

National Pubwatch

Newsletter

Edition 7 June 2002

The First Winners Of The Pubwatch Award for Social Responsibility

Our last edition was printed too early for the details of the winners of the National Pubwatch of the Year Award sponsored by **Laurel Pub Company**. The awards dinner organised by the Morning Advertiser was held at the Savoy Hotel in London on 20th March 2002 and the three finalists were all invited to attend.

The awards and more importantly the £2,000 cheque to the winning watch were presented by Mr Ian Payne the Chief Executive of the **Laurel Pub Company**.

The **Bronze Award** went to Barrow in Furness, Cumbria, the **Silver Award** went to Aylesbury, Buckinghamshire whilst the **Gold Award** and £2,000 went to the Crawley Pubwatch in West Sussex and the award was collected by Mike Howard the scheme's administrator, a five times retired licensee. The scheme started 5 years ago now has 53 members and is very active in working with the relevant authorities to ensure that Exclusion Orders are sought in all cases of violence in any of their premises with 17 Orders currently in existence.

The evening's success was enhanced by the news that **Laurel** would consider sponsoring the award for next year with prize money for all three finalists. So perhaps it is now time to prepare by gathering information and keeping track of your watches successes so that you can stand a chance of reaching the finals. Despite the short notice involved the response to this year's opportunity was very good with many quality entries so with a little time to put your case together we hope for a bonanza of superb entries for next year.



Photographs and the Data Protection Act

Of all the problems that continue to face watches the provision of photographs from the Police Service continues to dominate the scene with every part of the country adopting a differing approach. In some areas Police refuse to consider supplying photographs (if they have them) unless it is in pursuance of an Exclusion Order from the courts. In other areas they have agreed certain protocols for the exchange of information and in one instance they actively seek watch support for intelligence gathering providing them with photographs of target criminals. Regular readers will know that this issue was raised with Charles Clarke MP whilst he was at the Home Office and he referred it to a Cabinet Office committee. At a recent meeting with one of his successors, R Ainsworth MP the lack of response was raised and he has promised to look into the matter and indicate when some conclusions maybe available. We can but hope that the new minister can prompt some action.

In the interim if this is a problem in your area National Pubwatch has been provided with a set of data and photograph protocols designed by PC Mark Worthington in Northampton which have passed the scrutiny of their legal department and their Data manager which we are able to provide for use to save re-inventing the wheel. **A large vote of thanks goes to Mark for the excellent work he has done in setting up the Northampton Town Centre Pubwatch.**

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 (Hon. Secretary)	01707 650095
Bill Stone (Ops support)	01303 241906
Tom Watson (Treasurer)	020 8441 0806
PS Nigel Bailey (North West Rep)	01244 613353

See page 6 for more information

The licensed trade has a multitude of associated organisations all of whom provide different services to the trade and its members. Most of you will know some if not all of these organisations and some featured in our last edition, but we thought it was time to remind everyone about those we did not mention and what they can do for you or the trade in general.

The Society of Licensed Victuallers

The Society provides both help services and charitable support for people in the retail drinks trade. Amongst the services they offer are discounted fees to their two very successful schools in Ascot and Ilkley, access to legal assistance covering both business and personal issues. It is involved in a vast number of charitable fundraising with both local and national focus and with the money raised provides a vast range of support facilities to its members. These include advice, grants, specialist medical equipment, counselling and respite care. Their website can be found at:

www.slv-online.org.uk

Alternatively they can be contacted on: **01344 884440** for further information about the benefits of membership and the support they provide.

The Federation of Licensed Victuallers Associations

The Federation aims to unravel the mystique of regulation and the law as it affects licensees as well as providing training opportunities in food hygiene and other trade related areas. It provides booklets on Health & Safety and food hygiene to help licensees through the minefields of regulation that can place them and their licence in jeopardy. They can also provide expert assistance and guidance on employment issues and at no extra charge represent members in disputes and tribunals.

They can be contacted at:

01484 710534

or e-mailed at

Admin@flva.fsbusiness.co.uk

The Guild of Master Victuallers

The Guild offers professional support to licensees with the aim of protecting and promoting the interests of licensees in their daily business operation. It has extensive contact and representation with local and national bodies with whom licensees have to communicate such as, Local Authorities, Inland Revenue and Customs & Excise. It has comprehensive training programmes available and delivers a social side at local and regional level.

It offers professional services in relation to all licensing, VAT and revenue matters as well as accountancy advice. It offers access to legal advice and a range of discounts on insurance and other facilities.

They can be contacted on: **0208 540 1275** for further information on the benefits of membership and how they might be able to help you.

The illegal importation and re-selling of cigarettes and alcohol is not a victimless crime. Many people who are involved with this trade are also involved with organised crime and profits can be used for the drug trade. Taxpayers and businesses also end up as victims, as the duty lost in this crime could be used for public services like schools and hospitals and honest retail businesses such as Public Houses lose legitimate trade.

In March 2000 the Government announced a package of measures which aim to put tobacco smuggling into decline within three years. A range of tough new sanctions against smugglers and distributors were introduced, along with an investment of £209 million over three years to deploy more front-line staff and the latest x-ray scanning technology. Customs and Excise have had many recent successes in seizing illegal excise goods and disrupting smuggling rings, with the help of these new measures.

If you see cigarettes or tobacco being sold and the packages do not bear a fiscal mark showing 'UK Duty Paid', it is quite likely that the tobacco products have been illegally smuggled into the Country.

It is now illegal to sell or let others sell tobacco products on your premises, that do not bear the fiscal mark. These offences can carry a fine of up to £5,000 and additionally the restriction of tobacco sales for up to six months.

Blackmarket alcohol is not only illegal, but as with tobacco smuggling it poses a threat to the trade of legitimate retail

businesses. It also poses a major threat to health and society. Because the content of illegally sold alcohol cannot be monitored, the consumer cannot be sure of the purity of the drink or what else it might contain.

Customs and Excise have confiscated goods in the past that have contained a substantial amount of methylated spirit.

The Customs Confidential hotline has always proved a great help to Customs in

the fight against smuggling, sometimes providing us with invaluable information that can result in the local disruption of the black-market trade.

Anyone who has any information with regard to the importation or selling of smuggled goods can call the hotline on 080059 5000 for free for 24 hours a day, 365 days a year.

CUSTOMS AND EXCISE NEED YOU

**Smuggled goods affecting your business!
well help to stop your losses let
Customs know by calling
the hotline on 0800 59 5000
with any information you have
that might help.**

South Wales pushes on with action to address alcohol related street crime.

A new course aimed at reducing violence within licensed premises is being piloted by the University of Wales Institute, Cardiff in partnership with the Home Office Crime Prevention Programme TASC (Targetting Alcohol-related Street Crime).

The course called Servewise began in October 2001 and operates by advising people who work in the hospitality industry, e.g. licensees, bar persons etc, how to review the way that they deal with alcohol related violent incidents. The course itself covers, licensing law, common offences, alcohol and people skills such as problem prevention, calming and control. It also teaches licensees and staff their rights and responsibilities, encouraging them to review standards and strategies for the safe departure of customers.

PS Ian Tumelty a member of the TASC project team says: "trained servers are less likely to break the law through ignorance and more confident in enforcing the law, resulting in fewer inappropriate persons, such as underage or drunken persons, being served. Consequently this will lessen the incidence of accidents, violence and crime resulting from alcohol misuse."

Dr Eleri Jones, Head of UWIC's Welsh School of Hospitality, Tourism & Leisure Management, says, "UWIC is really excited to be able to work with the South Wales Police to pilot this course for local businesses. Participation in the course will undoubtedly make working in bars safer through an enhanced understanding of alcohol related issues, particularly when dealing with people who have had too much to drink."

"We hope to be able to develop this course as a credit bearing award which will count towards higher education qualifications such as HNC,HND or degree level. The qualifications would be suitable for staff working in the licensed trade and encourage them to take an interest in achieving qualifications offered by the school in Licensed Trade Management and Hospitality Management on a part time basis."

If you want to know more about this project contact Ian Tumelty on 029 2052 7299. If you are interested in finding out more details about the training course contact Caroline or Elspeth on 029 2041 6421/6380.

Home Safe & Sound

Where have the kids got to? They are late, has something happened to them? How many parents have had these questions racing through their minds when their kids are late home. Most I suspect and it is only when they turn up safe and sound that the worry recedes. Unfortunately nowadays the reason for their late return may often be the fact that they have perhaps embarked on a course of the binge drinking that is becoming fashionable amongst the younger set when they go clubbing or worse still they are experimenting with some other drug with far more serious consequences potentially possible.

Well Norwich is trialing a scheme that hopes to successfully tackle some of these problems and ensure that they return home safe and sound. The Norwich Home Safe & Sound scheme is actively supported by workers drawn from the City Council, Police, Norwich YMCA, St John Ambulance, Salvation Army and Proclaimers International. Other support has come from trade organisations including BEDA, The Portman Group, Whitbread Plc, Scottish & Newcastle and Luminar Leisure.

So what is this scheme, well it is best described as a help and support point available to those people who might



need help to get home after a night out and have a problem due to incapacity, illness, injury, emotional stress or other vulnerability. The support point is the SOS bus which is parked at appropriate locations in the city centre at night and provides the service to vulnerable people. In a period of 4 months last year the bus and its staff dealt with 270 people, over 50% of which were suffering the effects of drink or were injured/unwell. A further 25% were unable to get home and many others needed information or advice.

Undoubtedly this service has the potential to save lives and also help to reduce stress and conflict between young people and their families over socialising issues.

If you wish to know more about the scheme and how it works Contact PC Colin Lang on 01603 768769 or C/o Bethel Street Police Station, Norwich, Norfolk, NR1 2NN.

Retain the Right to Choose Your Smoking Policy



Sign up now to the Public Places Charter on smoking and help avoid damaging legislation.

The industry must meet the 'Charter' targets agreed with Government if it is to stop laws restricting or banning smoking in pubs. By January 2003 most pubs must have a sign outside showing their smoking policy and over a third of these must have high quality ventilation and/or restrict smoking.

AIR provides free and independent advice on everything from setting up a non-smoking area to upgrading facilities to meet the national ventilation standard. AIR also provides free Charter signage, non-smoking area tentcards and booklets on good practice and how to achieve it as cost-effectively as possible.

If you would like a representative from AIR to talk to your Pubwatch group about The Public Places Charter and how good practice can work for you, contact us on **020 7482 0620**.

For free materials and advice contact AIR on: Tel/Fax - 020 7482 0620. E-mail - enquiries@airinitiative.com. Further information can also be obtained from our website www.airinitiative.com.



Editors Comment:

Don't forget that passive inhalation of smoke by your staff could constitute a Health & Safety risk issue, if you do nothing at all it MAY in the future be very costly in terms of litigation and/or compensation.

When to use Exclusion Orders as a punishment

Contrary to some of our beliefs or perceptions Magistrates and Justices do receive training and guidance on the use of Exclusion Orders as a penalty for persons being dealt with by them. In the March edition of their in house newsletter an imaginary case involving a serious fight and resulting in damage to a pub and panic amongst customers is offered for the readers to consider the penalties that could or perhaps should apply to the protagonists involved. Various options are offered ranging from imprisonment to community service but the relevance to everyday life is reflected in the following comment in conclusion:

“Whatever sentence is imposed, the court should additionally impose an Exclusion Order from licensed premises”

Northampton sets up Pubwatch in a 'Big Way'

PC Mark Worthington has really done his homework for the new watch in Northampton. Having received the active support of his licensees he set to work to cover every possible need of the watch including policies for banning people, using photographs provided by police, meeting data protection and Human Rights requirements and a new element of insurance specifically for the watch against any liabilities they might incur from their actions. The Scheme is now up and running with 91 premises involved and 7 people excluded already. The City centre has a state of the art CCTV scheme and a radio link for both the retail sector and the Pubs and Clubs which covers 28 of the watch premises to ensure good communications. The watch currently has a bid in for £18,000 to purchase more radios which if successful will enable them to include most members of the watch. National Pubwatch wishes the watch every success and hopes that others will be as fortunate with their bids for funding and finding a local officer who is so enthusiastic about supporting them.

Bedminster in Bristol chooses pubwatch

In January Bedminster started a pubwatch to address a increasing problem of drink related violence that was troubling the area. One of the issues was as licensees ejected troublemakers they just moved on to the next set of premises and repeated the problem. There are 15 premises in the scheme and they have already achieved a 38% reduction in calls to disorder, trouble has reduced and I am reliably informed that **TRADE IS UP**. A local artist has helped out by designing them a poster see the design on page 6 it maybe you might wish to use something similar.



It costs little but might improve your take and your profits.

Clitheroe creates a beer mat

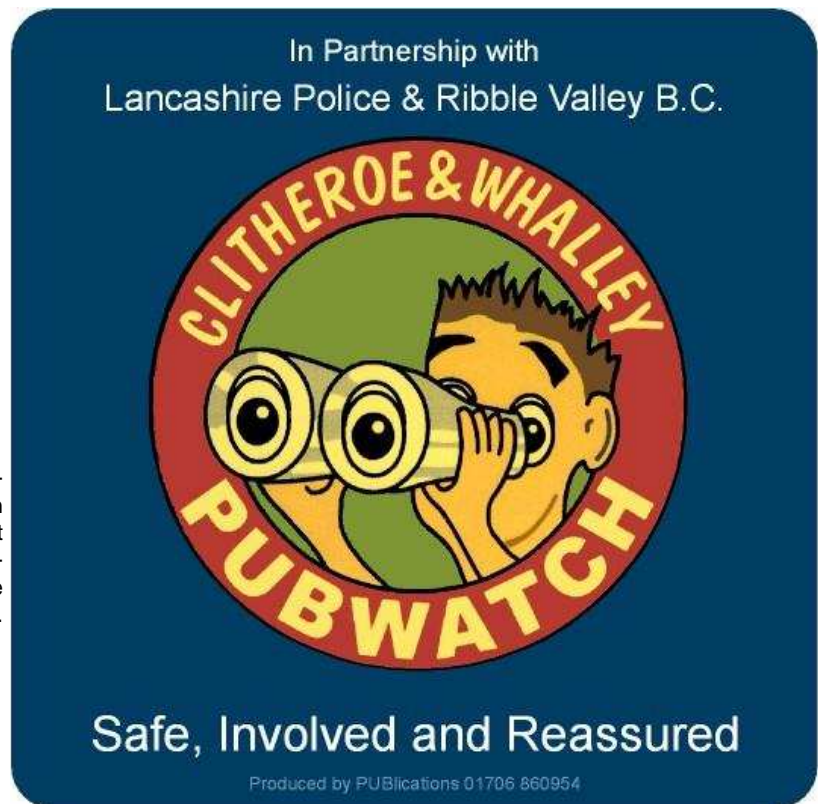
We knew it would not be long before someone created a beer mat and Ian Kirk and his scheme in Clitheroe & Whalley in Lancashire are the first that we know of. I should think it gets quite overpowering looking into an empty glass on one of these mats but it all helps to get the message across. Has any other Pubwatch got its own beer mats?

Horsham joins the growing band

Earlier this year we sent our starter pack to Horsham to help the local police with the start up of a Pubwatch. Little did they know that a stalwart supporter of pubwatch was at the Horse & Groom in East Street. Steve Evans has been in the game for a good many years and knows the value of Pubwatch having been involved in such schemes since 1981. He was most recently involved in Crawley and Aylesbury two of the three finalists in our National competition so all bodes well for Horsham Pubwatch and maybe they will be in the finals next year.

The Magistracy responds positively

In our last issue we commented on some of the unhelpful decisions of the lower courts over applications for Exclusion Orders. We are very grateful to Angela McGarry JP who having read of the concerns has seen fit to take them up within the Magistrates Association. In addition she has provided your editor with an insight into the processes of the adjudication and in particular the guidance proffered to Justices on things like Exclusion Orders which is covered elsewhere in the newsletter.



Bedminster's Poster
produced by
Naomi Western



Do you want a copy of the Northampton scheme data protection and/or photograph protocols?

Then send a Stamped (to the value of 44p) addressed A4 envelope to National Pubwatch, 17 Chace Avenue, Potters Bar, Herts, EN6 5LX.

Alternatively

You can send your request by e-mail to National.Pubwatch@btinternet.com and we will reply attaching the documentation in 'Word'

Night Safe moves on

In one of our earlier editions we reported on the activities of the Nightsafe scheme that incorporates pubwatch in Wrexham. One of the scheme's stalwart supporters from its inception is Gerry O'Keefe who is both a JP and a Local Authority officer and he has managed to organise some communication exchange between Night Safe and the local magistrates which has resulted in Exclusion Orders becoming an automatic consideration by the Local Justices when dealing with any case of violence or disorder at local licensed premises. Clearly the magistracy are becoming more aware of the value of such penalties in supporting local watches in their efforts to tackle crime and disorder. We can only hope more courts follow this pattern and help stamp out violence in our pubs and clubs.

Pubwatch banning does hurt

Many of you must wonder how effective the principle of banning people is and whether or not it is worth doing with all the problems that can arise. I now receive many calls from people who are banned or their relatives and friends trying to enlist our help to overturn the ban because and I quote 'this ban is causing serious distress to my daughter she shouldn't have to put up with it'. This was over a young woman who assaulted another woman in some premises and was banned for 6 months. Others try to argue it is against Human Rights and demand that we stop watches doing it. As you would expect they get very little change from National Pubwatch but it does show that your bans are having an impact.

Some people will try to force you to drop a ban by using threats of action. In Newton le Willows on Merseyside the watch was threatened with action for breaching Data Protection when it posted the names of all the people banned from watch premises in notices at the entrances to the watches premises. The banned individual in question it appears was soon to be an applicant for a licence, definitely not a 'fit & proper person'!!! I suggest.

If such a threat is forthcoming we recommend that you reply asking for information as to the specific offence under the Act that you are supposed to be committing as we have yet to find where this breaches the Act.

If you do use such notices do remember to restrict it to names only (no addresses) and do not include specific information about why they are banned, this avoids possible defamation claims if someone else has the same name.

National Pubwatch finally gets a website

Several years ago we looked to have a website however the costs were beyond our limited resources. The Unique Pub Company who have been such stalwart supporters of Pubwatch have created some pages for Pubwatch on their site you can visit and find information on our best practice guide and articles from past newsletters at

www.uniquepubs.com/pubwatch/.

But better things are to come

National Pubwatch has now got a sponsor who is going to provide us with a website. Surf-shack is a leader in its field providing technology help to business and will be designing and sponsoring our Website. It will be found under www.pubwatch.org when finished and if you visit the site and like what you see why not consider approaching surf-shack for help and advice for your own site or technology needs.

Surf Shack services offer your business an edge.

Surf Shack will IT enable your business in a fast and cost effective manner but with the same attention to detail and service level you would expect to pay £1000's for.

Surf Shack Provide the Following Services for Business:

Internet Access, "Dial Up" or "Always On" services.

Domain Names, Web Site Creation and Web Site Hosting.

E-mail Addresses, with or without a Domain Name.

Business Telephones, PBX's and data telephony equipment

Mobile Telephones and LCR (Least Cost Routing) Tariffs.

Server or Workstation Purchase.

Hardware Purchase and Software Purchase.

IT Consultancy, Site Visits etc.

IT plan design, Local Area Network(LAN) and Wide Area Network(WAN) Design.

Maintenance Agreements.

Software Training - Application Design - Software Services.

Troubleshooting, Support and much much more



give us a call and we can discuss your requirements. We can be contacted as follows: Tel: 08707473880 Fax: 08707473881 e-mail: mail to:sales@surf-shack.net subject=General Enquiry

Some useful tips and suggestions

Do you use CCTV, if so have you a dress code or policy that stops patrons wearing baseball caps that will obscure their faces on any CCTV image! It might be worth thinking about or even inviting them to remove them as they enter so you get at least one good picture of them!

Ever thought of Bottle banks inside your premises!

A number of small bottle banks with 'non return' entry points on them suitably located can help make collecting quicker and safer for your staff and avoid breakages as they are knocked to the floor or dropped whilst being carried back to the bar. It speeds collection and makes clearance at the end of the night a lot quicker. Who knows it may even encourage your customers to use them and reduce the need for staff to clear so frequently!

Continued on back page

Insurance for pubwatches a real possibility.

Since its formation National Pubwatch has frequently had enquiries about the possibility of acquiring insurance but we have never found a broker willing to consider it. However thanks to the initiative of Mark Worthington in Northampton it may soon become a real possibility.

Mark has managed to obtain an insurance to indemnify his Watch scheme as he linked it with the local retail crime initiative in Northampton and we are in discussion with the brokers involved in that insurance to try and get agreement for a similar type of insurance for any Pubwatch scheme. If we are successful then any Pubwatch will be able to obtain the insurance provided they have adopted a set of rules and operating protocols that conform to those used in Northampton. Mark has already agreed to National Pubwatch making his rules and protocols available for use elsewhere and we have produced a draft set that can be easily adjusted for any watch.

If we are successful in convincing the brokers to accept Pubwatch for insurance on this basis we will make the draft documents available for Watches either on a floppy disc for ease of amendment or in printed copy for those without computer facilities. If we are successful in setting up our own website we will make the drafts downloadable from the site.

CCTV update

In our last edition we mentioned the problems and legal requirements arising from the use of CCTV at your premises. Recent events have shown additional problems that can occur if your CCTV system is not registered or maintained and operated according to the current requirements.

In most cases CCTV is used as a deterrent for bad behaviour and crime as well as a means to provide good and effective evidence for use in prosecuting criminals that commit offences. However if your system is not registered or not maintained using the proper protocols its use in any criminal proceedings may be useless. Defence lawyers will try to get CCTV tapes excluded from use in court proceedings if either issues are present and experience has shown this will occur.

If that happens to you the message will get around and your system, no matter how expensive, will be another 'white elephant' .

Useful tips and suggestions continued

How about your own newsletter?

If you are what most would call a community pub, how about starting your own newsletter with details of whats on, special offers, forthcoming events and news about Pubwatch and other activity. In this day of the computer, with so many simple graphics programs, it is very easy to produce a double-sided A4 newsletter in colour and leave it available on the bar for customers. You can even include information on other local community activities if you need to fill space.

What have you got to say or contribute?

After over two years this is edition seven of your newsletter but there have been in that time only about two dozen contributors providing articles or comments about Pubwatch and its activity. It really is time for Pubwatches and their members to have their say on what does and what doesn't work for Pubwatch and to comment on what is needed from National Pubwatch in terms of support and activity. Your views and input are needed to show others the possible way forward and to ensure that at a National level we focus on trying to resolve the key problems and issues for the watches that actually deliver day in and day out.

If you have some comment, a viewpoint or a tip that might be useful to another watch or just some news of interest then send it to Your Editor at National Pubwatch at either the postal or e-mail address shown on the Front page.