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National Pubwatch

Newsletter



25 years



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RAISING STANDARDS IN LICENSED RETAIL

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THE BBPA BACKS NATIONAL PUBWATCH

The British Beer and Pub Association (BBPA) has always been supportive of the excellent work of pubwatches and the contribution they make to tackling anti-social behaviour and disorder in communities across the UK. Consequently they are very pleased on behalf of their members to be able to give increased funding to National Pubwatch over the next three years to further assist the work it does. They also expect to benefit from this support as they hope to learn more about local issues affecting pubwatches and offer any practical support that they can. A challenging time for pubs

To say that the last few years have been challenging for our industry is perhaps an understatement. The trade has been vilified in the national press, changes to the licensing laws were described as potential "armageddon", and pubs have been branded irresponsible over underage sales and sales to drunks and have come under increasing pressure from Government to address these issues. The blame for the anti-social behaviour of some customers has been laid squarely at our door. The Association has been lobbying on a number of fronts - licensing law reform, gambling law reform and smoking in public places are just some of the issues where we have worked hard to avoid even more stringent measures being imposed on pubs than those finally adopted by the Government. We continue to lobby against proposals contained in the Violent Crime Bill for alcohol disorder zones.

The Association is looking forward to working even more closely with Pubwatch and sharing and promoting good practice across the sector. Together we can show our industry in a positive light and demonstrate to central and local Government and the Police that we take our responsibilities very seriously.

SMALLER IS BETTER

As you will have noticed the format of the newsletter has changed significantly this time. This is due to the recent pricing changes of the Royal Mail which have raised our distribution costs by some £4,000. So this is our response but as the content will be less we shall be looking to distribute four editions each year instead of three.

If you are not the person to whom this was addressed or no longer wish to receive newsletters please let us know, one it saves money and two reduces unnecessary work. Our contact information is on page 2.

What is the BBPA?

The BBPA has been in existence for 102 years! We began life back in 1904 as The Brewers' Society, following the merger of the London and County Brewers, with the aim of protecting and promoting the interests of the brewing trade. In 1994, following the famous Beer Orders, the Association changed its name to the Brewers and Licensed Retailers Association, to reflect its changing membership base which included the new independent pub owning companies. The simpler title of the British Beer and Pub Association was adopted in 2001.

Today we have 72 member companies, and our membership represents 98% of beer production and over half of the 60,000 pubs in the UK.

What does the BBPA do?

The Association strives to improve the business interests of member companies by ensuring that the economic and social value of beer and pubs is appreciated, recognised and supported by Government, opinion leaders and the general public. We are always very aware of the small business implications of Government proposals and lobby local and national Government and European institutions on a wide range of issues affecting the pub trade, eg. licensing law, alcohol issues, smoking, gambling, employment, health and safety, food and copyright law. The Association also works with members and other organisations to promote good practice across these areas, among others, and produce guidance for the industry as a whole.

BBPA Website - www.beerandpub.com

The BBPA website is about to receive a makeover, so it will be easier to navigate in the future. Pubwatch members are encouraged to visit the website for information and updates on current issues. The Association also has a range of industry guidance documents which may be of interest and can be downloaded from the website. Printed versions are also available upon request.

Further Information

If you would like printed copies of any of our guidance documents, or would like to know more about the work of the Association, please contact the Pub & Leisure Department. We will be glad to hear from you and would also welcome the opportunity to visit pub-watches and learn more about the local issues you face.

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How to contact us

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By Phone: Malcolm Eidmans (*Hon. Sec.*) 01707 650095

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The first anniversary of the licensing act has passed and it is heartening to see that the destruction of society as predicted by some commentators has not materialised. Police forces across the country are reporting a fall in alcohol related incidents and the importance of the licensed trade's involvement in street corner partnerships such as PubWatch has been hailed as part of this success. We all realised that it will take more than an act of parliament to change the culture of binge drinking in this country but with the licensed trade operating responsibly we can be part of the solution not the problem.



Whilst the government are not officially planning any more AMECs, under age sales is an issue that licensees and bar staff need to be continually aware of to ensure a positive night time experience. Christmas is the time when pubs and clubs are at their busiest with people enjoying the 'spirit' of the season. But it is also a time when bar staff have to be at their most vigilant in regard to the licensing law. Asking for ID and commitment to Challenge 21 are essential in this. PASS cards, passports and photo drivers' licences are the three forms of accepted ID.

Over 1 million young people hold a PASS accredited card featuring the PASS hologram and this is one form of identification that can be relied on to be authentic and not forged. Responsible young people will realise that this form of identification is essential in ensuring they have the kind of night out they want. We need PASS to be universally accepted in bars and pubs across the country and for young people to continue to see the value in obtaining these cards.

Responsible alcohol retailing and upholding the licensing law goes beyond asking for identification. Serving intoxicated customers is also against the law although harder to quantify. I would urge licensees to ensure that they have an exciting selection of soft drinks available, rather than just lemonade and cola on tap, to offer customers in the place of alcoholic beverages. Also it costs nothing to have tap water available but gives a positive message to customers and law enforcers.

I wish everyone a merry (but responsible) Christmas. **John McNamara, Chief Exec.**

Nottingham Pubwatch Consider a Taxi Concierge Scheme

The taxi concierge idea has been around for some time in Crime and Disorder Reduction Partnerships and is now showing momentum within the club scene across the country. In particular BEDA (the national Bar Entertainment and Dance Association) and the Home Office are actively promoting its use as accepted good practice operating in some larger towns and cities in the UK. If premises choose to adopt the taxi concierge scheme, it could operate without the use of additional ranks or spaces but only if the premises have the space available for persons to wait within the premises for their booked taxi. Clearly many premises do not have space on their own land for a taxi to park.

The basic scheme comprises the following key points:

* The licensee makes an agreement with a taxi operator to provide a taxi at the request of a customer at the premises.

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- * A free-phone facility is provided in the licensed premises direct to the appointed operator for the use of customers, or the customer asks the premises to book the taxi for a pre-arranged time, or when they are ready to leave - this could be a Hackney or Private Hire and pre-booking ensures that taxi is aware that the customer will be waiting at that time.
- * The customer waits inside the premises, usually in a separate area enjoying the food, quieter music and non-alcoholic drinks available while the taxi arrives.
- * When the taxi arrives the Door Supervisor calls the customer who has a guaranteed taxi available specifically for them.

Providing the scheme is properly managed by licensees using it, and providing the public use the service, the adoption of this scheme in your area could have a number of advantages for all concerned including:

- * The licensees can agree a fixed price for any journey within a certain limit - say £10 for its customers
- * Transparent pricing structure agreed with the operator and No arguments over the fare at the end of the journey.
- * Reduces the opportunities for illegal plying for hire.
- * The licensee knows their usual volume of trade and can work with the taxi operator to determine the number of vehicles required on any one night.
- * Guaranteed ride for the customer at the end of the night.
- * Reduced disorder at taxi ranks and outside premises due to arguments over who booked the taxi and no need for taxis to park outside the premises for long periods.
- * Less chance that customers will be drunk when getting into the taxi and hence will vomit or cause trouble.
- * Creates competition within the trade to offer the best deal for all and queues at taxi ranks will decrease.
- * Reduces the demand on taxis in the late night economy, operators will know how many taxis they need for contract work and how many for other work.
- * Customers will use the facility if the food and drink is sensibly priced and the surroundings are warm and comfortable. Customers don't get wet if it is raining or snowing trawling the streets looking for a taxi!
- * The licensee has more opportunity to provide a quality offer and customers associate the premises with safety and assurance.
- * Reduced queuing and hence reduced trouble at late night food venues.

**Is this something to discuss with your taxi operators and solve some of the problems?
Designed principally for clubs, it can be adjusted for Pubs.**

Derby City Pubwatch

David Lalor the Chair of Derby City pubwatch provides a possible answer to problems that can occur when visiting EU workers become a large proportion of the local customer base. In Derby they have seen a large influx of Polish workers who like other like to socialise and have a drink, but as with all groups, some do not understand the house rules or what pubwatch is and how it might affect them. Derby Pubwatch's answer is to produce a poster and leaflets about such matters in other languages. If you have similar sorts of issues maybe this is the way forward for you.

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This is not the only initiative that Derby are introducing. With support from Diageo, they are looking to utilise a responsible drinking DVD provided through Diageo to all the key watch premises. This will be played on TV and video screens in the premises throughout the day and during the half time of football matches in an attempt to get the message across. One premises, Jimmy's bar, has an external screen and will be displaying it so that patrons get the message as they enter. Barracuda Pub Company is heavily involved and considering the possibility of taking the same action across their estate.

In addition to enhance security and tackle the issue of knife use, they have linked with the local police and obtained funding through the local Crime and Disorder panel for the purchase of 10 metal search wands. These are then available to any watch premises that feel they maybe of help screening customer. At present they are in regular use and well received by door staff and publicans alike.

IS THIS AN OFFER YOU MIGHT BE INTERESTED IN?

A television production company, Raw Cut TV, has been commissioned by SKY One to make a fifth series about Street Crime called Road Wars. The twenty hour long programmes use CCTV footage from councils, police, shopping centers, transport companies, petrol stations etc...interspersed with footage filmed following the rapid response unit of the Thames Valley Police and other police organizations. This filming gives a voice to the police service and shows how tough it can be keeping the peace in modern day Britain.

Raw Cut would very much like to feature any CCTV footage taken from any pubs or pub car parks of criminal incidents or any anti-social behavior. The series, Road Wars, will also give advice and guidance on how to both feel and be safer on our streets and also how to protect homes and businesses against crime. The police will give tips on avoiding confrontations and dealing safely with violent or drunken trouble makers. The shows are very well defined in terms of right and wrong. The police are right and criminality is wrong with the footage intending to show police work in the best and most positive light. The programmes are aimed at the youth market, and by using music and graphics, is designed to appeal to this audience. With a careful mix of educational information coupled with what the viewer will believe is entertainment – this programme will take a fresh and dynamic new approach to portraying what it's like to Police Britain's streets.

Raw Cut TV is fully aware of the implications of both the Data Protection rules and the European Convention in the broadcast of video archive material. All footage is screened by our legal department and the appropriate measures are taken for compliance before broadcast. If you need any more details or would like to arrange a meeting, Raw Cut TV would love the opportunity to work with various different pubs and use some of their archive CCTV footage in the series. As standard we pay a fee of £500 per broadcast minute to use material like this, which I hope will be of use to anyone that would have this kind of footage.

The contact is: Katie Godfrey. Raw Cut Television Tel:020 7287 1050

PUBWATCH DVD - AYLESBURY

Drinkers in Aylesbury will be reminded about the consequences of causing trouble during a night out with a short film on the screens of pubs, clubs and bars across the town.

The DVD, which is called 'Mikes Big Night Out', follows the story of a young man preparing to go out for a night on the town. He then meets up with his friends at a local pub; he drinks a number of pints of beer in quick succession and then starts a fight over a silly incident. Door staff are forced to intervene and the police respond. The following night he sets off for the pub again but this time he is barred from entering a number of pubs because he has been barred by the Pubwatch scheme. He is unable to join his friends who are enjoying themselves in a pub and is forced to go home to watch TV on his own. At the end of the film drinkers are reminded of the consequences of anti-social behaviour in that if they are banned from one pub then they can be banned from all - together with the message -Pubwatch only welcomes responsible drinkers'.

The DVD is based on a cartoon strip, which was designed for Aylesbury Pubwatch last year by a local artist. The cartoon strip, which shows someone who causes disorder in one pub barred from all member premises, was produced as an eye-catching poster and proved so successful professional actors were commissioned to bring the cartoon to life in the form of a short film.

The film has been produced by Aylesbury Pubwatch Scheme in association with Sky's Pub Channel as an aid to pub companies and community safety partnerships. Initially, it will be played locally in pubs, clubs and bars in Aylesbury as well as being promoted on The Pub Channel but plans are already underway to roll it out to venues nationally.

Steve Baker, police liaison officer for Aylesbury Pubwatch, said: "The two and a half minute film is primarily for use by pub companies to play in-house on their plasma televisions. It has been designed to re-enforce the Pubwatch barring procedure and promote the ways in which it has a positive effect on reducing violent crime and anti-social behaviour.

"The film is both entertaining and educational. It is generic and has been produced that way so it can eventually be used nationally. I am already speaking to various trade associations, individual operators and the supplier for student union bars. Whoever's in the audience watching the film the message is clear - pubs and clubs only welcome responsible drinkers."

HEMEL PUBWATCH RELAUNCHED

Hemel Hempstead Pubwatch have just been relaunched with the local Mayor present. They are making good use of the national logo and have already produced a quantity of beer mats bearing their Pubwatch name and the words 'This Pub is proudly part of Pubwatch'.

They are also supported with high visibility policing in the evenings by the local constabulary and hoping to make a significant impact on local issues.