

National Pubwatch

Newsletter

Edition 9 March 2003



This year's top Pubwatches

Competition for this year's Social Responsibility Award was hotter and fiercer than ever as watches realised that, unlike most other awards that provide a nice trophy, the pubwatch award, thanks to its sponsors **The Laurel Pub Company**, has the additional element of money to reward the watch for its efforts and help it progress during the forthcoming year.

The award was one of 18 presented at the Morning Advertiser Pub Industry Awards Ceremony held on on 29th January 2003 at the London Hilton Hotel. Over 20 schemes submitted entries last October

and after two rounds of judging there were four watches considered for the three awards **GOLD (£2,000)**, **SILVER (£500)** and **BRONZE**. As some of the schemes were so close, another round of judging took place after some investigation of each scheme by Graham Rideout of the Morning Advertiser. At this stage the **Northampton Pubwatch**, started last year by PC Mark Worthington and his local licensees in Northampton city centre, was eliminated with a **High Recommendation**. (for more about our winners see Pages 6 & 7)

The three remaining finalists, Aylesbury, Ripley & Tiverton were all invited to attend the Award ceremony. On the night Ripley was revealed as the Gold winner, Aylesbury, last year's runners up, once again received the Silver and Tiverton the Bronze. A splendid evening was rounded off with the most generous offer by Aylesbury of their prize of £500 as a donation to National Pubwatch to help fund its activities over the coming year. **Thank you Aylesbury.**

Our thanks go to all those who entered and to those who won, you all demonstrated that Pubwatch is a pro-active activity that does much to improve community ties, reduce violence and disorder and show the Government that Licensees do a tremendous amount themselves to tackle the problems that are associated to their business. We also owe an apology, on behalf of the organisers, to those that tried to enter but did not receive entry forms, this was due to poor administration. If our sponsors continue with the award next year we will ensure a better standard of service.

Yates provide funding to keep this newsletter coming to you

Our most grateful thanks go to the **Yates Group Plc** for their most generous sponsorship of this edition of the newsletter. Those of you receiving the newsletter must realise that whilst you pay nothing to receive it National Pubwatch still has to find the funding to publish and distribute it to you. Without the support of our various sponsors and the Portman Group who assist in distributing the newsletter we could not keep you informed on new initiatives and the progress of other watches or on issues of concern.

YATES
GROUP PLC

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Can you afford to manage the risk of Crime & Disorder?

I am constantly surprised by the number of owners, operators and managers that I speak to who look at me and ask why they should spend money on security measures? Money spent on security is often seen as needless expenditure, with no obvious return. In order to establish the value of time and money spent addressing the risk of crime and disorder events it is worth looking at the cost of such events.

There are 3 main types of cost:

1. Direct costs
2. Indirect costs
3. Lost investment costs

1. Direct costs

A. In anticipation of crime; 'defensive or protective' spending

One off costs:

CCTV system; Alarm system; Safe

Annual costs: Insurance premiums; Alarm monitoring fees; Maintenance of security equipment; Bag clips; Security signage; Staff training.

Weekly costs: Door staff; Cash-in transit fees; Radio hire.

B. As a consequence of crime; Reactive and recovery costs:

Lost cash; in event of till snatch, robbery etc; Replacement of stolen stock; Replacement of stolen equipment; Repair or replacement of damaged equipment/property; Additional security equipment; Increased security cover; Increased insurance premiums; Occupational health costs.

C. As a result of legal intervention or enforcement action:

Legal fees, Solicitors costs etc; Court Costs; Fines; Compensation costs; Additional security equipment; Increased security cover.

2. Indirect costs

Concessions; complimentary drinks, food etc given to aggrieved parties

Lost revenue; due to customers leaving early

Lost bookings

Lost time spent managing incidents and/or their immediate aftermath

Lost time spent on meetings with service providers, enforcement agencies and/or residents

Lost time spent on staff meetings associated with the incident or its aftermath

Lost time spent on investigations

Associated telephone costs and other minor expenditures

Associated travel costs

Associated recruitment and training costs

3. Lost investment costs

If you hadn't lost or spent the money what would it be doing? Would it be working for the business?

Paying off creditors and avoiding penalties

Investing in stock that could be turned into profit

Ensuring budgets are met or surpassed and bonuses achieved

Ensuring net profit margins are more favourable

If you hadn't lost the time attending to incidents what would you have done with it?

Got behind the bar and increased the volume of sales per hour.

Ensured stock was brought to the bar in time to service clients needs?

Entertaining customers and personalising the service?

Supervising staff and maintaining standards of service?

If you hadn't lost that customer what would they have done?

Would they have become a regular customer?

Would they have made party bookings?

Would they have brought in other customers?

Let us consider two separate incidents that could occur within your venue.

A busy Friday night, the session is in full swing when a tearful customer comes to the bar to report a missing bag. After a brief search by staff it is generally agreed that it has likely been stolen. The customer takes this very badly and complains very vocally. It appears the bag contained credit cards, £150 in cash and a hand held computer containing lots of key business information. The customer is beside herself with rage; it's your fault, you don't watch out for customers, what were your staff doing?, you will here from my company solicitors, none of my company will use your bar again...

It's Saturday night, there is a disagreement between two groups in the venue. A fight breaks out; four or five people are involved. Blows are exchanged, chairs are thrown, a picture frame is damaged and bystanders are affected; drinks are spilt, customers are upset. You manage to bring the incident under control, and get one group to leave. The other group follow them out and a second fight breaks out outside. A bottle that is thrown scratches a resident's car. The Police attend and residents come out of their houses. The owner of the car wants recompense and others also complain to the Police about the general nuisance behaviour of customers.

Can your business afford to bear the potential costs associated with these type of incidents? – remember these were single isolated events. If not, do you have a strategic approach to managing the risk of crime and disorder in place?

If not, the question is where to start?

PubWatch can provide strategic guidance on all aspects of managing the risk of Crime & Disorder, and all it is likely to cost you is the price of a phone call or a stamp. Why not start a local watch – a problem shared is a problem halved.

If you have a more serious problem, you may require the help of a security advisor or risk management consultant. Either way initial discussion will cost you nothing.

What have you got to lose by taking control? Or to put it another way what have you got to gain?

Editors Note

Once again we are indebted to Lee Hollins who produced this article

For more information and advice on managing the risk of crime & disorder contact Lee Hollins on 07903 364595 or e-mail: leehollins@freenet.co.uk.

How to contact us

By E-mail at : National.Pubwatch@btinternet.com By Post at: 17 Chace Avenue, Potters Bar, Herts, EN65LX

**By Phone: Malcolm Eidmans 01707 650095 (Hon. Secretary)
Bill Stone 01303 241906 (Ops support)**

Chichester Pubwatch tries out the web

A trip to www.chichesterpubwatch.co.uk is really worth while if you are a local publican, as it not only sets out watch information about acceptable ID's etc but also lists all the people currently banned with detailed information as to why and tips about other names that they use.

They intended to actually put up pictures but unfortunately Data Protection issues prevented that option.

The site is well worth a visit by all watch members if any of you ever get time to surf the net.

News Around the Watches

Gosport Pubwatch re-launches

Annette Wilkinson of 'Madelines' in Gosport has successfully re-launched her local pubwatch with 50 members now involved. The re-launch in October

involved forming a new Committee, agreeing a pager contract with Vodafone and getting some publicity to warn local trouble makers what to expect from now on. We wish them good luck for this year.

Did you spot our logos in the soaps??

In our last edition we asked you if you could spot the famous 'soap' pubs that had joined Pubwatch. For those of you that do not get the time for such activities as watching the soaps, the two new members are the Rovers Return and The Queen Vic. Both now display our logo and banning posters.

Coventry expands and makes good use of Radios

PC Allan Hibberd, one of the Coventry City Centre officers has managed to re-juvenate the City's Pubwatch scheme with the support of the licensees. It now has 50+ members and has a fully integrated radio scheme that enables the members to talk to each other and the City Centre CCTV control room. Despite the efforts of the City Centre Company to make more profits out of the scheme by charging more for the radios the scheme continues to make headway.

Once again we see short term commercial profit impacting the efforts of licensees to tackle crime and disorder. I am willing to bet the increased profit is far less than the savings created for the community by the actions of the Pubwatch.

Derbyshire puts Single Regeneration Budget money to good use

Steve Dibble (*no relation to officer dibble I stress*) has fought the corner for his watch at Peartree in Derbyshire and succeeded in obtaining money from the area's Single Regeneration Budget to provide training in drugs awareness. So far he has organised 28 places on the accredited course which is aimed at helping the long term retention of staff. The money came from that part of the budget set aside for crime and disorder aspects and in order to get it he had to fill out an eight page bid showing what the aim was, how the money would be used and what they hoped to achieve.

Is your area in a similar position? Is there a Regeneration Budget? If so it may be worth exploring to see if your watch can get money for training or equipment that will help you tackle crime and disorder. Steve has proved if you look around and do a little work in preparing a bid you can be successful.

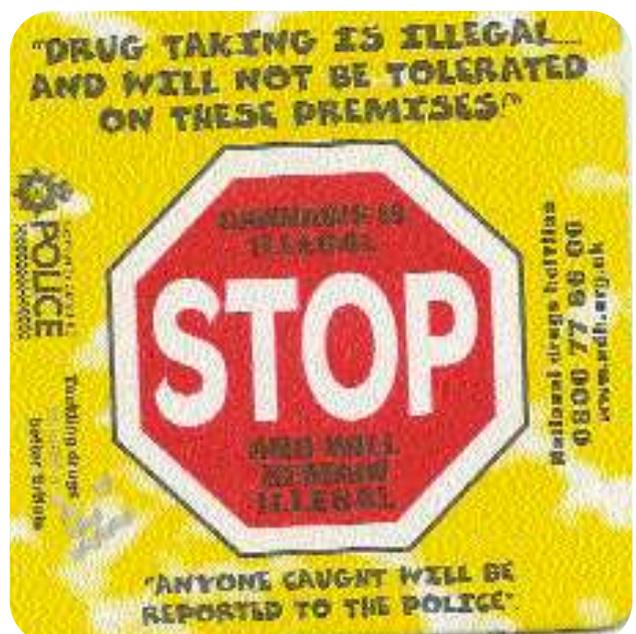
Arnold get to grips with Drugs

Arnold Pubwatch in Nottinghamshire was re-launched in July 2001 after failing through everlasting licensee changes. It now has 19 members and they are well on the way to making significant improvements on the crime and disorder front.

They have introduced the beer mat opposite as part of their drive to combat drugs. They have linked with the town centre CCTV and have guest speakers to watch meetings on any number of relevant topics.

The local police support them and report that they have made a real difference to crime figures for their area. Having obtained two court exclusions the message has travelled quickly and the local trouble makers have quickly realised that Arnold means business and are starting to take heed.

Well done Arnold keep up the good work.



Your Chairman's viewpoint on National Pubwatch

I have been asked to write a few words by my long suffering secretary/editor, Malcolm Eidmans, mainly because he says he's written for long enough and now it must be my turn. I feel that I ought to explain how I came to be the Chair of National Pubwatch. I was at a conference in Blackpool about 9 years ago, sharing a room with Bill Stone, he had to address conference and was writing his speech, he woke me at about three am to present me with the speech, I apparently was so patient and with great difficulty, managed not to throttle him, so I was stored away in Bill's brain as someone to be remembered for future torture. I really am joking, the Conference story is true but throughout both Bill's and my career in the licensed trade we have both striven to maintain the professionalism of those working in the "Trade". We have been involved in trade protection in all its guises, and we have seen Licensees, Staff and customers suffer injury and verbal abuse, we both felt that there must be a better way forward, so with Bill's pushing and shoving we set out to set up National Pubwatch.

In my checkered career I have been a Police Officer, Licensee, Local Councillor, Chairman of Romford LVA and President of NALHM. I am currently the Licensee of The Red Lion Public House, which is situated next door to the House of Commons and a serving Justice of the Peace. So with that CV it was decided that who better to head up the Committee than me.

Bill thought that with my contact base it might help us forge ahead and that we could involve members of both Houses to get the thing started. I hate to be critical but I have never been shy of naming names in both directions when deserved. The people who helped and were in full support were people like Robert Humphreys from, as it was then, The Parliamentary Beer Group, my Secretary of Pubwatch the long suffering Malcolm Eidmans, I put it to him that, I wanted someone to take notes and write them up and do the Agenda, he agreed, that was sweet revenge for past acts on me, when he was my local Chief Superintendent, without Malcolm none of this would have happened.

From the outset we attempted to get the major brewers on board, well the pubs were theirs, the staff were theirs, and we felt they had a responsibility to their customers, but in the majority they ignored us, and our letters and phone calls. Meanwhile we got support from various groups like the Portman Group, Martin Rawlings from the Brewers Society, they have changed their name as well, BBPA now. Can I say at this juncture that the support within the industry is now really amazing. A special thanks goes to Ian Payne, Maureen Heffernan and Emma Currin of the Laurel Pub Co for their continuing support and prizes at the Morning Advertiser awards. A brilliant event which supports and encourages people in the industry to strive to be the best in the trade, especially in the field of support for local pubwatches. Support also comes from many of the "Names" in the trade, Unique Pub Co one of our earliest supporters, Wetherspoons, Greene King and Yates.

Moving on to the other side of the Road, we have support from over 40 Members of Parliament and several Peers. We have had encouragement from the Home Office and a great deal of helpful advice from many civil servants, in many government departments. It has been a long struggle to get to where we are today, we still have to go with a begging bowl to maintain our position, and it would be a shame if we had to slow down our momentum.

We recently had Gerry Sutcliffe MP come on to our committee and he is eager to push things ahead on our behalf, so we hope that things "Will only get better" to use a political in phrase. I enjoy going into the "House" to talk to everyone who will listen about Pubwatch, I only drink mineral water, so I maintain a strong, large and sober presence, in the corridors of power.

I know that most of you from past newsletters, will know some of this but the workers within the committee hardly ever get a mention, people like Tom Watson, our treasurer. He was our local licensing officer and the motivator in our local Pubwatch being set up, poor man, he retired and I got him. Tom wrote and then revised the "Best Practice Guide", he was looking a little "Chuffed" with himself when he finished that task, so he was appointed Treasurer, he shouldn't have stood still. Bill Stone is now the appointed "NOSE", that suits him. Paul Wotton, retired from the "Job", and was appointed the co-ordinator of our National Conference Committee, which we hope to hold in the future. I would have thought that having worked at New Scotland Yard, he would have been faster off the mark when it came to sitting at the committee table with very little to do. He should have found himself too busy in retirement to take up the chairmanship of a sub committee which is forging ahead to organise our first major event to promote pubwatches, but there you are.

If there is any advice that I can give watches, it is involve all those in the community who you feel can be of help to you. I have always tried to liaise with my local Police, inviting them to BII Meetings, LVA and Managers Forums, they are invaluable, I have never had this, "Them and us attitude". The input which they have contributed has been part of my success in running 10 public houses all over the South and East of England. On occasions I have been concerned on some Friday and Saturday evenings when the local "Lads" have decided that they "Only want to have a good time" prior to leaving my pub, a phone call to the local police station has invariably led to a Presence, which has nipped it in the bud. There has never been any vestige of complaint or criticism for such actions from the local police.

Now in the more modern world we must take on board that there are others who want to be part of the scheme. The local authorities need to have an input into local community safety, they are willing to help in their own interests and those they represent, they want to be involved, and will be more than willing to attend meetings if invited. If you show them that you are going to create a safe drinking environment for the benefit of all, there will be an easier life for all.

I was greatly encouraged to hear that a local Pubwatch who was a finalist in the Laurel Pub Company awards section of the MA Awards, had involved local Supermarkets, Taxi firms and restaurants. Another watch went to local schools and advised pupils about responsible behaviour, so there was a good cross section of interested parties involved in the Pubwatch schemes. We at National Pubwatch have never told anyone the setup of pubwatches is cast in tablets of stone, pubwatches are there to be adapted to suit local needs and should be treated accordingly.

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Well it's about time that I went and hid myself, and kept quiet for another long period of time. I am encouraged by the efforts that all of you out there maintain and I am so pleased that you are achieving all the things that you are. I would like to see National Pubwatch secure both financially and in every other way in the future. All of us have done a great deal in our own way and I thank you all for being as enthusiastic and hardworking as you all are. I hope to see many more of you in the future, I am proud to have been involved in Pubwatch and I hope that we can improve the situation for our staff and customers and go on to be a voice to be heard in the future.

One final point, if there is anyone whom I have forgotten, please excuse me, because the great thing is there are so many of you out there who have contributed to our success story, lets go on to yet more success and to you setting up more pubwatch-es.

Raoul de Vaux.
Chairman National Pubwatch



Photographs of banned people a problem for your watch, not for Ripley it isn't



This is a subject which has caused a great deal of problems to Pubwatches over time and for the police the use of police photographs is very sensitive in terms of Human Rights.

Ripley Pubwatch have found a way following a joke at the Ripley Pubwatch meeting they have adopted the following practice with great effect:

The offender is sent a letter indicating the banned period from the pubwatch, for example two years. The offender is given the opportunity to serve 6 months of this period on probation after 1yr 6 months. On the condition that they supply four current passport size photographs of themselves to the pubwatch secretary, with their name on. They are told in the letter the photograph will be distributed to all the licensed premises in the area, so if they should breach or re-offend the ban may be lengthened or the probation revoked.

So long as you make clear to the offender in the letter what the photograph will be used for, when they supply them there are no data protection or human rights issues.

So far the banned persons in a number of watches have received Photographs from offenders, Identification is clear to all members instead of out of date police photo's and you notice they state all licensed premises so this can include Off Licences.



Licensing Reform – Roadshow Roll Out

The biggest change in the pub industry for a century will happen this year with the introduction of a new licensing regime that will have a significant effect on the way licensees will be able to operate their businesses.

To help licensees through this, the Bill is rolling out a series of regional roadshows around the UK, to explain the facts relating to the new licensing system and how to handle the changes. The seminars will equip delegates with the knowledge they require to secure the appropriate conditions on their new licence.

The roadshows will be invaluable to all those involved in licensed retailing and provide an ideal forum for further information on the changes due to take place.

For more information or to book a place at the roadshow nearest to you, contact Gillian Hedditch at the Bill on 01276 417846.

Regional Roadshows 2003

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| 1st April East Midlands & Yorkshire Chatsworth House Bakewell, Derbyshire | 20th May Thames Valley & Central Woburn, Bedfordshire |
| 16th September South West & Wessex Yeovilton Fleet Air Arm Museum Ilchester, Somerset | 24th September Greater London & Essex & Anglia Duxford Officers Mess Duxford, Cambridge |
| 1st October Southern & South East Goodwood House Chichester, West Sussex | 8th October North East & North West Swallow Hilltop Hotel Carlisle, Cumbria |
| 12th November Wales & West Midlands Tewkesbury Park Hotel, Golf & Country Club Tewkesbury, Gloucs | |

IF YOU DO DO DRINK, DON'T DO DRUNK!

With the wining and dining of St Valentine's Day over together with St Patrick Day's celebrations a distant memory, sensible drinking campaigners The Portman Group seize the opportunity to promote the 'don't do drunk' message anew.

No-one likes drunks, they're a pain for bar staff, they aggravate your other customers and they can cause untold grief to your neighbours, the police and other businesses. With the Government's new focus on alcohol harm reduction, and radical changes to the licensing laws now going through the Parliamentary process, the culture around drunkenness is going to change forever.

And The Portman Group's £1m anti-drunkenness campaign, "**If you do do drink, don't do drunk**", has been playing its part in bringing about positive change in drinking culture. The campaign has already rolled out nationally to over 33 towns and cities, targeting those million or so 18-24 year olds who regularly go out drinking just to get drunk.

Materials have been developed particularly with the licensed trade in mind. Using a combination of posters and postcards to flag up the risks young people run by excessive drinking, the campaign message is now also available in door and washroom mirror stickers. And two new posters have been designed to keep the message both fresh and relevant.

Further promotions will be taking place in the Home Counties, Scotland and Wales with radio advertising and 'gossip' theatre promoting the anti-drunkenness message.

The Portman Group is working with many partners to tackle alcohol misuse and promote sensible drinking including pubs and clubs, drinks producers, local police services, councils, health promotion officers, the National Union of Students and many others right across the country to get as many opportunities to put this campaign where young adults can see it.

Licensees have a key role to play here, protecting yourself, your staff, your customers and your local community from the bad behaviour of those few who just don't know when to stop. Issues such as alcohol-related crime, disorder and anti-social behaviour are not only high on the government's agenda as part of their commitment to tackling the harmful effects of alcohol, but these are issues which affect our environment and our communities.

FREE campaign materials are available as a Resource Pack for your venue to get the campaign message across to your customers: "If you do do drink, don't do drunk". Just contact us on 020 7907 3700, by email info@portmangroup.org.uk or fax 020 7907 3710 and we'll take your order.

STOP PRESS

Exclusion order upheld

Phillip Arrowsmith of Crewe was excluded from 165 local pubs and clubs in Crewe & Nantwich for 18 months following his conviction for Actual Bodily harm for which he was imprisoned for 1 year's imprisonment. He appealed against the Exclusion Order arguing that it should only apply to the two premises where his offences had occurred. How unlucky for him the judges strongly disagreed commenting ' It seems to us that there is no reason why a known troublemaker should not be prevented from going into any public house anywhere that he might readily visit.'

It is good to see for once the actions of the magistrates and licensees being supported in the senior court lets hope we have some similar support in any other cases that might occur.

More about our Winners

Ripley Pubwatch our Gold winner

The Derbyshire town of Ripley's reputation of being something akin to a "wild west town" has long been put to rest. Alcohol-related violence and incidents are at an all-time low and police say the town's successful pubwatch scheme is one of the reasons why.

Chairman Peter Clay, who runs Victors pub in the town, says things hit rock bottom four years ago when the town was being plagued by violence and vandalism. "It was the police that initially motivated us to get ourselves organised because things had gotten so bad that there was a risk they would be looking to close pubs down. Since then, the scheme has gone from strength to strength."

The pubwatch comprises 33 members, who run pubs or clubs in the town, with meetings being held monthly. Members are expected to attend at least one out of three meetings. If they don't, they are likely to get a visit from police community officer Bob Lee or dedicated licensing officer Peter Harris. Troublemakers are banned from all outlets for up to 12 months. A banned list of 30 four years ago has been reduced to just nine currently and members are supplied with up-to-date lists of those who are not welcome. A novel idea that helps members identify troublemakers, allows offenders to reduce their ban by three months, if they supply two current passport photographs of themselves. Also those banned have to appear before the pubwatch committee, which enables members to see who they are.

The group also holds quarterly meetings with the chairmen of 15 other pubwatch groups in East Derbyshire so that bans can be extended to other areas. "One of the main strengths of the scheme is that when someone is banned, everyone sticks together and ensures the ban works. If a member doesn't toe the line, they will get a personal visit from the police. We don't go for the attitude that, if someone spends a lot of money in a pub, he shouldn't be banned or that he never causes trouble in a particular pub. He is banned from everywhere and that's it. We don't believe in indefinite bans either because we take the view that someone would have nothing to lose by causing more trouble if he was banned for life. The strength of the scheme though is highlighted by the fact that all those that have come off the list have not caused problems since," reports Peter.

There's much more to the Ripley scheme though than banning undesirables. The group provides committee members for the town's police consultative committee, chamber of commerce, town centre forum, shop watch and door watch while local press and police attend all pubwatch meetings. As part of a co-ordinated programme, members go into local high schools and talk about the consequences of under-age drinking and the effects of alcohol on health. During the past year, over 300 young people attended the presentations at two schools and the scheme is now being extended to include two more schools. Members also keep up-to-date with the latest trends by inviting guest speakers to their meetings and recently drugs squad officers briefed members on what signs they should be looking out for in connection with drug abuse.

Peter is especially proud of the group's latest venture that is helping to provide subsidised training for members. Through a link-up with South Derbyshire Chamber of Trade, members are taking advantage of part Government funded schemes, all of which meet industry standards. Courses on customer care and time management, and building a better business have already been attended. Over the next few months, some members will attend courses on risk assessment and the publican; communication skills; handling difficult situations and people; and effective management and leadership. Peter explains: "We are always looking to improve ourselves as a pubwatch group and this is just one of our initiatives. It is not all doom and gloom and bans. We have excellent communications with the police and liaise with a whole range of bodies and this is all designed to make Ripley a better place."

Aylesbury Pubwatch winner of the Silver Award

The pioneering Aylesbury Pubwatch has already picked up four awards from the local community during its seven-year existence and was just beaten by the Crawley Pubwatch in last year's Morning Advertiser awards. The latest award, given by the town's mayor, went to Inspector Steve Baker in recognition of the service and commitment he has given to the local community through pubwatch.

He played a key role in setting up the pubwatch and acts as co-ordinator, but says the scheme is for the licensees. "There are advantages for both parties in the way the pubwatch is structured, but it is very much a scheme that is driven by the licensees." One of the driving forces of the pubwatch has been its chairman Alex Jackson, who formerly ran the Broad Leys in Aylesbury, and is a previous recipient of the Town Mayor's award. Other members of the pubwatch who have also been lauded for their service to the community are Trevor Middleton and Nigel Manley who helped to save a man's life.

A man had been ejected from the Hobgoblin pub and, in his anger, thrust his arm through a window. The incident left him bleeding profusely from an arterial wound. Nigel turned to his pubwatch radio for help and Trevor, of the Lounge pub, picked up the message and ran to the scene with a first aid kit in an effort to stem the bleeding. Meanwhile police had been alerted through the message and the incident was also being monitored via closed-circuit television. The man was then rushed to hospital and later made a full recovery. Inspector Baker says: "The actions of Trevor and Nigel undoubtedly saved the man's life and it shows the value of the pubwatch scheme, which can quickly alert members and other agencies to a problem."

Around 20 of the 50 pubwatch members are linked via radio and the equipment has now been upgraded thanks to £10,000 worth of Home Office funding. This has allowed Aylesbury to help another pubwatch, in nearby Buckingham, which has been given

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their old radio equipment and base station. The pubwatch can justly claim to have broken new ground by becoming the first to pioneer a scheme that allows search dogs to sniff out drug-using customers. This has also attracted Home Office funding of £15,000 allowing the continued use of drugs dogs teams. That scheme is now a regular feature of the social scene in Aylesbury, which has resulted in fewer drugs being used in the town's pubs and clubs. The initiative is now being replicated in a number of other areas.

Police say violent incidents generally in pubs have dropped by a third thanks to pubwatch. Around 70 people are currently barred from pubs run by pubwatch members. Alex Jackson says: "The committee meets regularly to consider the cases of anyone who has assaulted a customer, a licensee, member of staff or caused criminal damage or used drugs in a pub. An open-ended ban is then issued and the only way the person can be removed from the list is following an interview with the committee. Even then, that person remains on probation for a 12-month period. After that and only if they show they can behave is their name removed from the list. We've had a lot of success stories and the low re-offending rate is a sign of our tough and fair stance."

Photographs of those barred are included in regular pubwatch newsletters, which also give members news of any other matters of concern including criminal teams raiding fruit machines or gangs using counterfeit money. Aylesbury is also pleased with the way it has helped to kickstart neighbouring pubwatch groups, who have modelled their own schemes on that of the Buckinghamshire market town. Some even use Aylesbury's own administrative system and take advantage of its umbrella of support.

Last November they held a Christmas fundraising party and raised £1,000 for Stoke Mandeville's Ambulance Equipment Fund

Tiverton Pubwatch our Bronze winners

Tiverton has expanded considerably over the last three years since Trevor Hulston became the Chairperson and has been more encompassing than many other schemes in that its 62 members consist of 32 pubs, 11 social clubs, 6 restaurants, 5 taxi services, 4 supermarkets 2 corner shops and 2 hotels.

It means that if you get banned in Tiverton you will have problems shopping, eating out and getting home afterwards. Once you are banned the restaurants will not serve you drink with a meal, the shops will not sell you alcohol and the taxis will not take you to a place that provides or serves alcohol. Any ban is effective until the AGM of the watch when it is reviewed. At present Trevor says "We adopt a zero tolerance attitude to any person who behaves in an unacceptable manner."

In addition the watch maintains close liaison with surrounding watches and bans are extended to cover all of them which amounts to close on 225 square miles. They promote proof of age cards and are in the process of introducing a Door Supervisors registration scheme. They provide representatives to sit on the Town Centre Management Committee and are involved in all the initiatives to improve safety and address alcohol related crime and drugs issues.

As a means to promote improved standards they regularly have guest speakers that keep the watch members updated with all aspects of cellar safety, Health & Safety, Hygiene, Fire Safety and legal issues.

All this effort has resulted in fewer incidents in licensed premises, a reduction in staff turnover, improved professional standards and most importantly an improving return in the tills.

Servewise

In a previous edition we drew attention to Servewise, the training scheme that sets standards in the sale of alcohol, that had been introduced in South Wales but we now find it is also available in Scotland.

Servewise provides a number of properly accredited courses for staff employed in the sale of alcohol.

Full details are obtainable from Servewise, Alcohol Focus Scotland, 166 Buchanan Street, Glasgow, G1 2LW Tel: 0141 572 6703

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'

Websites that may be of interest

WWW.lgjf.org/ -The website of the Local government Licensing forum.

www.parliament.the-stationary-office.co.uk/pa/pabills.htm - for a copy of the licensing bill with explanatory notes.