



# National Pubwatch Newsletter

Issue 2

August 2000

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This edition of the Newsletter is published thanks to sponsorship from the BLRA. They have generously provided sufficient funding to publish two copies of the newsletter and some urgently needed equipment.

Many of you reading this newsletter will have received it courtesy of the BII who are distributing a copy to every member.

**We would also like to thank the Greene King Pub Company who have also stepped in and sponsored our activities.**

## THANK YOU

for your response to our last newsletter, we had to reprint by 1,000 copies and much of the content of this newsletter is from those of you that got in touch with us as a result.

### At What Cost?

On Sunday 30th January this year I was going about my normal routine. (We are quite a busy bar on Sunday's, we have a DJ playing). At about 10.20pm I went to stand at my front door, I do this to wish everyone a good night and to prevent anyone taking bottles and glasses out the door. One of my staff came up to me and informed me that someone had pulled a nut dispenser off the wall. I approached the person concerned and informed him that his behaviour was not tolerated and that he would have to leave, I walked him to the door and told him that he was barred and not allowed back. His friend came up behind me and smashed a pint glass into the side of my face. This resulted in me having to spend four hours in casualty, and a small scar on my face. The glasses that I use are safety glasses, as a result my injuries were far less than they would have been.

It's sad to say that mine is not an uncommon experience, only recently in an April edition of the Mirror I read about a young 20 year old woman who was glassed by another woman. Why? Because she nudged her arm as she went past. The poor woman nearly lost her sight in one eye and has a scar from her eye down to her mouth. Could this have been prevented? Well we can't anticipate every act by the mindless minority but what we can do is make it more difficult for them to cause this kind of permanent damage. Laminated or safety glasses have been around for a few years now, they are designed to shatter on impact in much the same way a car windscreen does. In effect they do two things, one they absorb a lot of the impact and two they don't leave jagged edges like normal glass.

So what's the cost? When I investigated as to the price of laminated glasses I was surprised to find that the price difference between them and ordinary glasses were very little. The names to look for are ARCROC and DIAMOND these are the main makes of safety glasses. To buy four dozen of these one pint glasses will cost between £18-£24 and are stocked by Autobar who are now known as King. This works out as pennies extra per glass, is it not worth it when we can prevent serious injury to either our staff or customers?

Also it's good to remind ourselves that we have an obligation according to the Health and Safety Act to all those on our premises. We on a weekly basis have to do risk assessments in and around our premises, are we overlooking a major area of risk? With safety glasses so readily available and at a reasonable price can we say we are within regulations and at the same time ignore this potentially dangerous situation. We may feel that our premises are not like that, our customers would never do something that detestable. But the nature of our trade is that we open our doors to the public, the sad fact of life is that we cannot legislate for moods or human behaviour. As licensees we make a moral and legal obligation to ensure that people can come into our premises and enjoy a drink in reasonable safety.

**So what is the cost?  
It's a price that shouldn't be counted in pennies.**

**We are grateful for this article to the individual involved John Williams MBII, the licensee of the Froth Finder and Firkin in Harrow and Local Watch Co-ordinator**

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## **One Stabbing Too Far !**

One of National Pubwatch's most staunch supporters, Ronnie Campbell MP for Blyth Valley, was instrumental in introducing Pubwatch into his own constituency in an attempt to stem the tide of violence occurring at local pubs and clubs. Six months on, the scheme has proved its worth with 11 troublemakers banned from every set of premises in the watch and serious incidents in licensed premises dramatically reduced. The local police are very pleased with the outcome stressing that, since its inception no serious assaults have occurred in licensed premises, whereas before there had been over 70 a year. We received the following report from him on the subject:-

"We were having a real problem with drink related violence in the pubs and clubs within my constituency. There had been one fatal stabbing in the past and several people had been glassed. I felt that there must be a way to prevent these senseless acts of violence.

Having been a sponsoring Member of Parliament, at the inception of National Pubwatch Steering Committee, I approached Raoul de Vaux JP, who is a friend and the Chairman of the Group to seek his advice. He provided me with some hand books, which gave advice as to best practice and how to best set up a communication system in pubwatches. Armed with these I arranged a meeting with the Chief Constable to state my concerns and to see if a pubwatch scheme would help our situation and drive the violence from our pubs.

The Chief Constable delegated the task to his local Chief Superintendent Jim Peacock and he together with Superintendent Mark Arnold, the local Police Commander of Blythe division, set up two schemes, one in Blyth and the other in Cramlington. Both these schemes are up and working, the regular trouble makers, some 10 in number, have been identified and banned from the local pubs and clubs. Violence and the crimes related to alcohol abuse have been reduced. This only goes to show that with co-operation by all interested parties, and a feeling of social responsibility supported by everyone, that Pubwatch Schemes are the best way to reduce crime and make the drinking environment safe for everybody.

I am most impressed with the speed and enthusiasm of the Police in setting up these schemes and with the help and advice the Steering Committee gave to me. I am proof of someone who had a problem and that seems to have been solved with the help of Pubwatch."

**From the office of Ronnie Campbell MP for Blyth, Northumberland.**

Goldstar AD

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# Don't panic, don't panic

## The Human Rights Act and its Impact on Banning People

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Most Watches make use of some form of banning in relation to individuals whose conduct has not led to court action and an exclusion order. This is often the key to a Watch's effectiveness in excluding trouble from their premises. The Human Rights Act 1998, due to come into force later this year, was certainly not seen as something that might affect this issue. However, this is not the experience in Gloucestershire and South Shields, which have been the recipients of solicitors letters on the part of banned individuals, threatening legal action under provisions of the Human Rights Act.

As with any new legislation much of the interpretation will rely on legal precedents created as cases are heard and, as the legislation does not take effect until October, it may be some time before there is any clarity, certainly on definitions and interpretation. The Act has retrospective features, which mean it cannot be ignored until October.

To date the threatened actions are based on Section 6, which states that public authorities, which act in breach of the conventions on which the Act is based act unlawfully. The actions go on to allege that banning individuals is a breach of Articles 6 & 8 of the convention.

Article 6 deals with the right to a fair trial in determination of civil rights and obligations or of any criminal charge. So this really only affects a ban if it can be shown that the right of entry to licensed premises constitutes a civil right. Unfortunately as one might expect when the law comes into play there is no definitive answer. However, it does not seem at this time that access to someone else's premises such as a shop or public house constitutes a civil right.

Article 8 deals with the right for respect of a person's private and family life. It states 'there should be no interference by a public authority except in accordance with the law and necessary in the interests of a number of factors that include the prevention of disorder or crime and the protection of the rights and freedom of others'. Clearly, if a pubwatch ban has been made with the view of ensuring the safety of customers and staff or, to prevent possible disorder that would cause customers and staff concern for their safety, the ban will quite probably be justified. However, as previously mentioned this is not a definitive viewpoint and we will have to await the test before the courts.

As an interim measure Watches may wish to consider a number of factors to try to avoid such a challenge to their actions with all the consequences of legal representation until such time as a definitive answer is available.

It seems that one of the key factors will relate to whether or not a Watch constitutes a public authority. Quite clearly the active involvement of Police in the decision of the Watch will create scope for an argument that, in such circumstances, a Watch could constitute a public body. The absence of police involvement in this decision and avoiding the use of police logos and mission statements on banning notices may well help to support the alternative argument of reality. After all, a Watch is nothing more than a group of responsible citizens endeavouring to maintain the rights and safety of their staff and customers.

Another factor is to ensure that the Watch's process of deciding on a ban allows the individuals the opportunity to place their side of the case and as has been done in Gloucestershire perhaps an appeals process. They have created an appeals committee to review bans, either at the request of the banned individual or based on a period of time. The inclusion of such factors does not

seem unreasonable and does provide a particularly fair case.

Obviously none of these comments can guarantee that action to challenge decisions using this legislation will not occur. We can but hope, that as with many things in law, an application of the test of reasonableness in relation to the behaviour of a Watch would lead to a finding in their favour.

National Pubwatch has already drawn the attention of the Home Office to this issue and at the request of the Minister Charles Clark has provided specific details of the cases referred to above. It is an area in which care should be exercised until we have some definitive advice but, it would be somewhat rash for Watches to abandon bans which clearly have proved effective in stopping violence and disorder.

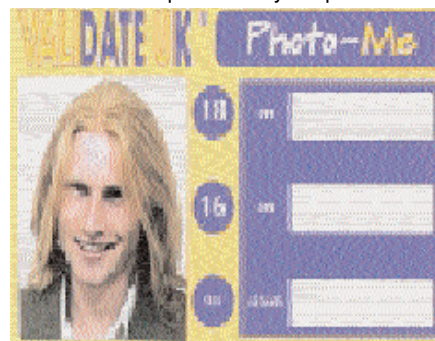
As information becomes available we will clearly make it publicly available. In the meantime if any other Watches have experience of this issue we would be very pleased to hear from them, the details and what course of action they have taken thus far.

**In the time honoured words of Corporal Jones in Dad's Army "Don't panic, don't panic" just look at your system, is it fair, is it reasonable, to all concerned.**

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### "How Old Are You?"

As we mentioned in our previous issue one of the problems that many Watches have raised is the issue of under-age drinking. The issue remains high on the topic of concerns for Watches and we had a number of responses to our last issue, mainly of a critical nature with regard to the existing schemes involving proof of age cards such as The Portman Card and Validate. Whilst the criticisms are obviously honestly held, the reality is until some national scheme is adopted with an element of compulsion, these schemes do provide licensees with a modicum of assistance in dealing with this problem. Both the schemes mentioned above have recently made changes to help improve things, the Portman Card has now been made available at a much reduced price and Validate have up-rated their card to minimise forgery. The Validate scheme is being adopted by many authorities throughout the country and the new plastic card is proving very popular. The Government emphasis on this issue shows every indication that in the future considerable effort will be devoted to tackling the issue with such proposals as test purchasing and transferring the burden of proof towards licensees. Irrespective of your personal views on this it may



well be time for everybody to make challenges on age a matter of course rather than exception, after all, if it becomes custom it will mean minimal effort in adjusting to new legislation. It may

also start a cultural change on the subject and hopefully begin to make an impact as far as licensed premises are concerned and ease the burden on licence holders.

**Validate UK can be contacted at: Carol Brodie, Kings Post, Cranborne, Dorset, BH21 5RX Tel:01725 517459.**

# DRUGS, HOW TO RECOGNISE THEM

Over the years a variety of information tools dealing with drugs, their possible physical affects and the paraphernalia associated with their use have been produced, normally by police forces or health authorities. As with everything else over time they get lost, worn and generally disposed of, so in this issue we have produced that information again, on our centre pages, so that it can be copied or posted for the benefit of staff. In this way we hope that this will help licensees and their staff to recognise, at an early stage, customers that are using the premises to either consume or supply drugs.

In many instances whilst there may not be physical evidence you will get that feeling that something is wrong, the regular traffic of certain individuals to the toilets or the regular pop-in meetings with set individuals may well be a sign of trading of drugs in your premises. Even if you are uncertain it is always worth expressing your concerns to your local police officer. Many are wary of doing this in case it initiates police action on or against their premises, however today's policing style demands intelligence led policing (it is cheaper and more effective) particularly in this field. You may well find the concerns and information that you provide will initiate such policing and this is rarely likely to have an adverse impact on your licence, but ignoring such things or acting too late may well do so.

**Don't forget the rest of the Watch if you do find this is an issue, discreetly let your other Watch members know, who and what to look out for and try to maintain the best degree of confidentiality to avoid disrupting any potential police operation against the offending individuals.**

We have covered the most well known drugs on the scene how ever there are others that can appear on the scene. In each case we have shown the generally associated symptoms of people using the drug, the debris often left, that gives a clear indication that drug activity has taken place and the legal classification of the drug. These categories indicate the scale of severity of punishment likely for people found in possession of them. In the case of Class A & B substances penalties range from 5 years imprisonment for possession to Life for supply, whereas for class C the penalties range from up to 2 years for possession and 5 years for supply.

## So what do you look out for?

These are the drugs, but what other signs might suggest that you have a problem. As was mentioned earlier frequent journeys to the toilets by particular individuals and their associates may be either for the purpose of using drugs or conducting transactions. Other indicators can be the paraphernalia associated with each drug that may be found when cleaning or clearing up the premises. **Do your cleaning staff know what to be on the alert for.** Don't forget there is a Health and Safety risk to staff who might find and handle some of the items. Have you taken steps to cover this point? The frequent use of mobile phones, combined with frequent visitors or movement to the toilets or outside the premises, might be an early indication that someone is dealing from your premises. None of these things are definite symptoms of dealing but they may be your first indication that you have a problem. If you think you do have a problem then contact your local police officer or watch liaison officer and discuss your concerns with him. Don't forget to keep a record of this and what happens, as it is your safeguard to the future.

This information has been reproduced with the consent of and with thanks to The Metropolitan Police Service who published it as a guide for the operators of places of public entertainment.

**For those who want more information on drugs & symptoms there are a number of useful booklets produced (see page 7) and most local police or Health Authorities can assist you to obtain information on the subject.**

## HEROIN Methadone and other Opiates

### POSSIBLE PHYSICAL EFFECTS

*Euphoria followed by drowsiness and contentment. Reduced reaction to pain and discomfort. An addictive drug. Long term: self neglect and poor personal hygiene, loss of appetite, watery-eyes, running nose, sores and needle marks.*

### WHAT TO LOOK FOR

Burnt foil or spoons, hypodermic syringes and needles. Brown powders or green liquid.



THE LAW Class **A**

## CANNABIS

### POSSIBLE PHYSICAL EFFECTS

*Relaxed inhibitions, talkativeness excitability. Large doses: lethargy, confusion, disorientation, paranoia and panic. Even small amounts can affect learning ability and skills such as driving. Cannabis is harmful to health.*

### WHAT TO LOOK FOR

Strong sweet sickly smell when smoked. Cigarette ends made from rolled cards. Herbal and resinous substances. Small plastic packages, home made pipes.



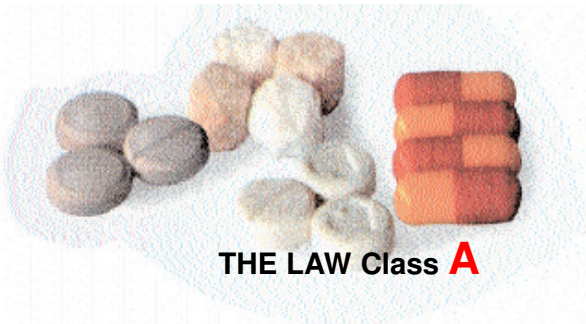
THE LAW Class **B**

# & WHAT TO LOOK OUT FOR

## COCAINE and 'CRACK' cocaine

### POSSIBLE PHYSICAL EFFECTS

*Short term feeling of intense pleasure. Often followed with rebound effect of moodiness and depression. An increased heart rate and blood pressure. Pupils dilated - can be associated with eating disorders, can be injected, smoked or sniffed.*



THE LAW Class **A**

### WHAT TO LOOK FOR

Needles, syringes, straws, home made pipes and water coolers. White powder, small quantities of broken white 'marble like' substance.

## 'ECSTASY', MDMA and similar compounds

### POSSIBLE PHYSICAL EFFECTS

*'Rush' similar to amphetamine. Feeling of well being and friendship, panic and depression. Often used in the 'rave' dance scene to remove inhibition and increase energy. Can lead to heatstroke and extreme thirst. Deaths through use are being recorded.*

### WHAT TO LOOK FOR

Powder, tablet or capsule form. Much of 'Ecstasy' sold is often adulterated with other drugs or is false.



THE LAW Class **A**

## AMPHETAMINE

### POSSIBLE PHYSICAL EFFECTS

Increased alertness, nervous excitability and energy. Increased pulse rate, loss of appetite. Followed by low of irritability, depression and tiredness. Can lead to long term psychosis.



THE LAW Class **B**

### WHAT TO LOOK FOR

Can be injected. Most often found in brightly coloured tablet or powder form.

## How they deal with drugs in Goole and Thorne & Moorend !

The Goole and District Pubwatch has adopted a particularly firm approach to the problem of drugs that they see as a scourge of their community. The watch has been in existence for nearly 7 years and has been successful, to such an extent as to encourage and support the creation of a number of other watch schemes in the surrounding communities. All the watches ensure a good liaison with a nominated individual to attend the meetings of other watches and pass on information.

Each of the watches operates a reciprocal scheme to ensure good communication. One of those they liaise with, Thorne & Moorends Pub & Club Watch, bans for life those who supply or take drugs in their premises, with all the watch displaying very large and prominent posters to this effect. However Goole and District Pubwatch has taken a further significant step of not only banning people found using or supplying drugs in their premises but, also those reported in the press as having been convicted of such offences anywhere in the community. It is perhaps a rather drastic but effective way of signalling that drug abuse, in any form, is not tolerated in their Pubs and Clubs.

The bans in such cases are for life initially and those banned have the opportunity of appealing against the ban. To safeguard members or the Committee from retaliatory activity, people who wish to appeal against a ban have to make a written application through an accommodation address. The Watch Appeals Committee then reviews the case.

## Pubwatch proves its worth

Local watch co-ordinator in Furnace Green, Crawley, Sussex, J Howard reports that the impact of the pubwatch has improved trade and virtually eliminated trouble at the premises in his watch. The Millennium New Year's Eve saw the first trouble free new year's eve in the area for a long time. The continuing co-operation between licensee, police and the courts had its impact with exclusion orders forcing trouble makers to think long and hard about their behaviour and the consequences to their future social life.

*The introduction of a watch scheme in Walsall has also made its impact with crime and disorder problems in the town centre being reduced by over 50% following the introduction of the pubwatch in June last year.*

## Confirming Pubwatch is not a new idea

Abingdon pubwatch, in existence for over 10 years, following an assault on one of the founder licensees, has a flourishing watch that has not only stopped lots of problems but also become a fund raising body for local charities. Over the years they have managed to provide a very professional image and help other similar schemes start up in nearby locations. **A recent celebration of their success saw a local children's resource centre benefit to the tune of £500.**

The Island of Guernsey clearly sees a benefit from running a Pubwatch as theirs has been in existence since 1992 when it was formed with 29 members. That membership has now moved to 85 and is well supported and proving effective in preventing trouble.

## 'It will fit in with other watch schemes'

In Tunbridge Wells the town centre officer, PC Paul Ayling, has incorporated a pubwatch into the existing shop safe scheme that operates amongst the retail outlets in the town centre. The scheme in which members have two way Motorola radios, as opposed to pagers, was expanded to include all the town's pubs, clubs and licensed premises. The whole scheme is backed up with posters, CCTV and police support. It is working well and achieving its purpose to make the town centre of Tunbridge Wells, a safe and pleasant environment free from violent and aggressive behaviour.

In Burton on Trent those involved in the Town Centre Management Initiative decided it was time to promote a safe and enjoyable drinking environment and they created a town centre watch involving 29 premises. They set out to exclude individuals that fell into three categories, those using or offering the threat of violence, causing criminal damage and using or dealing in illegal substances. Any individual found to fall into one of these categories would receive a 'Lifetime Ban' from the premises involved in the scheme. They are also looking into other measures such as yellow card warnings for those whose behaviour is close to placing them in one of the three categories. Their scheme was entered for the 1999 British Crime Prevention and Community Safety Awards and was highly commended after being one of 44 projects short-listed from 300 that entered.

## Useful Publications

### for Watches & Licensees

#### 'Keeping the Peace'

A comprehensive guide to the prevention of alcohol related disorder  
Produced by the Portman Group

#### 'Safety in Pubs'

A guide to employers responsibilities  
Produced by the Brewers and Licensed Retailers Association

#### Handbook for Door Supervisors National Certificate

A guide to the qualifications and skills necessary to obtain a door supervisors certificate  
Produced by the National Licensees Certificate Awarding body

#### 'Controlled Drugs and Weapons in Licensed Premises'

A guide to best practice  
Produced by the Metropolitan Police

#### 'Advice to Licensees'

An outline of licensing conditions and expectations and offences  
Produced by Thames Valley Police

#### Licensed Property - Security and Design

Suggestions for effective security systems in licensed premises  
Produced by the Brewers and Licensed Retailers Association and the Metropolitan Police

#### 'Drugs and Pubs'

A leaflet giving points on drugs for licensees  
Produced by the Brewers and Licensed Retailers Association

#### 'Tackling Drugs Misuse a Guide to Good practice'

Good practice for public entertainment venues and night-clubs on tackling drugs misuse  
Produced by the Kent Initiative on Drugs Scheme

#### 'Drugs Misuse - know the facts'

Some facts about drugs misuse including recognition and signs of drug taking  
Produced by the Metropolitan Police

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We all know the situation. A group of troublemakers are barred from one pub, they are almost certain to go straight to the next and start again. Vodafone PubAlert gives licensees the chance to be prepared for situations like this and stay ahead of trouble.

When a member of the scheme takes note of an incident, they phone the dedicated PubAlert number, which is answered in the local scheme name. An operator collates the details and simultaneously transmits them to the scheme members pagers. Members receive the message typically within 60 seconds and are prepared and forewarned of the trouble ahead. It couldn't be easier.

PC Mike Norsworthy, Licensing Officer, of Devon and Cornwall Constabulary recently told us about situations in his area where PubAlert has proved to be a great success and invaluable to its members.

“When police in Torbay learnt that Northampton and Swansea football fans were to clash in Torquay, following their games at Torquay and Exeter, on the last day of the season, I used the Pub Alert Scheme to make unsuspecting licensees aware of the expected trouble,” said PC Norsworthy. “The publicans used the pagers to inform their colleagues of any groups of fans attempting to gain entry to their premises and police were able to keep a watchful eye over them. The weekend passed off without any incidents and the pager scheme was praised by the pub trade and police alike”.



So where PubAlert schemes are in practise, they bring together the town's public houses, clubs and restaurants and promote a common interest in providing a safer environment for their customers and staff.

PC Norsworthy continued “When one of the many visiting rugby teams arrived in Torquay, all of the supporters were dressed to a certain degree as Mexicans! There were about 30 in the party and licensees used PubAlert to track the group around town. Only a few were let into their premises at a time, preventing the chance of disorder. Unfortunately, towards the end of the evening, a licensee without the PubAlert service unwittingly let the whole party of 30 into his premises.

One thing led to another and a large disturbance occurred, resulting in the licensee being assaulted - hindsight is a wonderful thing”.

**To find out how PubAlert can work for you, contact Vodafone on 07699 111100 (local rate)**

Vodafone advert

## The Institute's view of Pubwatch

The British Institute of Innkeeping has long been a staunch supporter of Pubwatch - and not just at head office level. Recent research conducted by the Institute in response to the Government's White Paper on Licensing Reform shows that nearly a third of Institute members are already active in a Pubwatch scheme.

A licensee's understanding of their social responsibility is essential for Institute members and this includes working with neighbouring outlets to keep out undesirable elements and exchange useful information.

The Institute states its mission as "to promote high standards of professionalism throughout the licensed retail sector; and provide information, skills and qualifications to help members run successful businesses". Pubwatch is yet another tool to help Institute members achieve this.

The licensed retail sector is coming under increasing attack as being responsible for alcohol-related crime - and in many cases this is grossly unfair. Much alcohol abuse is the result of illegally trafficked booze, and yet the pub often gets the blame. It is up to the industry as a whole to show it can act in a socially responsible manner, and in many cases we need to get more involved with local authorities to ensure they are looking in the right places for the root of the problem.

The only way we can do this is to pull together - both through membership of the Institute and schemes such as Pubwatch. If we can show that responsible licensees are enforcing the law and acting in a professional manner, we can also show that irresponsible licensees, and those acting outside the legal licensing framework, are the cause of the majority of alcohol-related crime.

Anyone interested in joining the British Institute of Innkeeping should contact the membership department, tel 01276 684449 or by e-mail at [membership@bii.org](mailto:membership@bii.org), and request an application form.

## 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  
0208 441 0806  
0207 278 3448

## How to Spread the Load Perhaps!

On the 8th March this year, our Treasurer Tom Watson was invited to attend the inaugural meeting of the Iffley Pubwatch. About 20 members attended and a number of issues discussed in the presence of the local licensing officer, who was there for support. In order to spread the work load at their inception they had decided that their committee of three, would serve for only three months before new members were elected to replace them. Their experience has shown very agreeably that they do not have to spend as much time on Pubwatch as first thought and have now changed the tenure of office to 12 months.

Other watches may feel that a policy of regular change of office is a good way to share the load, little though it might be and maintain involvement.

**We still need to hear from watches about what works and what the problems are, if we are to provide a means to communicate these issues across the UK and where problems are universal raise them in other forums that may be able to assist in resolving them. So please don't forget, let us know what is happening in your watch.**

### **Do you want copies of our revised Good Practice Guide when it is published?**

(It will cost you £1 per copy for P & P)

If the answer is yes then send your request to the address below and we will let you know when it is available



**Do you wish to receive future copies of the Newsletter?**

**or**

**Do you need more copies for your watch?**

**or**

**Does your watch have a problem and need help to solve it?**

**or**

**Do you want to start up a Pubwatch?**

**Whatever the case contact us and we will do our best to help meet your requirements.**