Working in partnership with your local Pubwatch scheme

March 2017

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The National Pubwatch 'How would you feel in our shoes?' poster (see Appendix C)

1.   Introduction

1.   This guidance is intended for those ambulance trusts who wish to liaise with their local Pubwatch scheme. The main aim is to assist the ambulance service in addressing the issue of alcohol-related violence against its staff. Local Security Management Specialists (LSMSs) are responsible for putting strategies in place to assist their organisation in meeting its health and safety responsibilities to prevent and manage crime, and in particular violence and aggression. We recommend that LSMSs are responsible for the initial contact and dialogue with their local Pubwatch scheme, before ongoing liaison with Team Leaders/operational front line staff to facilitate implementation at a local level.

2.   Ambulance service front line staff have to deal with emotionally charged incidents on a regular basis. Unfortunately, alcohol or drugs can heighten tensions and intoxicated people may see a uniform without appreciating that the sole focus of the ambulance crew needs to be on the injured or sick patient. It can be extremely disheartening for ambulance staff to have to worry about their own personal safety when they are trying to administer essential and often lifesaving treatment and care.

3.   In 2016-17 the ambulance sector reported 2,300 incidents of assault against NHS staff in England. A 2016 NHS Protect report analysing assaults against NHS staff in the ambulance sector over a five year period found that, of a sample size of 2,479 assaults, alcohol was present in 72% of all instances where aggravating factors were identifiable. In addition, incidents of violence with alcohol present were 5% more likely to result in injury to the victim. For further information, see section '8 References'.

2.   Purpose of this guidance

4.   Behaviour such as violence against ambulance service staff should not be tolerated and those who work for the service should be able to do so without the fear of violence or abuse. This guidance highlights the benefits of the ambulance service liaising with their local Pubwatch scheme.

5.   It is intended that this relationship will contribute to the reduction of alcohol-related abuse and assaults on ambulance service front line staff in or outside public house premises, by helping to raise awareness of the issues and to encourage work collectively to ensure the safety of ambulance crews when called to attend incidents.

3.   National Pubwatch – key features

6.   National Pubwatch is an active voluntary organisation which was set up to support existing Pubwatch schemes (please see section 4 below) and encourage the creation of new Pubwatch schemes locally. Its key aim is to help achieve a safe, secure and responsibly led social drinking environment in all licensed premises throughout the UK and thereby reduce alcohol-related crime.

7.   The key features of National Pubwatch are to:

- administer a comprehensive database of Pubwatch schemes in the UK

- gather information to encourage good practice for existing Pubwatch schemes, and support and encourage the formation of Pubwatch schemes where they do not already exist
- promote the interests of Pubwatch schemes nationally, through liaison with government and other bodies
- support all Pubwatch schemes by the provision of information packs, posters and good practice guidance

8.   Further information can be found at http://www.nationalpubwatch.org.uk/

4.   What is Pubwatch?

9.   Pubwatch may be described as the licensed trade's equivalent of Neighbourhood Watch, with distinct aims and objectives which are shared by other private business or community initiatives founded on the principle of collective action. National Pubwatch believes that a well-organised Pubwatch scheme is capable of having a significant impact on community safety and security. Pubwatch schemes have been in existence, in various forms, throughout the UK for over 40 years. Today, there are significant variations in size and scope, with some large city schemes having over 200 members and other rural schemes having only a handful of participants.

10.   A key feature of Pubwatch is that members decide on a common standard of behaviour that is expected from people using their premises. They then agree that any individual falling below that standard will be denied access to all premises participating in the scheme. This principle is often referred to by the shorthand: "Banned from one, banned from all". If properly applied, it prevents a person who is banned from one location from simply migrating elsewhere.

11.   It is important to emphasise that those who operate licensed premises have always had a common law right to decide whom they will and will not admit to their premises. Provided there is no unlawful discrimination (i.e. discrimination on the grounds of sex, race, disability, etc) admission can be refused to any person for many reasons, such as their behaviour. At its simplest level, a Pubwatch scheme is a group of licensees who voluntarily agree to exercise their individual rights to refuse admission collectively.

5.   Benefits of the ambulance service liaising with a local Pubwatch scheme

12.   There is increasing evidence that a well-run Pubwatch scheme can have a positive impact on the area in which it functions, helping to create a safer and more secure drinking environment and thus reducing crime and disorder.

13.   Alcohol-related violence and disorder, drugs, underage drinking and other criminal behaviour are just some examples of the problems that Pubwatch schemes can help to address. Furthermore, under the Licensing Act 2003, licensees have a responsibility to promote the four licensing objectives, namely: 1) the prevention of crime and disorder; 2) public safety; 3) prevention of public nuisance and; 4) the protection of children from harm.

14. For the ambulance service, liaison with your local Pubwatch scheme(s)/licensees is an opportunity for you to raise the general issue of staff safety with the membership and their customers. Local Pubwatch scheme(s)/licensees can assist in several ways, for example, by displaying the 'How would you feel in our shoes' poster that was developed by Pubwatch in collaboration with South Central Ambulance Service NHS Foundation Trust (SCAS), see Appendix C.

15. This poster, as part of a local campaign, can serve to act as a deterrent and promote the message that ambulance service staff should not be subjected to verbal abuse, harassment or physical/sexual abuse from customers in or outside the premises. The local media, Twitter and Facebook will spread the word of the generic poster campaign in your area. A generic version of the poster can also be downloaded and printed from the National Pubwatch website at www.nationalpubwatch.org.uk.

16. Pubwatch member sites/licensees will be able to assist the ambulance service by ensuring they have a safe environment to work in, assisted by the security team on duty. Pubwatch members have the common law power to exclude (ban) individuals either from their own premises or collectively from entering all premises in the scheme: a "Banned from one, banned from all" policy. The Pubwatch member sites may therefore use their powers to ban individuals who assault and abuse front-line ambulance service staff.

17. Some ambulance services have already benefited from joining their local Pubwatch Campaign to reduce assaults and harassment of ambulance staff. For example, SCAS are running a pilot scheme in High Wycombe working in partnership with their local Pubwatch. Since implementation and as part of a holistic approach to the problem, the ambulance trust has had no reported physical assaults in this area. Feedback so far has also been very positive and consideration is being given to rolling this out across the SCAS area. For further information regarding this pilot please see Appendix A below.

6. Involvement of the ambulance service, alongside other agencies

18. Securing the involvement of the ambulance service can be very advantageous for a Pubwatch scheme. The ambulance service has an important role to play in supporting Pubwatch and can ensure that both liaise and share information on incidents of violence and work together to create a safe and secure neighbourhood.

19. Further involvement of the police and local authority licencing officers who have knowledge and experience of security matters can help make Pubwatch activity more targeted and effective. It is also in the interests of all agencies involved to offer encouragement and assistance to Pubwatch schemes, given the positive impact that a well-run scheme can have on crime and disorder in an area. In principle, therefore, a good working relationship between all agencies, the ambulance service, police and local authority should be beneficial for all involved.

20. It is important to stress that the involvement of the ambulance service in their local Pubwatch scheme(s) is limited to an advisory, liaison and supporting role only. This is especially the case as Pubwatch is a voluntary activity, engaged in by operators of licensed premises primarily for their own benefit and that of the wider community. At the heart of

most Pubwatch schemes is their right to exercise their common law powers to ban individuals.

21.   The ambulance service as a public agency cannot seek membership, claim to be members, or be involved in any aspect of the management or processes of the Pubwatch scheme(s) as this would likely cause legal difficulties for the scheme(s) itself (see section 7 below).

22.   In addition, following their Prevention and Management of Violence and Aggression policies and Lone Worker policies, the ambulance service is expected to do the following to ensure that their liaison relationship with Pubwatch is effective:

- report all incidents of verbal abuse, assault, sexual abuse/assault, harassment in or outside public houses, for example via DATIX or Safeguard system
- report any incidents of alleged crime to their local police
- email their LSMS/line manager with incident details

7.   Governance – process of banning

23.   If an ambulance service wishes to develop a meaningful relationship with the local Pubwatch scheme(s), LSMSs should liaise directly with the scheme to inform them about the operational issues they are facing in the area – see section 8 below. Licensees would want to be notified by an ambulance trust about any violent incident that either occurred in their licensed premises or related to the operation of their premises, so that they can carry out a risk assessment and put in place measures to stop recurrence.

24.   An ambulance trust can use the generic template letter provided in Annex B to write to a licensee(s) and notify them that an ambulance attended their premises and a customer assaulted or abused a member of staff. This will enable the licensee to conduct a risk assessment of their premises and if appropriate escalate the matter to consider banning the individual. This decision is entirely at the Pubwatch scheme(s)' discretion.

25.   Once a trust or an ambulance service has submitted the letter to the licensee, the scheme may seek a Pubwatch ban at the next Pubwatch committee meeting and put it to the vote. If the committee members reach a majority vote to ban the individual(s) then they will ensure that the individual(s) concerned is added to the banned list. All Pubwatch staff will have access to this list and images of the banned individuals to make sure that it can be properly enforced by all staff working in their premises.

26.   It is important that the ambulance service does not have any involvement in decisions to ban an individual (including being involved or voting at the committee meetings), to avoid litigation issues. Ambulance services are public authorities and cannot be involved in a decision to ban an individual, as such claims have resulted in some claimants trying to overturn Pubwatch bans by suggesting that a public agency was involved in the management or processes of the scheme. This may expose the Pubwatch to judicial review and/or a challenge as to whether a ban breached an individual's human rights.

8.   How to liaise with a Pubwatch scheme

27.   To find out if there is a local Pubwatch scheme operating in their area, LSMSs can contact a National Pubwatch representative. A regional list of representatives is also available on the National Pubwatch website at http://www.nationalpubwatch.org.uk/contact/. You can also use the National Pubwatch scheme locator map available at http://www.nationalpubwatch.org.uk/map/.

28.   However, there is no requirement for local Pubwatch schemes to notify National Pubwatch of their existence, so it may be that there is no scheme shown in the National Pubwatch database. So if there does not appear to be a scheme, it may be worth double checking with your local police or local authority licensing officer, as they will know if one is operating in your area.

29.   Once a local Pubwatch scheme has been located. a trust manager can write to them expressing an interest in liaising with the local scheme. Once this relationship has been established, the manager can use the template letter in Appendix B to report incidents of abuse/harassment.

30.   Finally, it must be stressed that the success of this scheme relies on the involvement and ownership from team leaders/front-line operational staff.

9.   References

Further information regarding National Pubwatch is available on their website:
http://www.nationalpubwatch.org.uk/

Link to the National Pubwatch campaign poster:

http://www.nationalpubwatch.org.uk/wp-content/uploads/2016/06/hwyfnpw.pdf

Link to the NHS Protect 'your choice of Treatment, stop abuse of NHS Staff' poster:

www.nhsbsa.nhs.uk/Documents/SecurityManagement/Primary_care_print.pdf

Link to map to find Pubwatch schemes in the area:

http://www.nationalpubwatch.org.uk/map/

A five year analysis of physical assaults against NHS Staff in England- Ambulance sector Addendum- Available on the Security Incident Reporting System (SIRs) Data Suite

SIRS RPA- A five year analysis of Physical Assaults against NHS Staff in England- http://www.nhsbsa.nhs.uk/Documents/SecurityManagement/SIRS_RPA_- _A_Five_Year_Analysis_of_Physical_Assaults_against_NHS_Staff_in_England_-_V2.3.pdf

Appendix A – Case study: South Central Ambulance Service

In 2016, South Central Ambulance Service (SCAS) NHS Foundation Trust teamed up with National Pubwatch members in High Wycombe introducing an awareness raising campaign that included the poster in Annex C below.

The campaign featured three main elements:

1. A respect campaign, to educate the public and patients to give ambulance staff room to work and not crowd them allowing them to help the patient best in or outside premises.
2. To promote the message that ambulance service staff should not receive verbal abuse, harassment or physical/sexual abuse from its customers in or outside premises.
3. To make Pubwatch member premises more aware and active in ensuring the safety of the ambulance service dealing with patrons, by encouraging them to report verbal abuse, harassment or physical or sexual abuse leading to banning persons from all member sites.

SCAS in turn encouraged all staff to report all verbal abuse, harassment or physical/sexual abuse through an internal system DATIX and report to Thames Valley Police if appropriate.

SCAS continued to follow their Managing Violence and Aggression policies and Lone Worker policies. The table below shows the results of the pilot study as at 23/01/17. **There have been no reported assaults since Pubwatch was introduced.**

The reduction of incidents in High Wycombe has been resulted from a combination of initiatives and events: the Pubwatch project, SCAS conflict resolution training, Local 'angry man' scenarios with Thames Valley Police, NHS Protect posters in ambulances, on top of the CCTV and audio warnings, station level awareness campaigns and a BBC South Today piece on ambulance assaults in High Wycombe. However, this case study shows what can be achieved at a local level with a combined holistic approach.

Date range/location	Incident type		% of all SCAS Incidents
SCAS: 01/04/15 - 31/03/16	Attempted assaults	31	
	Actual assaults	115	
	Verbal assaults	166	
	Total	**312**	
High Wycombe: 01/04/15 - 31/03/16	Attempted assaults	1	**3.22%**
	Actual assaults	8	**6.95%**
	Verbal assaults	2	**1.20%**
	Total	**11**	**3.53%**

Date Range/ Location	Incident Type		% of all SCAS Incidents
SCAS: 01/04/16 - 23/01/17	Attempted assaults	27	
	Actual assaults	89	
	Verbal assaults	109	
	Total	**225**	
High Wycombe: 01/04/16 - 23/01/17	Attempted assaults	0	**0%**
	Actual assaults	1	**1.12%**
	Verbal assaults	4	**3.66%**
	Total	**5**	**2.22%**

Appendix B – Sample reporting letter

Trust manager to write to licensee(s) and notify them that an ambulance crew attended their premises and a customer abused or assaulted a member of staff, but should avoid nominating the person to be banned (or voting at a meeting).

[Logo] (NB: Avoid police logos)]
[Your ambulance service address]

[Contact address of the licensee/manager of the premises where the incident occurred or if part of a chain then to the company secretary]

[Date]

Dear [Licensee/Manager of the Pubwatch premises where incident occurred],

Re: Recent alleged incident of [add physical assault or verbal abuse] at [insert title of premises]

I am writing to inform you that on **[time and date]** a member of [insert ambulance service] attended a report of an incident at the **[insert details of the pub/club]** / **[inside/ outside the premises]** (delete as appropriate).

Whilst on duty treating the patient **[in/ outside your premises]** (delete as appropriate) it is alleged our member of staff was subject to physical violence or verbal abuse **[state the basic facts e.g. assaulted, spat on, or swore on]**

As a result of the incident **[Provide brief facts of whether or not the staff member was injured]**. The police **[were called to attend the incident and/or the incident has been reported following the incident]** and the police are currently investigating this matter.

Behaviour such as this will not be tolerated, and those who work for the Ambulance Service should do so without fear of violence or abuse. Such behaviour **[explain the impact to the trust on staff time/resources/deprives the public of often lifesaving ambulance services]**

As the Trust [insert role], I am bringing this incident to you attention on behalf of the staff member so that you can review the circumstances of the alleged assault and, if necessary, review your management procedures to minimise the possibility of a repeat.

We would also welcome you bringing the incident to the attention of your local Pubwatch members / and/ or Committee for their further consideration.

Signed:-
On behalf of *[name of Ambulance service] [include position, e.g. Chairman/Chief, if applicable]*

Cc- a copy of this letter has also been sent to the Police Alcohol Licensing Officer who covers this Pub/ Club **[Insert name/ contact address if applicable]**

Appendix C – Pubwatch poster

Appendix D – NHS Protect 'Your choice of treatment: Stop abuse of NHS staff' poster