

National Pubwatch

Newsletter

Edition 10 July 2003

National Pubwatch features in the **Birthday honours** List

National Pubwatch as most of you will know was only founded a relatively short while ago, in late 1997 but much has been achieved by its volunteers over the intervening 5 years. So it was a very proud point in our history when this year's birthday honours list was published and our Chairman featured for his work for Pubwatch and the licensed trade.

Our Chairman Raoul DeVaux OBE has received the supreme recognition for his many years of dedication to Licensed Trade protection an honour, which in Raoul's case extends to more than just commercial interests. His achievements have benefited or touched everyone in any way connected to the industry including that most important sector the customers.

A great deal of his contribution to advance professionalism, security and improved conditions for Managers and their families, not forgetting the battle against alcohol related crime and disorder, together with the vision of a national safe, social drinking environment is not always obvious. Like the old feudal philosophy of the Brewers that "this year's success is next year's norm" the immense change of face for the Pub business to a highly professional thriving institution to which Raoul's ceaseless efforts made a major impact went mainly "unsung" or at least did until this honours recognition.

The nomination for Raoul's honour was supported by many who recognised his contribution to the industry including several members of Parliament and the House of Lords, the Chief Executive of the British Institute of Innkeepers, the National Officer of The National Association of Licensed House Managers, Nigel Nelson Political editor of THE PEOPLE, former senior police officers and serving police officers, together with former pub managers and families to thank and recognise Raoul for his help during personal trade related problems.

Most of all I see this honour as a milestone for National Pubwatch in having our extraordinary co-founder and leader recognised in this magnanimous manner and feel a personal satisfaction in having been associated with him as a friend and colleague for over 25 years, knowing that many other colleagues who strived to achieve fairness and justice in the Pub trade that sadly are no longer with us will also have a share in his honours award.

Bill Stone co-founder and Nat.Ops. Support Exec. National Pubwatch



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The Security Industry Authority is in existence, How might it affect you?

The key concern for any licensee nowadays is the safety and satisfaction of their customers. You spend time, money and effort on your premises, you provide the best stocked bars and bar staff, offer the finest food and may even lay on entertainment. What you're looking for is satisfied customers and plenty of repeat business. What you don't want is that all important custom driven away by door staff with too much attitude on the front door or over zealous wheel clampers patrolling your car park.

Worse still would be for you to lose your licence or find yourself facing a prison sentence. You've probably heard a lot about the SIA but it's important to you and your business that you understand how and when the new licensing system for door supervisors, wheel clampers and the private security industry will operate.

The Security Industry Authority was launched on 2 April with the remit to regulate and license the private security industry. A lot of work has been done by the SIA in the last year and we are now ready to lay out the framework for the first, and for you the important, roll out of licensing – door supervisors and wheel clampers on private ground.

Over the next 2-3 years the SIA will be licensing approximately 500,000 people working in security industry, ranging from the 100,000 of those working as door supervisors, through wheel clampers and security guards to key holders, security consultants and private investigators.

By this December technology will be in place for the SIA to a pilot scheme for licensing door supervisors. We're planning the pilot to run in Hampshire in early 2004 and, all going well, the pilot will lead to the SIA being fully operational by July 2004. Licensing will then roll out for door supervisors and wheel clampers in stages across police areas in England and Wales – completing the process by early 2005.

Everyone working as an operative or manager in the door supervisor and wheel clumper sector will require an SIA licence. The licence is a personal one that belongs to the individual - it's his or her responsibility to get it, and to see that it's kept up to date, although the company or organisation may decide that they want to pay or help their employees with the fee. You will need to be sure that you only employ, or use companies that supply, SIA licensed door supervisors or wheel clampers.

An SIA licence will be a requirement for a job in most sectors of the private security industry but it won't mean an entitlement to a job – it will be a licence to practice, a personal portable recognition of quality and skill, a standard accepted throughout the country by providers and buyers of private security.

So who will need to get an SIA licence? For Pubwatch members the main impact will be on **door supervision services** and parking enforcement services – wheel clampers.

The definitions are:

Door supervisors - Door supervision work is limited to licensed premises and includes guarding against unauthorised access or occupation or outbreaks of disorder or damage or screening the suitability of people entering these premises when they are open to the public.

Wheel clampers - Clampers will require an SIA licence if they clamp or immobilise vehicles, operate on private ground and charge a fee for release of a vehicle. Licensing includes wheel clampers who are employed in-house or under contract.

It's worth saying that it's not what you call someone but the duties that they carry out that determine whether they need a licence or not – a barman or glass collector who doubles on the door will need to have a licence to carry out those duties, so there's no way around these new regulations.

And how do you get an SIA licence? As with any professional qualification there is a robust process to achieving recognition. Applicants will first have to pass an identity verification check and a criminal records check. They will then have to demonstrate that they have the professional skills necessary to do the job – the exact criteria for this is still being discussed with the industry but all the rules about the training and skills required will be published and promoted well in advance of the start of licensing, and there will be plenty of time given before licensing starts for anyone who needs it to get extra training.

Applying for a licence will be simple. The SIA will operate a call centre that will take calls and issue application packs. After returning this to the SIA with necessary supporting documents (proof of ID, proof of training and so on), the applicant will have a criminal records check, be assessed and a licence issued if there are no problems. Applicants can also use the SIA website to apply.

How much will a licence cost? The exact price of the licence has yet to be fixed but probably between £150 and £190 for a three year licence. The licence application fee needs to cover the costs for the service of checking applications and issuing a licence, publicity, enforcement of the SIA licensing regime, the processing of applications, a call centre and direct costs of identity verification and criminality checking.

Continued on Page 3

So where's the teeth of the SIA? And how will venues and staff in them be checked? Well, there'll be a network of SIA enforcement officers across Britain who will work closely with the police, Local Authorities and the industry itself to ensure strict compliance of the regulations and licensing. They'll rely to a certain extent on national and local intelligence gathering, but it's this close local relationship with other enforcers that will be doubly important, giving them a feel for potential trouble spots.

And penalties are severe for the individual – up to £5000 fine or six months imprisonment if found working without a licence and, of special interest to you, up to five years imprisonment and an unlimited fine for anyone found guilty of knowingly employing or providing unlicensed staff.

As well as operating and enforcing the personal licensing system the SIA will be setting up an Approved Contractor Scheme. This will enable buyers of security services to see whether a company that they intend to use has met the tough conditions of the scheme and passed the SIA's assessment.

The SIA is determined to run an efficient and responsive service to it's customers in the security industry. It will be a tough licence to get - it needs to be. If you've invested a mint of money in getting your premises up and running, the last thing you want is to have regular punch-ups on the door, or find that your door staff have a nice little sideline in drugs. The new licensing system is designed to change all that and benefit the private security industry too - it's been damaged enough in the eyes of the police and the public by concerns over criminality in the industry, lack of proper training and poor service delivery.

If you need more information the SIA website:

www.the-sia.org.uk

has loads - it'll give you more detail on the SIA and the licensing scheme, as well as keeping you up to speed on new developments, or register your details online to receive the SIA electronic newsletter.

(this article was provided by Robert Buxton an SIA Inspector to help understand how their activities might affect Pubwatches)

News Around the Watches

Normanton & Peartree get financial support for their watches.

We have mentioned before the possibility of getting financial support for watches through Single Regeneration Budgets and Crime and Disorder Partnerships. Normanton and Peartree watches with the help of PC Steve Dibble have also obtained funding for their radio systems as well as noticeboards and posters on drugs awareness and Pubwatch, almost £13,500 which will go a long way to helping the watches achieve their aims.

Whilst Steve would like to say a big thank you to the SRB Committee and Derby City Partnership for their help and support he wants other watches to know that there is financial support out there for their work if they make a strong case.

The moral seems to be look to your local partnerships and demonstrate the work that you do and funding maybe available.

Well done Steve we hope things move on to bigger and better results for you and the watches.

Loughborough Pubwatch approaches its first Anniversary

Loughborough Pubwatch will soon be celebrating its first year of activity, like the Derby watches they have managed to get funding to hold the British Institute of Innkeeping's one day drugs awareness course (BII National Drugs Certificate). They have linked up with a local communications firm Servicom and provided radios to the members that are linked to the existing retail system in use in the area and provided members with effective communications and some very effective responses from the local police.

Up to now the police have been the leading members but the time has come for the licensees to take over the running of the watch and have the police step back into a support and advice role.

Lets hope that next year will see them approach their second anniversary with stronger ties and even better results to celebrate.

Good Luck Loughborough

The Data Protection Con

In the past we have carried articles about the need for Pubwatches and premises to consider the need for Data Protection Registration for things like CCTV and the exchange of information with other agencies. Recent times have seen a significant increase in firms circulating pubs and clubs on this subject either offering to do it for them for a fee or 'implying that they are the authority' with whom schemes should be registered.

TAKE CARE MOST OF THESE ARE EITHER BOGUS OR SCAMS THAT COST YOU A LOT OF MONEY AND HAVE NO DIRECT CONNECTION TO THE INFORMATION COMMISSIONER WITH WHOM ALL REGISTRATION MUST BE MADE.

The most recent to circulate is from a company called 'Data Protection Agency Services' asking for £95 to register CCTV systems with them. The Official website of the Information Commissioner has a page that lists out all these companies and scams. To check go to:

www.dpr.gov.uk/donotbemised

NPW Conference 2003

NATIONAL CONFERENCE – PLEASE NOTE YOUR DIARY

National Pubwatch are organising a one day national conference to be held on Tuesday 4th November 2003, at The Old Sessions House, Clerkenwell Green, London, EC1. The aim of this conference is 'to share good practice in achieving a safe, secure social drinking environment in licensed premises, helping to reduce crime and disorder'.

With the amalgamation of many Crime and Disorder Partnerships with Drug Action Teams, the forthcoming publication of the new Licensing Act and the development of a national alcohol strategy, it is timely for such a conference to be held. It will be the first time Pubwatches have had an opportunity to contribute to the debate in open forum and show the others the advances and achievements of watch members.

In the near future, invitations will be sent to representatives of local Pubwatches, relevant trade organisations, area managers, Community Safety Officers, Drug Action Teams, Association of Town and City Centre Managers, police forces (including the Association of Chief Police Officers), Magistrates Association, Crown Prosecution Service, Home Office, Department of Health, Members of Parliament who sponsor National Pubwatch and the licensing press.



Places will be available on a 'first come, first served' basis so please reserve the date in your diary.

Thanks to the sponsorship of the Unique Pub Company and Budvar the cost for a place will be minimal (about £25 inclusive of refreshments) and within the means of most Pubwatches.

Anyone wishing to book their place now should send their details to the contact address on page 8.

Can you help the Victims of Crime Trust?

The Victims of Crime Trust is not a political party but a voluntary organisation with Charitable status that provides wide ranging help and support to the families of victims of crime. Most of you will have seen their spokesperson PC Norman Brennan speaking out over some of the ludicrous penalties to convicted criminals for what we all, except our Judges, recognise as serious offences against the innocent members of our communities.

Like all organisations it has to have funds to carry out it's good work and at present it needs considerable support if it is to continue to speak for and support victims and their families. **Can you help by organising some fund raising events or supporting their countryside lottery draw by selling tickets for them.**

If so please make contact with Norman at:

**'Victims of Crime Trust', 2 York Street, Twickenham, Middlesex TW1 3LE
Tel: 020 8744 0999 or norman@crimevictims.org**

You can visit their website to see what they do at www.crimevictims.org.uk

Potters Bar tries out Herts Police drugs test machine

Potters Bar Pubwatch have teamed up with their local Community Officers in Hertfordshire Police to try out their new portable drugs test machine at some of the watch premises. The kit cost £35,000 and is one of only two in the country. It tests for hard and recreational drugs such as cocaine, heroin, cannabis, ecstasy and amphetamines. Patrons arriving can only enter the premises concerned if they agree to be tested, they then have a cloth wiped across the palms of their hands. Ten seconds later the machine gives a reading showing what drugs traces, if any, were found. Positive results lead to refusal of entry. Out of 148 people that were tested at one site, 27 tested positive for possible contact with drugs and one person was arrested for possession of cocaine.

Young People do have a contribution to make as Colchester Pubwatch demonstrates.

All too often young people are seen as the root of problems for licensees and the trade but this is not always the case. The logo for national pubwatch was designed by a schoolboy and now two Essex schoolboys have made their contribution by designing 'Spike'

'Spike' is a green hedgehog figure that is distributed to members of the Colchester Pub & Club Watch for staff to attach to the rim of the drinks they serve. It serves to remind the customers of the dangers of spiked drinks especially where drugs such as GHB and Rohypnol, often used to facilitate sexual assaults on women.

Pubwatches grow in Notts

Arnold Pubwatch featured in our last newsletter has expanded its influence as watches have now been formed in the surrounding areas covering Ravenshead, Claverton and the town now has a watch for the centre and one for the outer area.

This is following the normal pattern of expansion that we see when a watch scheme is successful.

Keep up the good work Arnold

OPERATION TAKE-AWAY

After a run of bad press over the last year a drop in night time economy was noticed and the main factor to all this was incidents in and around the take-aways during the early hours it was clear that something had to be done. As an active member of various committees (Southport Licences Association - Southport Nighttimes Safety Initiative - Chamber of Commerce) as well as a Licensee myself I began to research the effects and find the problems.

Research showed that at the beginning of the year outside one of Southport's nightclubs a 28 year old man from Welshpool was struck with a bottle and lost his sight in his left eye, the knock on effect of this was horrendous with 11 newspapers in total covering this story including the Welshpool Gazette/Liverpool Echo/Southport Visitor. These newspapers combined have a circulation of over 241,000 and with an average of 2 people per household reading this story Southport had lost a potential 500,000 tourists, the visual images were awful. These figures don't include people who saw this online!

The idea

The hotspots were at certain times during the night, between 1.30 and 3.30 in the morning when all the clubs were emptying out and craming into the Kebab and Chipshop Take-aways, I saw for myself random acts of violence, but what was the cause, what was the fuse. Yes drink was the main factor but on entering most of the take-aways the first thing that I heard was overwhelming loud dance music, the shop owners were trying their best to keep all the punters happy but after a night out the BPM's (Beat Per Minute) in the dance music was only raising the heart rates higher and higher and this was having dramatic effects, This was the problem and it had to be tackled!

At first I thought of Classical music (Tchaikovsky etc) but this age group would not relate to this and certain classical tracks also vary in BPM, then I worked on compiling certain tracks which have a certain appeal, all the tracks on the listing had a singalong appeal as well as a very low BPM not too soft but never too hard. Bringing people down, mellowing their mood, controlling them without them even knowing. The tracks I have put onto CD have been distributed free of charge to every Take-away in the Southport area.

It works

Operation Take-away has been in effect for 4 weeks now and within this time we have seen a major reduction in incidents in and around all of Southport's Take-Aways. With the backing of Inspector Steve Hall (Merseyside Police) I am hoping to take this throughout Merseyside and then the whole of the UK.

**For any further info contact: Jason Matthews Tel:-01704 535353 Mobile:- 07773861537
(The music list will be put on our website later this year)**

**News
Around
the Watches**

Your customers as victims of Crime & Disorder – Lee Hollins

When I was a licensee the inevitable happened from time to time, a customer would end up having an altercation with another customer who was intoxicated, a bag or phone was stolen or a car was broken into in the car park.

When they had tracked me down and given me their tale of woe, the inevitable happened; I would get all defensive as I felt they were holding me responsible. I would deal with them through gritted teeth "I know it's terrible, these things happen, I'm sorry what can I say??"

When they had marched out (normally with their friends) I would be free to vent my true feelings, "silly cow! Put your handbag down what do you expect! What does the fool expect bumping into someone like that he was obviously drunk!!"

The reality was probably somewhat different, it was actually one of their most stressful or traumatic experiences, one they certainly didn't expect when they were out enjoying themselves, it certainly undermined their sense of safety. In fact more specifically they left feeling like my pub was unsafe and that I was uncaring, "that landlord is all right when he's taking your money, but he doesn't want to know you when you've got a problem!!"

A person as emotionally charged as this is going to tell lots of others about their experience (research suggests more people than they are likely to tell about a positive experience). And lots of people are going to have sympathy! – and how many of them are customers or potential customers? Bear in mind by the time they've finished telling their story it will have been a chainsaw attack by a gang of eight foot hell's angels and all you did is sit back, watch and laugh at them!!

So is there a lesson to be learnt? I think so. View any customer who has been a victim of crime or disorder as first and foremost a person like yourself who is likely to be upset, and may just blame the nearest person for their plight (we all do it) and secondly as a walking, talking, living, breathing advert for your business. Handle the situation well and by the time they speak to friends you will have become their knight in shining armour. "It was a horrible situation, but as soon as I told the licensee/manager they were brilliant, they did their level best to make it right!"

The sort of priority assistance that should be given to any victim of crime could include:

- * Ensuring the most senior member of staff on site makes some time for the 'victim'; listens actively to them and comes across as genuinely concerned
- * Providing the victim with some privacy in the aftermath
- * Allowing reasonable access to a phone; to cancel credit cards etc or summon a loved one
- * Administering first aid if required
- * Summoning the Emergency Services
- * Arranging for a taxi if requested

Also by taking the customers name and number (or business card) you can also ensure you update them of any developments in their case; we reviewed the car park CCTV and gave it to the Police next day etc. When you phone them, it is important to see how they feel. Then perhaps offer a token concession, when you pop back in the first drink's on me!, a bottle of wine or a meal depending on the gravity of the incident. Whilst the General Manager should take the lead in this area, all staff should be aware of the procedure, so it could become the topic of a staff training session. Also remember incident reports should be completed as a matter of course after such incidents.

As human beings we develop strong bonds with people who show compassion, provide support and try to help us. Customer loyalty is built on such bonds. Whilst in the ideal world we would reduce crime and disorder events to zero we have to be pragmatists and look to make the most of what on the face of things looks like a bad situation.

For more information and guidance on all aspects of managing the risk of Crime & Disorder contact your local PubWatch.

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.

Pontardawe Pubwatch

On the 1st May 2003 the Pontardawe Pubwatch Radio Network went live, the system supplied and fitted by JHJ Promotions Ltd (Comms) of Swansea. All the Pubs in the village are linked via a talkthrough base station, which is centrally located. With the backing of South Wales Police and the local authority this scheme has really taken off. The standard of equipment is very high and the Yeasu VX-180 hand portable unit is being used in the Pubs & Clubs. The system includes ID, Selective Calling and most important of all a Panic Button. The system, since its installation in May, has proved to be a success, being used in a few incidents. The Police are also in direct link with the pubs and the local taxi firm who can also pass on any relevant information. Technical & Managing Director of JHJ Promotions Ltd, Jonathan Jones is very pleased with the system and quoted "We Aim To Work Together And Produce The Best System Available To Our Clients"

FULL PROOF AND FOOL-PROOF

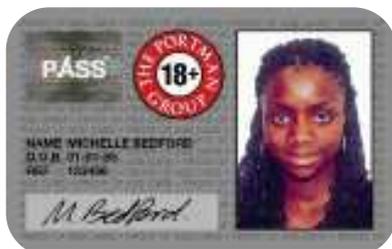
New look for The Portman Group's proof of age card

Selling alcohol to under-18s is an offence which can cost you not only a fine of up to £1000 for a first offence but also potentially the loss of your liquor licence. But trying to guess someone's age is not an easy matter. How do you avoid serving underage customers without offending over-18s who happen to look young for their age? The answer is simple – ask for The Portman Group's proof of age card. It's full proof and foolproof and takes the guesswork out of the process.

For over 12 years, the licensed trade has trusted The Portman Group's ID card as full proof of a customer's age. It is the oldest-established national proof of age card and is the only scheme aimed exclusively at the licensed trade. Every single proof of age application is vetted to check that the person is 18 or over. The Portman Group card has now been issued to approximately 500,000 young adults.

In June, a re-designed Portman Group card was launched and sent to over 20,000 existing cardholders. The new-style card now features a hologram logo which makes it virtually impossible to forge. The new hologram shows that the card has been accredited under the PASS Proof of Age Standards Scheme, launched recently by the British Retail Consortium as an umbrella scheme for reputable proof of age cards. PASS is supported by major retail associations, including those representing the licensed trade. The Portman Group card is one of the first to receive PASS accreditation.

By asking for the new card, which also features an 18+ logo, a colour, rather than a black and white, photograph and a laser-etched signature, you can avoid breaking the law or being caught out by test purchasing.



The Portman Group expects the old cards to quickly fall out of circulation. If you are presented with an old card you may choose to accept it as proof of age, but you're advised to encourage the cardholder to apply for a replacement as soon as possible.

The Portman Group is appealing for support of their card from licensees in a renewed bid to tackle the problem of underage drinking. You can support the scheme by obtaining a Proof of Age kit containing 50 application forms, a dispenser, poster, stickers and a specimen card. This allows you and your staff to recognise genuine cards, and the posters and stickers help deter underage customers from attempting purchase. **Packs**

cost just £5+VAT and can be obtained by phoning 01782 741968. It's a small price to pay to help prevent a fine of up to £1000 or, worse still, the loss of your liquor licence.

Crime Prevention Corner!



In attempt to find out good ideas from around Pubwatches we are starting Crime Prevention Corner to encourage those of you dealing with problems to share the things that work for you with others who may have the same problem and not managed to solve it yet.

In every edition we will focus on a particular problem to be found in licensed premises and we invite you our readers to let us know in time for the next edition of your successful solutions to the problem.

For our next edition we are looking at the problem of Drug use and how you have tackled it in your watch or premises, so let us know as soon as you can about your successes in dealing with this problem so we can ensure others who still have the problem can look at some new ways of dealing with it.

Send details of how you tackle the problem to the address or e mail shown below

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 01707 650095
(Hon. Secretary)

Bill Stone 01303 241906
(Ops support)