



LAUREL
PUB COMPANY

Edition 15
September 2005

National Pubwatch

Newsletter



Who might be the next target of the Bombers?

The tragic events that took place on the London transport systems during July once again bring security into a higher profile. Whilst the attacks were focused on London's transport it cannot be assumed that future perpetrators will continue to target the capital's transport systems. Events elsewhere in the world have shown that as the security is tightened to deal with the threat the bombers tend to seek out softer targets that often include pubs, clubs and social venues.

It is important that licensees take some time to review their in house arrangements to see how they will cope with such a threat in order to discharge their duty of care in law to staff and patrons as well as protecting their business. To this end we have at **page 4** put together a few suggestions of the things that you might wish to consider in regard to the present threats.

A change of sponsor

Most of you will recall that last year the Yates Group undertook to sponsor the newsletter, so when it was taken over a few months ago by the Laurel Pub Company, a past sponsor, we were facing the possible loss of some quite substantial funding. We were therefore delighted that following the launch of our corporate funding package in May this year to receive a call from the new Chief Executive of Laurel, Julian Sargeson, which resulted in a meeting at which he most generously agreed to pick up the arrangement made with Yates Group and continue to sponsor the newsletter which will now appear under their logo.

Many thanks to Julian and Laurel, and we look forward to working with them during the next twelve months.

The changing world of the Licensed Trade

This is quite a year for everybody in the licensed trade with the changes taking place over the new licensing regime together with what seems to be a never ending series of takeovers of companies engaged in running premises. These changes are affecting pubwatch as much as everybody else in the industry and at times seem to frustrate all our attempts at placing National Pubwatch on a firm footing financially. However on 18th May this year we launched our corporate membership programme thanks to the generous help and support of Anheuser-Busch who led the way and not only signed up for corporate sponsorship but hosted the launch by way of a dinner held at the House of Lords. Our personal host for the event was a long time supporter and retired senior police officer, Lord Mackenzie, and representatives from companies and organisations representing the trade attended. Whilst a most entertaining evening was had, more importantly it resulted in a number of companies signing up to the scheme and assures sufficient funding for future years to ensure our mainstream activities and hopefully an expansion of the support we will be able to provide to pub-watches.

The corporate membership has a number of entitlements depending on the level, so if you are requesting items that we provide let us know your company because it will ensure that you get the discounts due for such membership. The logos of the companies that have signed up so far are shown on the back page of this edition.

Please help to keep the records up to date.

If the name and address to which this newsletter was sent is no longer correct or if you no longer wish to receive it please let us know of the change.

Our contact details are on the back page

This newsletter comes to you courtesy of the new sponsor, the Laurel Pub Company

Armley gets off to a racing start

In March this year Peter Jackson got in touch with us for help in setting up a pubwatch for his area so it was very pleasing to receive the following communication from him on the progress of the watch:-

"We have now got an established watch ARMLEY LEEDS PUB & CLUB WATCH and we have new members joining weekly and it has made a huge impact in the area. To date we have had the need to ban 10 people from premises that belong to the watch, the bans imposed range from Life bans to a few months. Since the bans have been imposed it was agreed at the last meeting (7/6/05) that we have noticed a **dramatic change** in customers behaviour and crime in general. We are proud that this has had an effect and look forward to more new members becoming active. The watch is also using the pager system obtained by Nationwide Paging Ltd whom I found very helpful and informative. In addition as from first of June Leeds has imposed a fight back against underage drinking with a scheme called CHECK 21, all customers who appear to look under 21 will be asked for I.D. The Police have issued a six week amnesty to all licensed premises in order for staff training and implementing the new regime. After the six weeks we can expect visits from the relevant departments to ensure the scheme is in place and working."
"Thank you for your advice enabling us to operate a good practice watch." Peter Jackson.

In memory of Trevor HULSTON Tiverton & Mid Devon Pubwatch Chairman, who sadly died November 2004 the Pubwatch dedicated two encribed brass plaque benches to Tiverton District Hospital/Castle Street Surgery on Friday 17th June 2005 in the hospital grounds.

Tiverton Pubwatch invited Trevor's Widow Elaine HULSTON, Angela BROWNING MP and the Mayor of Tiverton and Arthur GOVIER Chairman of The League of Friends of Tiverton Hospital and representatives from the Police and Pubwatch to dedicate these benches in memory of Trevor HULSTON.

Trevor HULSTON was a well respected Licensee of The Prince Regent and the driving force behind Tiverton and Mid Devon Pubwatch Association. Trevor worked in close partnership with the Police Licensing Officer for Mid Devon Mike SAIS to address and problem-solve alcohol related crime for nearly 4 years. During this Partnership the Pubwatch has won the Pubwatch Award for Social Responsibility for the last 3 years and has seen Tiverton's Pubwatch grow in membership and adopt various Partnership initiatives to address alcohol related crime and disorder in the Mid Devon area.

Trevor really worked hard for the Community and it is a fitting legacy that these benches should be dedicated in his memory to the Hospital, so that members of the Community can rest their weary bones in the Hospital grounds.

Pubwatch stretches to the beaches on the Isle of Wight

Andy Taylor, Chair of Ryde Pubwatch, recently found the success of their watch in forcing the problem people out of Ryde has not only provoked the creation of pubwatch in the other towns on the island but has demonstrated to the local police the problem of where do these people finally end up when you are on an island when pubwatch is so effective. At a recent meeting of all the pubwatches on the island they have decided to follow the pattern of Doncaster and create links between the watches to share information and in the case of violent people extend the bans to all watches. Faced with the problem of how to deal with the few real problem cases that will fall into this category the local police are considering the possibility of seeking ASBO's on these persistent offenders who will have no where to get a drink and are likely to be the focus of on going problems as the pubs refuse to serve them. The bonus side is that breaching an ASBO not only allows the police greater powers but has much more effective penalties.

Perhaps Portsmouth and Southampton will be seeing the Island's problem cases soon !!!

Ilkley Pubwatch joins the radio link

In May the Ilkley Parish Council Pubwatch joined forces with the Ilkley Retail Radio Link in a combined effort to drive down instances of alcohol related disorder and anti-social behaviour. The 12 town centre licensed venues now have a radio capable of communicating directly with local police patrols. The new radio will allow each venue to warn one another about the movement and location of troublesome and rowdy individuals. The police can then be contacted directly to deal with these troublemakers

Alfredo Ciesla, a spokesperson for the pubwatch scheme stated "My association has decided to join the radio link in order to make Ilkley Town Centre a safer place for members of the public to enjoy their nights entertainment. Anyone who causes a problem in the town will not be allowed into our venues. We are working with the police to make Ilkley a great place for a night out."

The radio scheme has been running in Ilkley for the several years with great results. The radio scheme gives an early warning to its members of criminal or anti-social behavior and helps to reduce crime as well as incidents of disorder.

Is there an existing radio system in your area that you may be able to link up with, it could enhance your communication at a much reduced cost.

The Poppleston Allen Page

Those of you that managed to attend our conference in April will know that we were lucky enough to have Jeremy Allen of Poppleston Allen Solicitors, who specialise in licensing law, as a speaker. Thanks to his good auspices we will over coming editions of the newsletter have articles on subjects of relevance to Pubwatch and the first of these looks at the law and a licensee's right to refuse admission and service in the light of the changes to licensing legislation.

At the time of writing this article anyone involved in the licensed trade is embarking upon the most frenetic and in some cases worrying times that will ever be experienced as the countdown to the August 6th Deadline for conversion of your existing licenses to the new premises licence issued by the local authority continues.

The Bill indicated in May 2005 that some 5% of licensed premises had submitted their application to convert and some local authorities were indicating at the end of June that although an increasing number of applications were being submitted only 20% had been received. If you are reading this article prior to August 6th 2005 then please ensure that you submit your application to convert your existing licenses. Although the procedure is far more complicated than it should be you will need to obtain certified copies of your existing licenses, the consent of the existing licensees and the new designated premises supervisor and a plan of the premises. Your local authority will no doubt offer as much assistance as is possible. If the deadline has passed and your existing licences have not been converted to the new licence then please remember that the new system comes into place on November 24th 2005. The fact that you have not applied to convert your existing licence means that you have until November 24th 2005 to apply for a new licence. You can of course trade under the old system until November 24th 2005 but if you have not obtained your new licence by then, then your premises will not be able to trade.

The Licensing Act 2003 introduces the principle of licensing objectives. The main licensing objectives are:

- * **The Prevention of Public Nuisance**
- * **The Prevention of Crime and Disorder**
- * **Public Safety**
- * **The Protection of Children from Harm.**

One of the most frequently asked questions "on what basis may a licensee refuse to serve an individual or indeed refuse to admit an individual to their premises?". If an Englishman's home is his castle, what is the basis upon which a licensee can refuse service without fear of recrimination? The old Licensing Act set out a series of offences which if committed would lead to a licensee being prosecuted. The more obvious ones are the sale of alcohol to persons under the age of 18, permitting drunkenness on the premises, procuring drink for a drunken person and permitting licensed premises to be used as a brothel. Many of these offences are replicated in the Licensing Act 2003 **but added to the specific offences is the requirement to control premises in accordance with the licensing objectives.**

A licensee may of course exercise their discretion to refuse either to serve an individual or admit an individual to their premises. Responsibility for control of the premises rests with the licensee who has complete discretion in managing the premises. However, it is important that any decision made to refuse service or admission is a reasonable one or else the licensee may end up with other proceedings against them if a decision is made unfairly or in a prejudicial way. Persons should not be excluded from premises on grounds of race or sex and to this extent it is suggested that licensees have a written policy in place which deals in simple terms with grounds for refusals.

The policy should set out that people will not be excluded from the premises on grounds of race/sex etc but that people will be excluded from the premises and refused service if they are a threat to public disorder, public safety, public nuisance or are indeed drunk or obtaining drinks for drunken persons. It is also suggested that licensees should keep a record of incidents where people are refused entrance or service and licensees should carefully note down the reasons for such a refusal.

The benefit to the licensees of keeping such records is that in the event of any investigation or complaint against the licensee as to the reasons behind the refusal or admission then the licensee would have written evidence to support their argument. This form of written evidence is also useful in another way. Under the Licensing Act 2003, persons who wish to complain about the way in which licensed premises are being operated may make representations to the local authority. If the local authority deems the representations to be valid and not frivolous or repetitious then the local authority will arrange a hearing at which those persons who have made those representations can formally give evidence to the local authority about their complaints and licensees can put forward their defence.

The powers of the local authority under the Licensing Act 2003 differ from powers set out in the old Licensing Act. Under the Licensing Act 1964, a licensee could be prosecuted for an individual offence (i.e. selling liquor to someone under the age of 18) or the police or any party would bring revocation proceedings to close the licensed premises down. There was no middle ground under the Licensing Act 1964 and if the police wish to take action against premises then it was "all or nothing" with revocation proceedings. Under the Licensing Act 2003 the local authority may make any decision that it deems appropriate upon receiving representations against licensed premises. It could for example close the premises down for 24 hours, 7 days, 3 months or indeed permanently.

Licensees may need to be in a position to establish that their premises are being run correctly and written policies, incident books

continued on page 4

How do you go about tackling the current security threat from suicide bombers?

Well, as we have seen from events in London during July, it is extremely difficult, because once they are on your property they are virtually unstoppable in achieving their purpose. That having been said you can do some things to **deter** them from considering your premises as the place to visit. There are two aspects one is deterrent activity and the other preventative. As we have seen from the second wave of attacks not all 'suicide bombers' actually carry the act through so if they did consider you as a target and are not prepared to stay for the detonation you need to make sure you act to prevent them leaving a device in the premises.

Visible vigilance and security at the external boundaries of your premises will act as a deterrent. Things such as:-

1. Regular staff patrols of the premises both inside and outside looking for items that might have been left unattended.
2. Encourage staff doing patrols to talk with customers and look at what is going on amongst your customers it will give you early warning of individuals or groups that could be of concern for a variety of reasons.
3. Highly visible, qualified door supervision.
3. Encouraging customers and staff to be vigilant.
4. Do make sure that your staff know exactly what to do if they find something, they should ask for the owner, they should never touch the item if they are concerned that it might be a device, call police, calmly evacuate the premises and await further advice from the police.
6. Have you got CCTV? If so does it provide good quality images and have you got a proper rotation system for the tapes, discs or hard drive storage. Even if it does not stop an event happening it may be crucial in any investigation.

In the prevention category it is about good housekeeping that removes rubbish, locked and secure non public areas, minimising the places where things could be easily hidden, watchful staff and ensuring good vision to all parts of your premises.

If your security is breached, the issues become very different as once they are on site any action that you take is likely to precipitate the triggering of a device. The first action must be to call police, the second to try to discreetly move customers away and out of the premises subject to any directions given by the police. If a suspect device is found or is detonated you will need to ensure that the premises are evacuated. Have you exercised your evacuation plan recently? Perhaps it is time to do so. It is very important that staff understand the plan and know what they have to do and with the changes that can occur this is an issue that needs to be incorporated into whatever induction training new staff have.

In the main all the measures you need to consider are not ones that carry a cost but merely good prudent housekeeping and security. The most important measure is making sure that your staff know what is expected of them and what they have to do if something happens.

(continued from page 3) and details of regular checks of the premises are one way to establish that a licensee has been running a good ship. When licensees make decisions to refuse service or admission then licensees can bear in mind that local authorities want them to uphold the four licensing objectives. It seems to me therefore that if a person is a threat to public safety or causing a public nuisance or indeed behaving disorderly then as those are the licensing objectives, licensees would be behaving perfectly reasonably in refusing admission or service on those grounds.

The role of the licensee is changing with the passing of time and the perceived increase in disorder around the country. Licensees need to have policies and procedures in place dealing with all aspects of the business. Licensees need to ensure that all members of staff are fully trained and aware of the policies and procedures. Licensees need to keep records of incidents whilst at the same time ensuring that every person is dealt with fairly, the premises are attractive to customers and the business is as profitable as it can be.

The answer to the question "when may a licensee refuse to serve an individual or indeed refuse to admit an individual to their premises" is both simple and complicated at the same time. It is the licensees responsibility to ensure that the principles set out in the Licensing Act 2003 (i.e. the licensing objectives) are complied with and the licensee has a complete discretion with regard to refusing to serve or admit persons as long as that discretion is carried out in a reasonable way and in a non prejudicial way.

What other subjects relating to Pubwatch would you like Poppleston & Allen to write on in our next edition? They have very graciously offered a prize of their recently published book (worth £40) on the new Licensing Act as a prize for the best suggestion.

**Send your suggestion to National Pubwatch by
15th October 2005 to be in with a chance of winning.**

If you feel you need personal help with a licensing or regulatory issue, especially if you have missed the boat for grandfather rights or had your variation refused, then Poppleston & Allen specialise in such matters and details of how to contact them can be found at their award winning website at www.popall.co.uk or at Poppleston Allen Licensing Solicitors, 37 Stoney Street, The Lace Market, Nottingham, NG1 1LS tel: 0115 948 7474.

A licence to thrill?

Thrilling, challenging or just hard grind? Putting in for your new licence application is likely to be all these things, and more.

So once you've got it, don't risk losing your new licence by selling alcohol to under 18s.

No proof of age, no sale. It's that simple.



**You can trust The Portman Group card
- it's forge proof and PASS-accredited.**

Show your customers and local licensing officers that you always ask for ID and accept The Portman Group card. Buy a retailer kit today for only £5 +VAT - phone 01782 741968



portmangroup.org.uk

Conference 2005

As we mentioned in the last edition it was our intention to include some of the outcomes from the conference in April this year. However there are not enough pages in the newsletter to carry the overview of the day so we have posted the document (nine pages) on a special page on our website at www.nationalpubwatch.org.uk for those that wish to access it.

As with all such events we learnt some lessons on aspects of the event and hope to include those lessons in our next conference which if all goes according to plan is expected to be in early December or early next year in Chester giving our northern and midland members an opportunity to attend without excessive travelling issues. At this time negotiations are at an early stage but we will announce the details as soon as we can confirm details through the website and a mailing to our contacts in the North and Midlands.

Issues of note included some locations having the availability of a bus service to get people away from licensed venues once they have closed. Some are a private venture where buses travel between the Pub/Club and arranged points of drop-off, paid for by the venue or assisted by the council.

Salisbury pubwatch investigate the use of mobile phone technology for that age old problem of pictures of problem people.

Bill Buchan, the chairman of the Salisbury PubWatch scheme, recently approached a local company and asked them to quote for a system that would allow a member of staff in one pub to take a picture of a troublemaker by using their mobile phone, and for that picture to be sent to a special number which would automatically and instantly distribute that picture (and an optional message) to all phones belonging to local PubWatch members. This would ensure that all local venues are aware of the troublemaker before he/she attempts entry to another venue.

The company in question Cooltxt.com specialises in providing mobile phone marketing solutions to the UK leisure industry and they have designed a custom system for the pubwatch. All pictures taken and mobile numbers the picture is sent to are stored in a secure database for administrative analysing & report generation. The system has been developed and demonstrated to the Salisbury Pubwatch meeting held at The Mill, Salisbury on Thursday 21st July 2005. While the PubWatch members are still considering the introduction of this system in Salisbury, information on the system can be found at a special 'Pubwatch page' that can be found at www.cooltxt.com/pubwatch. The information includes costings but if several watches group together for the scheme costs can be reduced considerably. The system may well suit large city pubwatches and details of the sorts of costs involved can be estimated from the web page.

For more information you can contact Mark Handford who developed the system at mark@cooltxt.com or by calling direct on 07876 550411 (anytime).

THE DANGERS OF UNLICENSED DOOR SUPERVISION

Over recent months the SIA in conjunction with local police forces have been carrying out enforcement operations in respect of unlicensed door supervisors and apart from an operation in Surrey the results do not bode well for licensees many of whom are still employing unlicensed staff. **Remember it is an offence to employ unlicensed staff as well as to act as a door supervisor without a licence and the penalties are high.** Under the new licensing legislation it might also provide police and local authorities with grounds to object to a premises licence variation or even make application for revocation of a premises licence.

During the late evening of Friday 29 and the early hours of Saturday 30 April, Sussex Police visited pubs and clubs across Sussex to check whether door supervisors were licensed. Operation Fiesta saw more than 120 licensed premises being visited by police conducting a Forcewide compliance and enforcement operation. Door supervisors are now required to be licensed by the Security Industry Authority (SIA), and 300 door supervisors were checked for possession of SIA door supervisors' licences. As a result of the checks enforcement action was taken against 57 door supervisors who were unable to produce SIA licences.

Surrey Police has been praised for its robust enforcement of the new door supervisor licence by the Security Industry Authority. The commendation follows a compliance and enforcement operation involving up to 40 officers who visited licensed premises in Guildford in to check whether door supervisors in pubs and clubs were SIA door supervisor licence holders. The operation proved successful, with all 16 premises visited being fully compliant with the scheme.

Lincolnshire Police have made the first arrest in the country as part of a joint crackdown with the Security Industry Authority on unlicensed doorstaff. Police officers took part in the Operation Davit on Friday night, checking that doorstaff had a licence in virtually every single licensed premises across the county that requires doorstaff.

The arrest was made at a pub in Skegness in connection with supplying unlicensed doorstaff to licensed premises. The 42 year old man was released on police bail pending further enquiries. Eighteen people could not produce the correct documentation and were issued with warning notices and summonsed to appear at court: including two men in Boston, six men in Grantham, three men in Lincoln, three men in Louth and four men in Skegness

Over the weekend of 22nd and 23rd July Medway Police, in conjunction with the Security Industry Authority (SIA), carried out licensing checks at 18 premises. Out of more than 50 door staff who were checked, 6 individuals have been reported for summons for working without a licence.

Other areas of the country can expect similar operations over the coming months so be warned and make sure it will not be a problem for you.

PASS the national Proof of Age Standards Scheme

What is PASS?

PASS is the UK's national guarantee scheme for proof-of-age cards. The PASS hologram on a card is the hallmark indicating that the issuer has passed a stringent audit carried out by trading standards officers and that the card may be relied upon. The hologram is forge-proof and recognisable – and the scheme is supported by the Home Office, the Association of Chief Police Officers and the Trading Standards Institute.

Over 1 million young people hold proof-of-age cards bearing the PASS hologram, and numbers are increasing all the time.
(Potential customers that you could be losing if you do not accept PASS proof of age cards!!!)

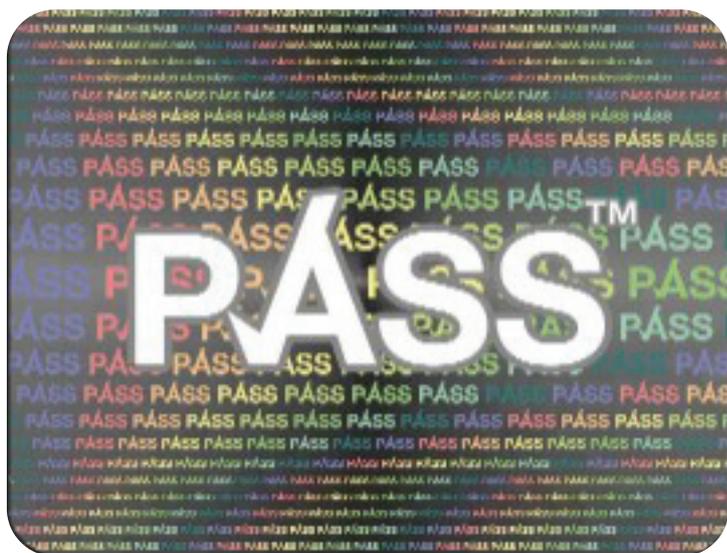
Benefits for Retailers and Enforcers

PASS was launched because fake proof-of-age cards were becoming a widespread national problem, and those who sell illegally to under-age customers are liable to fines, sometimes on-the-spot, and can easily lose their licences. Given the large number of different card schemes there was also confusion among retailers, publicans, security staff, and even some of those responsible for enforcing the law, over which cards were genuine.

Establishing PASS as a national standard has made life easier for all those involved in age-restricted sales by giving them a single, recognisable logo which they can trust. Furthermore, trade mark registration of the PASS hologram is pending, and **this will make its forgery a criminal offence.** When a young person produces any card bearing the PASS hologram, the retailer only needs to check the photo and the date of birth, and the sale can proceed.

Benefits for young people

Carrying a card bearing the PASS hologram means young people can gain access to the goods and services to which they are legally entitled without having to risk carrying more costly documents such as passports or driving licences. It is also frustrating for young people who have genuine proof-of-age cards which are not recognised or are refused. The PASS hologram provides the solution.



Support for PASS

The scheme is backed by all the main trade associations including:

Association of Licensed Multiple Retailers, Association of Convenience Stores, British Beer & Pub Association, British Entertainment and Dance Association, British Institute of Innkeeping, British Retail Consortium & ReSolve

“Routine use of proof of age cards is vital if we are to achieve a reduction in under-age drinking. As far as ACPO is concerned, the only proof of age cards that are acceptable are those that have PASS accreditation.” says Commander Chris Allison, Licensing Committee Chair, Association of Chief Police Officers

No PASS, No sale

From September 2005 it is recommended that retailers should adopt a policy of “No PASS, no sale”, recognising that cards with the PASS logo offer the only reliable proof of age, other than passports and driving licences. “As we move beyond September 2005 and greater prevalence of PASS hologram cards, trading standards are increasingly going to expect acceptance of PASS accredited cards, new style driving licences and passports as being reliable evidence of due diligence by businesses selling age controlled products to young people”. Ron Gainsford, Chief Executive, Trading Standards Institute.

How do young people get hold of PASS accredited cards?

From one of the card issuers that are PASS accredited and carry the distinctive PASS logo in a hologram.

for more information contact:

PASS Secretariat
Wessex House
80 Park Street
Camberley
Surrey GU15 3PT
Tel: 01276 417805
email:PASS@bii.org

Staff training

Jonathan Barclay FBII, once a Chairperson of Taunton Pubwatch has moved on into the training world focusing on BII qualifications designed to retain staff and improve business margins. His company, BDCS was set up just short of a year ago and is primarily a consultancy for the Licensed Retail & Leisure sector. It focuses its time in three areas, consultancy, evaluations & training. His background is 15 years of General Management for the likes of Yates's, Allied Leisure and Eldridge Pope and he now wants to help others, by passing on his experience and help other licensees understand training and develop their own businesses.

If you feel he might be of some help to members of your watch or a presentation from him would be of benefit he can be contacted on 0784 357 9290.

Could a dog be your best friend?

TOP DOG BONNIE WILL HELP SNIFF OUT THE DRUG DEALERS

A sniffer dog has been brought in to help police patrol pubs and clubs in a bid to tackle drug dealing. Bar managers have joined forces with a black Labrador called Bonnie to flush out potential illegal substances on their premises. In the first operation, on 21st July 2005, several drinkers were searched for drugs in different pubs but no one was arrested.

It is now hoped that Bonnie will become a regular feature in the fight against drugs in Leicester. The dog can smell tiny traces of drugs ranging from cocaine and heroin to cannabis and ecstasy. Any customers suspected of carrying illegal substances were searched by police. Although no arrests were made, those heading the operation said it would send an important message.

Bonnie was part of a pilot scheme backed by police, pubs and clubs in Citywatch, the business equivalent of Neighbourhood Watch. Ian Whiley, manager at the Hogshead bar, in Market Street, said that the initiative was an important step. He said: "I don't think we have a massive problem in our pub, but there is a problem in the city generally. Drugs are a fact of life, but pubs and clubs should do their best to keep them out."

Customers also welcomed the initiative. Damian Rodd, 33, from Braunstone, said: "I think it's excellent - it will bring down crime." Steve Cramphorn, 41, from Ratby, said: "As long as they keep it going, it will work. What I don't want to see is them stopping it after a few weeks." Mark Williamson, chairman of Citywatch, said: "I agree that we have to keep it going, but more funding is the only way to do that. "We are trying to secure further money to ensure the project can continue in the long term. "All in all, it was a very successful first operation."

The National Pubwatch website is at :- www.nationalpubwatch.org.uk

You can find back editions of the newsletter that are text searchable, news flashes of current issues, recently available information of interest to pubwatch and licensees and useful links to other sites with information.

The Scottish experience follows the normal pattern.

Gordon Clelland of the Lochaber Pubwatch, which covers the area round Fort William in Scotland, reports that the watch launched a year ago has seen considerable improvements in the behaviour of the problem people for their area since its start up. In addition the watch is continuing to grow as premises in outlying areas are seeing the problem travel outwards and are joining the pubwatch in order to stay in the loop and keep the problems moving outwards.

How to contact us

By E-mail at :

National.Pubwatch@btinternet.com

By Post at:

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

By Phone:

Malcolm Eidmans 01707 650095

(Hon. Secretary)

Bill Stone

01303 241906

(Ops support)

