that pubwatch is the right way to operate.

\* Lack of information on the numbers of people excluded from licensed premises by the court since 1996 (when it was only 23) prevents the true picture being revealed.

Response - The methods of obtaining such statistics are being reviewed and an undertaking given to make the information more publicly available.

\* Lack of statutory provision for hearing licensees or their representatives who wish an order extended to cover their premises.

No response

\* Making a duty of the court to consider the suitability of an exclusion order all cases or making it automatic.

Response - It will be included in the White paper on licensing reform that will form the basis for legislation.

\* Extending their use for offences in off-licences.

\* A more effective way of placing breaches of exclusion orders before the courts.

Response - A matter for early consideration and inclusion in licensing legislation as well as discussion on the minister's seminar groups.

\* Extending football legislation that permits the taking

## *Rumours on the Rounds !!*

Rumour has it that a small group of late night venues in Manchester have got together with the local police and agreed an experimental scheme whereby they will hire police men at £45 per hour to patrol the area around their premises. They will patrol from about 9pm to 4am and the police will provide one officer to patrol with every officer that they hire. The scheme is not due to start until later this year and will run for an experimental period to see what the effect of it is. It is hoped that the visual presence maintained in a relatively small area will be a deterrent to disorderly behaviour and deter violence. It will work out at £31 per premises per night and will be interesting to see what the effect is and whether it proves to be value for the money spent.

and use of photographs.

\* Issue clear guidance on the use of photographs in respect of people excluded or banned by pubwatches. Response - Review the guidance on the subject on completion of the Cabinet Office review of data protection issues on the subject of photographs and consider their use by pubwatches.

\* Some financial support for National Pubwatch to help it to deliver its free service.

Response - Government will be prepared to consider some funding for National Pubwatch.

Throughout the response the minister re-iterated that he will continue to address the problems raised in every possible way and that the government was committed to taking every possible measure to support activity to reduce crime and violence associated with the consumption of alcohol.

Only time will show if this makes any real impression on the problems concerned and some of the issues that were raised directly by various watch schemes with National Pubwatch and passed on to Liz Blackman.

During the course of the debate many watch and LVA schemes were the subject of mention for their good practice:

Derby for their pro-forma statement drafted by the police signed by all the licensees in the watch requesting a ban.

Bromley LVA for the exclusion application forms they supply to all members.

Bradford for the computer system that automatically informs the Licensing officer of violent offences appearing before the courts enabling him to request exclusion orders.

Blyth for the exceptional results they achieved on setting up their watch scheme.

Whilst we have yet to see action to equate with the words of support and promises of action at least the concerns have been aired in the only place that can initiate action. Time and the implementation of answers in the proposed legislation to reform the licensing laws will show whether or not the voices of concern over these issues have been properly heard.

Remember that if you do not tell politicians and other bodies involved in addressing the problems what the real problems are they will work on the assumptions that the media and other pressure groups offer.

**If your watch is experiencing problems let the other agencies you are involved with know what it is you are really facing and your suggestions for addressing it. It might also help to let us know so we can raise it in appropriate forums as well.**



Our last edition featured conflict resolution unfortunately the under mentioned article was received from a reader, a licensee in Essex, too late for inclusion in the last edition.

## Managing Conflict Situations - Lee Hollins

**Conflict: A hostile encounter; antagonistic state or action (as of divergent ideas, interests or persons) - Webster's Dictionary**

The licensed venue is a place where people come to relax, unwind, socialise and even do business. But whilst it brings out the best in the majority of people it can bring out the worst in a minority. People can become abusive, aggressive or even violent. What is called for here is a positive approach. Have you ever noticed how some people have a knack of causing situations to go from bad to worse; how some people use force more often than others....

When there is conflict of course violence is an outcome of that interaction. But it's important to remember that it's a possible outcome, not an inevitable outcome. We can significantly influence the nature of the outcome.

Aspects of good practice include, but are not restricted to:

- Responding as soon as a problem is developing, don't allow it to get out of hand
- Keep your emotions under control, don't let any anger show, it will only inflame the situation
- Consider space and positioning; creating a buffer zone, easing the pressure on the individual and ensuring a reactionary gap,
- Maintaining a relaxed and open posture; protective yet non-threatening
- Use appropriate eye contact, not too much; enough to show interest but not enough to pressure the individual
- Think about removing the audience effect and taking the individual to one side
- Active listening; you need information and to demonstrate the ability to empathise even in extreme situations
- Speak slowly and clearly, repeat yourself if necessary. Their ability to process information may be impaired by alcohol
- Avoiding issuing ultimatums or threats
- Providing face saving options, offering a way out where necessary
- Avoid using force

This is most basic information, but even so it's important information. Reflect on situations you have seen deteriorate in the past, what has been the trigger point?. a sarcastic remark?, a display of indifference?, a gesture?, a threat?, the invasion of space?, the use of force? How many do you think were avoidable? Even if it's only been one, it may have been the one where someone was seriously injured....

All things being equal the key to getting a favourable outcome is very much about treating people in the same way we would expect to be treated ourselves. Starting out with a positive attitude. This has got to increase the chances of a safe and satisfactory outcome.

## **N**antwich shows a lead in door supervisor training

One of the long time supporters of National Pubwatch, Sergeant Nigel Bailey from Nantwich in Cheshire has been an advocate of proper training for door supervisors. The introduction of the BII door supervisors certificate that has been accredited by the National Curriculum and Standards Body has enabled door supervisors in his area to commence training for this certificate. The training is advancing well with many students having completed the Part I and some almost having completed Part II which has the practical elements including conflict management and drug awareness. Similar achievements are being reported from other areas including North Warwickshire and many more local authority licensing departments are looking to include this as a requirement for individuals seeking to register with them as door supervisors.

***Have you checked to see if this is the case in your area? If you employ door staff then for your own protection you should ensure that they have some recognised qualification even if your area has no registration scheme for such staff. It could be your protection in the event of claims against you arising from their actions.***

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## **DON'T LET IT GET TO YOU!**

Stock take, staff shortage, dray late, tills short, etc., etc., and just when you think it's all over "There's trouble in the bar!", that is a day, every day in the life of a publican. "Goes with the job" or "If you can't stand the heat ...." are common opinions of the licensed trade ignorant.

Ice machine broken again! Beer cloudy, targets not met, more trouble in the bar! and on it goes 365 days a year. In many cases there seems to be no answer to the stress of running a pub. Relationships suffer, health suffers, customers suffer and staff suffer as a result. In these enlightened times of encouraging qualified professional licensees to train in meeting the business, academic and practical requirements, coping with running the business problems can be alleviated before that relationship breakdown or, God forbid, that not uncommon happening in the licensed trade, a stroke or heart attack.

What no amount of training can completely resolve is how to cope with spontaneous, mindless violence, or the unpredictable actions of a drug abuser. Training cannot overcome completely the handling of constant bad behaviour of some customers and the affect that it has on others.

Trouble in pubs is not a academic situation. It is a practical matter of law and order and will be, even more so, with the Government and Local Authority plans to tackle crime and disorder legislation, described as 'Social responsibility'. Meaning the expectation of Government on what the local community and other bodies, such as the licensed trade will do themselves in tackling crime and disorder issues.

On top of all the normal business pressures the self-policing of a pub will not be easy, the additional expense of employing permanent security officers is not the practical answer. A major part of the answer will be to join and contribute to effective local pubwatch schemes. The concept being that a licensee is not alone in tackling the security of his premises. Pubwatch schemes have proven very effective in many areas to reduce alcohol-related crime and trouble on licensed premises.

With the establishment of National Pubwatch all local schemes have that extra support and recognition that will eventually become apparent to everyone with an interest in that great British institution the PUB. But, more so make the life of a licensee and pub staff more secure from the threat of unacceptable behaviour.

Don't let it get to you, support Pubwatch and get rid of it! (Incidentally I had the heart attack and my friend and colleague NPW chairman had the stroke).

*Bill Stone* co founder of National Pubwatch

**The Phenomena of 'Binge drinking' by younger patrons continues to receive much attention in the media. The Portman Group have launched an initiative to try and spread the message about the effects of drunkenness arising from this behaviour and Pubwatch have a role to play in addressing this concern.**

With the Criminal Justice and Police Bill in its final Parliamentary stages and licensing reform promised soon after the general election, the trade has never been under such intense government and media scrutiny. Much of this surrounds the issue of how best to reduce drunken disorder. Some pubs are already getting behind measures to help promote more responsible drinking patterns.

But it's not just pubs that are coming forward to help deliver the message that drunkenness is bad news.

The National Union of Students are about to unveil their involvement in the Portman Group's "If You Do Do Drink, Don't Do Drunk" campaign.

"The NUS is a key partner for this message," said The Portman Group's Head of Campaigns Graham Goodwin "A huge number of students drink both on and off campus, many of them are quite heavy and inexperienced drinkers. We want to make sure that the message reaches them that their drinking patterns risk putting themselves (and perhaps their friends) at risk."

"We are developing a range of posters, postcards, drip mats and other campaign materials which will be distributed to every Student Union in the UK. We hope to help students to better understand the risks that drunkenness can pose."

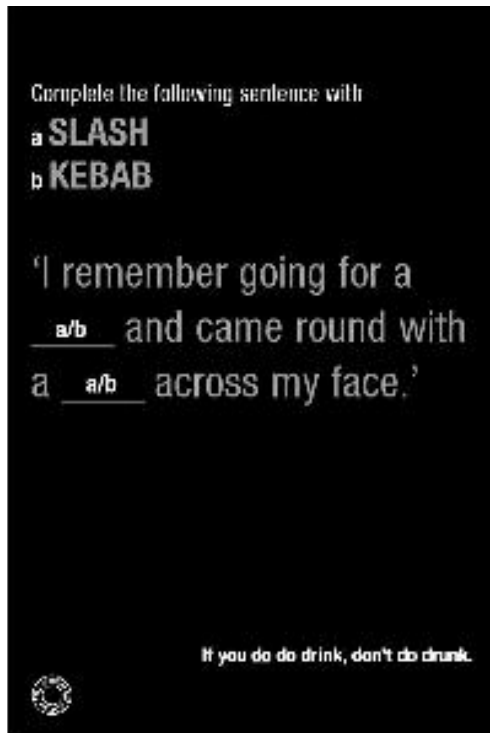
The Portman Group is also working to bring the campaign to the attention of Britain's armed forces. Discussions are already under way with the Ministry of Defence Police and the Royal Military Police about developing the campaign for a military audience. It is planned to display campaign material both on military bases and in licensed premises close by.

"This is another example of developing partnerships with organisations who have both a shared problem and a willingness to seek a solution."

The Portman Group would be delighted to hear from any pubwatch or individual licensee who wish to participate in the campaign.

# “If you do do drink, don’t do drunk”

No-one likes drunks, they’re a pain for bar staff, they irritate your other customers and they can cause untold grief to your neighbours, the police and other local businesses.



That’s why a new £1 million national campaign, launched by The Portman Group, is saying “If You Do Do Drink, Don’t Do Drunk”.

The campaign targets 18-24 year old drinkers using poster and radio advertising to flag up the risks they run by excessive drinking.

It’s a tough message to get across. Occasional excesses are part of a normal learning curve, but our research shows that a million young adults are drinking regularly just to get drunk.

Many of those who are regularly drinking in this way tell us that they enjoy it, but they also recognise, usually with the benefit of hindsight, that their drunkenness leaves them vulnerable and can get them into serious trouble.

We are working with pub companies and licensees, police forces, the National Union of Students, the NHS and many others right across the country to get as many opportunities to put this campaign where people will see it.

Licensees have a key role to play here, protecting yourself, your staff, your customers and your local community from the bad behaviour of those few who just don’t know when to stop.

Of course we could all sit back and say that this is part of youthful excess “They’ll grow out of it.” Try telling that to the publican who has had a glass smashed in his face or the nurse in an A&E ward who has been punched whilst trying to treat a Saturday night drunk.

This campaign is the start of a long and difficult haul to change the image of drunkenness and the culture of excess around alcohol in Britain.

You can help by displaying the posters in your washrooms and by persuading other colleagues in the trade to do likewise.

Copies of the four posters in the series are available free of charge. These four are the first of many more to come in the coming weeks and months.



If you have any comments about the campaign, or would like further information, please contact me on 0207 907 3700.

**GRAHAM GOODWIN**  
Head of Campaigns and Communications

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# FUNDING FOR NATIONAL PUBWATCH

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As we are a voluntary organisation that provide services free to Watch schemes funding remains a perennial problem. The comments of Charles Clarke mentioned in the article on the front page, about the possibility of some funding, are very welcome. Whilst we await the outcome of our approaches to the Home Office on this issue we are very grateful to those organisations who from time to time sponsor our activities.

Once again the Brewers and Licensed Retailers Association have offered us sufficient sponsorship to ensure that we can produce and distribute our newsletters for this year and we extend our most heart felt thanks to them for their support. One of our original sponsors, Shepherd Neame Brewery, have also made a further small contribution to help cover some of our expenditure. The Unique Pub Co has put up funds as prizes for our logo competition and we hope will support some follow up activities with the sign logo.

We are also grateful to a number of Watches, such as Crawley, who have made a donation to support the organisation in recognition of what we have achieved so far. Despite this we still need to seek additional funds to maintain the support and service we provide to watches and any offers or donations will be well received and put to good use.

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## ‘CHARLES CLARKE LAUNCHES PUBWATCH AT UNIQUE’

As our front page shows the Unique Pub Company have adopted pubwatch across their estate as a good management practice. The launch took place at one of their estate in Norwich a little over three weeks ago and was done by a staunch supporter of Pubwatch, Home Office Minister Charles Clarke who was joined by our Chairman, Raoul de Vaux, JP and the regional representative from Unique. All Unique's premises are encouraged to join or setup schemes and have been provided with a copy of the National Pubwatch Good Practice Guide to help them do so with an introduction from Giles Thorley Unique's chairman.

This is by far the most progressive move on the part of any trade group and we can only hope that others will follow this example and adopt positive and supportive policies towards those of their managers and staff that wish to take such a course of action to make their premises safer places for staff and customers alike.

National Pubwatch will continue to press other pub companies to take this sort of step and provide whatever support possible for those that do so.

## Time for others to get involved

As most of you know the committee of National Pubwatch comes from London and the South East but more input is needed on behalf of the many watch schemes in the North and West of the country as well as the Midlands. It would be nice to have volunteers from watches in these areas to join with us and provide an input on the issues that prevail in those areas.

### **Do you know a willing volunteer ?**

We have in the past had some offers but unfortunately the individuals concerned have not followed up our acceptance of those offers. If anyone is interested and can spare some time to provide help to watches and distribute information etc we would be delighted to hear from you.

Perhaps you know the ideal individual, if so, maybe you can persuade them to come forward and take up an active involvement with the Committee.

**It is time to get in touch if you fit the bill !!**

# What have you got to say?

**F**ollowing our last edition a number of readers either wrote or e-mailed us about with their views on some of the items. This page contains some of those responses

One of our readers, Mrs J Skinner of Derbyshire, felt very strongly about the possible impact of this legislation:

'I feel that the press have seized on the civil rights of people who have already broken either the law or the conventions of modern society without giving thought to the rest of the population, who because they behave in an orderly manner, have more right to access places of entertainment without being harmed by the ones who do not respect peoples rights.'

Let us hope that someone who has the time and money will sue a pub rowdy for infringing his/her rights! or how about a woman suing someone who exhibits lewd behaviour, which is too generalised to be called sexual harassment, for her right to enjoy a drink without embarrassment.'

The writer is the mother of a licensee who was assaulted twice last year!

Steve Martin of Thorne & Moorends Watch also had some comment on this subject:

'Having read with interest and growing scepticism the article on Human Rights in a previous newsletter, it may be a small point to offer but the whole of the pubwatch system revolves round one simple licensing law rule: that the management reserve the right to refuse to serve whomever they please, with

no exceptions or reasons why. So consequently if two or more landlords are theoretically discussing the fact that one had barred a person for a major misdemeanour and others do not want such an occurrence in their establishments, they also disqualify the aforesaid person. This is the foundation of the Pubwatch system. I for one will not conform to a ruling that says I must serve an offender in my area and I trust other landlords will feel the same way'

## **The Human Rights Act**

### **Editors comment**

I sympathize with Steve's sentiment but the legislation on discrimination as it currently stands means you need to have a reason for refusing to serve someone otherwise discrimination can be alleged and such a finding could be expensive. If you feel with good reason they will cause disorder or trouble in your pub then that must be the best reason ever for refusing to serve them as the law requires you to remove them from your premises.

**Have you got a view or a comment on a Pubwatch issue? Why not write and let us know.**

**The Greater London & Essex Regional Council & The South East Regional Council of the BII are having a joint training day at Charlton Football Club on Tuesday 19th June at 11.am.**

**The event will have as its speakers:**

D.S. Bolton from the Metropolitan Police Counter Terrorist Branch  
**'Crime Prevention and Security '**

Adam Choonwara  
**'Environmental Health advice on current legislation'**  
(for those who do not have access to company information and training)

**A speaker on the proposed licensing reform.**

**National Pubwatch Hopes to have a stand at the trade fair that will also be available**

**Non Members of the BII are welcome to attend. The cost is £15 which includes lunch.**

To book your place ring the BII @ Camberley Tel: 01276 684449 and ask for Laura  
BII members will be sent an application form as normal

# Communication is the Key

**Communication! this is the key word in any pubwatch around the country, without it structure is lost but how can we achieve this whilst effectively running our business?**

Vicky Chapman, the licensee of 'Patrick Casey's' in Canterbury, a local watch co-ordinator and member of National Pubwatch gives her answer to the problem of communication based on her experience in Canterbury

For Canterbury the answer was radios, the city shops have been using a radio system for some time and in August last year the pubwatch joined the shop radio system. This has proved successful and given some very positive results in preventing and stamping out crime in the city centre.

Our radios are now linked to the shops, pubs, city warden, town beat police and the CCTV control room pro-

viding constant and immediate communication between them all. It means the whole of the community are working together, so if someone is suspected of shoplifting or trying to cause trouble in the pubs a description can be put out over the radio. This means that not only are the pubs and shops aware of a potential problem but also the police. The CCTV operators can watch them and monitor their activities or progress and extend the warning. The suspects are likely to be refused entry to both shops and pubs, providing a deterrent and giving those involved in the scheme greater confidence in that support is close at hand.

**Has it worked?** The simple answer is yes, so far arrests have been made for tendering stolen credit cards in pubs and shops, criminal damage, assault and a fraud on amusements with prizes machine. These are just a few of the positive results that have arisen from the scheme not to mention the trouble that has been nipped in the bud.

If you are in the South East of England and interested in using a radio system ours came from Paul Jess at Smye Rumsby Communications, tel: 01304 201525

## Kettering joins the growing band of pubwatch schemes

Early this year the licensing office at Kettering Police Station contacted National Pubwatch to seek some advice on setting up a pubwatch scheme and were supplied with the best practice guide. The scheme is now up and running with some 20+ members.

Like Canterbury they have utilised a radio scheme for their communications which is run by Kettering Borough Council and linked to a CCTV system that they operate that is constantly monitored. The base radio station and the licence for the scheme was funded jointly by the council, police and Bass Taverns with the cost to the watch scheme members being minimal, about £5 per radio, per week.

After only three weeks the scheme has results to show, five people arrested for damage and disorder. Whenever an incident occurs in a watch members premises the CCTV are able to monitor the premises and if necessary track the escape or pursuit of suspects. It will not be long before those who regularly cause problems find that they cannot escape the consequences of their actions and decide to either stop or go elsewhere.

Meanwhile the scheme in its infancy has seen the obvious benefits of forming a watch and has proved their contribution to a partnership to reduce crime and disorder in Kettering.

Would a good practice guide be of help to your watch in refining how it operates? If so please send your request together with £1 for p & p costs to:

**National Pubwatch  
17 Chace Avenue  
Potters Bar, Herts, EN6 5LX**

Cheques or Postal Orders payable to National Pubwatch

**Has your watch got a problem?  
Perhaps we can help to solve it?**

### How to contact us

**By E-mail at :**  
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