

Recognition, support and funding Laurel lends a helping hand

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As our readers know only too well, obtaining recognition and support is always difficult and often frustrating, add to that the need to find funding and the nightmare begins. Your Committee were therefore both amazed and overwhelmed by the actions of the recently formed Laurel Pub Company who stepped forward with an offer that delivered all these facets. They have created a national award for pubwatch with not only the opportunity for recognition but a prize of £2,000 for the winner. The award, which we hope will be an annual feature at the Morning Advertiser Industry Awards held each March, will go a long way to publicise and acknowledge the efforts of pubwatches to address violence and disorder and help to make their community a safer place.

The award is to be known as the 'Laurel Pub Company Pubwatch Award for Social Responsibility', a bit of a mouthful perhaps but a title that really expresses what pubwatch is about. The winners will receive the cheque for £2,000 at the award ceremony to be held at the Savoy Hotel in mid March. The representatives of the three finalists will be all expenses paid guests of Laurel. The winners will feature in our next edition.

This year the opportunity to enter was at quite short notice and the application form a little lengthy to complete but these issues will be resolved by the time next years applications are sought.

Despite the short notice on this occasion there was a very good response and the judges tell me selecting three for the final was very, very close. Well done to all those that took the time to enter, if you did not succeed this time please do not be disheartened and make sure you try again next year.

A tip for those that might consider entering the award for next year is to keep information about what you do and especially facts that will prove your success as that might be the edge in selection for the winners rostrum.

Thank you LAUREL for your recognition and support.

'A case of Recognition by way of a Commendation'

From the records of SOUTHWARK CROWN COURT:

R-v- Finch & Finch before His Honour Judge Rivlin QC.

Steven Powell, landlord of the Globe Public House Morning Lane Hackney London E9 and co-ordinator of the local pubwatch features in a court commendation. On the evening of the 26th August 2000, a violent incident took place, as a result of which, after a trial at the Crown Court, the defendant William Finch was convicted of Wounding With Intent to do Grievous Bodily Harm, Unlawful Wounding and Affray. The defendant Sebastian Finch was convicted of Affray. On the 8th August 2001, in sentencing William Finch to a total of 3 Years Imprisonment and Sebastian Finch to 4 Months Imprisonment.

At the conclusion of sentencing His Honour Judge Rivlin QC said: " I would like to say this. The landlord of the public house, Mr. Powell, was not only a superb witness, but **he obviously behaved very responsibly indeed on the night in question and I think that he deserves to be publicly commended for the manner in which he organised the staff in his public house, and what he tried to do to stave off trouble that night.**"

Well done to Steve and his staff, at least this time a judge recognised their timely intervention

Who's Watching Your Door? - Lee Hollins

The employment of door staff is one of the greatest ongoing security expenses a licensee or manager can face. It can be one of the greatest investments that you make or it can become your greatest liability (even if it is only a temporary arrangement). Door staff are often the first and last contact with the public. They are the very public face of your business, especially in the event of an incident. Historically the way to procure door staff has been to get a number on the back of a cigarette packet from a local, to us friends, to use local tough guys or just use the first company that touts for business. None of which are any guarantee of quality.

The personal recommendation of a respected colleague is a reasonable starting point, even so it makes sense to invite 2 or 3 companies to tender for the job. What do you make of the company representatives? Are they business like and presentable? Do they talk about themselves and how tough their guys and girls are or do they ask about your needs? Even if they make a positive impression, look for verifiable references. Go and visit one of the venues that they cover (you're often doing this to gauge local levels of business and hijack good ideas anyway- market research I think they call it!)

Any service provider should be properly registered under the Companies Act of 1948 (they should probably be V.A.T registered). They should be able to produce the following information:

- Details (CV's) of senior personnel
- A method statement; this should include how they are going to meet your needs and what support will be provided (the ability to contact senior operations personnel whenever staff are on site is vital)
- Operational guidelines; Health & Safety, the use of force etc
- Details of any staff training and development
- Details of any staff code of conduct

They should also be able to provide evidence of comprehensive insurance coverage (regarding public and employers liability).

Service specification has been no less of an art; "just sort any problems out.." or you may receive the assurance that any transgressor will be "dealt with.." Door staff are not just there to throw out drunks they are there to make a positive contribution to your business, to create a safe and welcoming environment, to reassure customers, to deter anti-social or criminal activity and to respond in event of incident. Less than 1% of the job is 'hands on' and considering you pay for 100% of their time it makes sense to consider the service that they provide you with. It is critical that the service they provide reflects your unique needs, to this end assignment instructions should be drawn up and agreed. All staff would need to read these and sign a copy that you would hold in your security file.

It also makes sense to demand a preferential pool of staff. In order for staff to meet your needs they need to know the area, the venue, the customers and local issues and initiatives. The staff also need to be right for the venue, a six foot six body builder might be the right presence for a sports bar but not for a gastro pub hoping to appeal to a strong female customer base, such a presence may be intimidating. It goes without saying that all staff should be in possession of valid licenses and wear them at all times in a prominent position where local registration schemes are in operation.

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Crewe Licensing Initiatives Crack Alcohol Related Crime.



Crystal Clear is a Licensing Initiative that was developed by HIT (Liverpool) with the objective of reducing glassing injuries in licensed premises. By preventing glasses and bottles being taken out of pubs and clearing them away quickly inside, it aims to reduce the availability of glassware being to hand for use as a weapon.

Crewe division in Cheshire Constabulary in partnership with its Pubwatch members implemented the scheme from October 2000. Some 100 pubs displayed posters with hard hitting photos of glassing injuries and an active campaign took place to actively remove glassware out of potentially violent situations.

In conjunction with the scheme, which was launched Countywide, a monitoring system was set up at local A and E Hospitals to identify repeat locations for glassing injuries. "The five local Pubwatch schemes were extremely supportive of the initiative and over the duration of the operation we only had one minor glass injury" said Sgt Nigel Bailey the local Community Action Team Sergeant. "What was even more amazing were the statistics which our management unit produced concerning Alcohol related crime." added Nigel.

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JOIN THE HCIMA TODAY

BY HCIMA CHIEF EXECUTIVE DAVID WOOD FHCIMA MIPD MBA

Attention all licensed retailers with food operations - membership of the Hotel and Catering International Management Association (HCIMA) will enhance your professional approach to management through our best practice management programmes, and our wide range of information and advisory services.

The HCIMA is the 20,000 member-strong professional body for the international hospitality industry. With members in more than 100 countries, the HCIMA is recognised throughout the world for its promotion of best practice management in the hospitality industry. Enhancing the HCIMA's influence are the association's 27 UK regional branches.

From student to chief executive, there is a membership grade to suit all management levels and experience. The membership grades are designed to assist career progression and reflect every stage of career development. If you are a fellow (FHCIMA), full member (MHCIMA) or Associate (AHCIMA), you are entitled to use designatory letters after your name. This indicates to employers, colleagues and staff around the world your status as a professional within the hospitality industry.

The benefits to members are countless. They include everything from our comprehensive information services, career planning, and professional development, to legal, technical, diversity management, and environmental advice. Helping the HCIMA to achieve these objectives are its committees, working parties and advisory groups.

The promotion of 'best practice' management is a priority concern at the HCIMA. For example, Hospitality Assured is the Association's standard for delivering customer service excellence in the hospitality industry. To date, more than 70 organisations, representing over 40,000 employees, have achieved Hospitality Assured accreditation. As part of the programme, Hospitality Assured is offering Improved help for Pubs and Bars. The Hospitality Training Foundation (HtF) has worked closely with Hospitality Assured to develop toolkits specifically for pubs and bars, providing examples for different types of operations as to how the Hospitality Assured standard might best be met.

In addition, the British Institute of Innkeeping (BII) has joined forces with the British Beer and Pub Association (BBPA) to urge their members to sign up to the HCIMA's Government-backed energy conservation programme - 'Hospitable Climates', which can reduce energy consumption in most public houses by between 20 and 40 per cent.

The introduction of the Government's 'Climate Change Levy' in April has increased energy bills by as much as 15 per cent - making it more important than ever for the UK licensed trade to sign up to the free of charge 'Hospitable Climates' advisory programme. Given these facts, can you afford not to be an HCIMA member?

For further details about membership, please contact:

**The Professional Development Services Department,
HCIMA, 191, Trinity Road, London SW17 7HN Tel: 020 8772 7400 Fax: 020 8772 7500**



1. Would a good practice guide be of help to your watch in refining how it operates? If so please send your us your request together with £1 for p & p costs.

or

2. Do you want National Pubwatch window stickers, they are available at 50p each with discounts for orders of 20 or more.

or

3. Do you want copies of any of our posters (examples on page 8) to copy and use, each colour original is £1.

**All requests should be forwarded to :
National Pubwatch at 17 Chace Avenue, Potters Bar, Herts, EN6 5LX**

Cheques or Postal Orders must be made payable to National Pubwatch

Moving to the waters edge

Brighton Marina is expanding and more licensed premises are setting up shop, so they have decided that it is time to ensure their patrons and staff have a safe environment by introducing Pubwatch. They have a radio system and are using the new National Pubwatch logo and barring posters to publish their intentions and spread the word.

Good Luck Brighton.

Derbyshire catches the bug

Clive Needham, Derby's Police Licensing manager is a believer in Pubwatch and has 97 members in his city scheme with more watches forming on the outskirts. The activity is clearly becoming infectious as we become aware of watches, old and new, right across the county. Clive hopes to set up a Derby Pubwatch site on the internet soon to publish good practice and other information.

Keep up the good work Clive!

Have you got a website? Let us know if you have, we are still looking for funding to create a national site.

**News
Around
the Watches**

Thetford starts a pubwatch

November saw the inaugural meeting of the Thetford Pubwatch in Norfolk, half the local licensees attended and a further meeting is set for early 2002 to formally set up the watch with a ring around system to combat local underage drinking and disorder problems.

Essex pubwatch forum

PC Paul Bird from Basildon Essex has been a long time supporter of both pubwatch and National Pubwatch and October saw him host a county wide forum for Pubwatch members and other interested parties to discuss a number of prevalent issues. Those that gathered heard of a Clubs loyalty card, not quite like Tesco's, that is taken away from those who cause trouble. A company that provide drugs dogs to search premises and customers that enter, a lot less intrusive than physical searches but equally as effective and a Drugs officer from Essex with information on how to tackle the problems of 'Date rape' drugs. A successful get together with lots of useful information was the view of our Chairman and Treasurer who attended to represent National Pubwatch.

Thank you Paul and keep up the good work.

Crawley Pub watch has a re-vamp

Crawley's co-ordinator Jim Howard, has been a supporter for several years and thanks to his efforts Crawley has been at the forefront of pushing the police and the courts to make Exclusion Orders on the local thugs. After 5 years the watch is still going well with over 16 people Excluded some for up to two years. Attendance at meetings by some of the 50 members is sometimes patchy but the scheme is still effective. They have taken into use the posters revealed in our last issue and the newly available window stickers to refresh their scheme's visual image and perhaps be a little more eye catching to those intent on trouble.

Bury St Edmunds comes on Board

The ever increasing spread of the newsletter has resulted in more schemes getting in touch and joining our mailing list. One of the more recent is Bury St Edmunds whose watch Chair, Don Rutherford, has been in contact to ask for posters and logos to use. The watch is 30 strong and has active support from the local police and the magistrates with some 20 people currently excluded. They like many other watches were recently placed under pressure to revoke a watch ban on two individuals who were subsequently acquitted of offences at court however they have stood firm and kept them banned on the grounds that the level of proof for a court conviction is far greater than that demanded by the watch for a ban.

Prestatyn 4 years on

We recently heard from the founder and co-ordinator of the Prestatyn & District pubwatch, Mrs Norma Vaughan, whose watch take a very firm line about violence that would delight NALHM. This scheme has decided that violence to a licensee or member of staff warrants a life ban by the watch. They do however re consider if there is clear evidence of total reform on the part of an

individual later of in life.

Photographs are not a problem for them either as anyone who wishes to appeal a ban has to send in two passport photographs with the appeal!! (**Shrewd thinking**).

Stick with the innovation Prestatyn

Rugby tries out a different way of doing things

Bernard Brindley from Pailton, Rugby reports that the local watch has set up a radio net scheme serving 20 city centre premises thanks to funding of £6000 from Rugby Borough Council. After a few minor technical teething problems the scheme is up and running well.

The local police have supported the scheme and are using a target scheme in which the premises are provided on a monthly basis with the details and photographs of the 10 most violent current offenders and the most active drug dealers. They are retained for staff information in a secure place, the scheme has had to register and insure for Data Protection purposes and must sign up to restricted use of the photographs and other information. However it does enable them to track and inform police of the activities of these top ten.

In cases of people that commit violent offences they are applying for exclusion orders for all the premises in the watch. Although the top ten are known to be violent they have not been banned by the watch other than individual premises in which they have caused a problem. Thus allowing other premises to observe them and perhaps assist in their prosecution for serious offences that will lead of sentencing and exclusion orders.

Maybe this is a way forward for your watch, why not discuss the Rugby system with your local police as a route to solving some possible problems.

WHAT ARE YOU DOING ABOUT DRUNKS?

The Portman Group's Anti-drunkenness campaign 'If You Do Do Drink, Don't Do Drunk' is picking up momentum. The campaign aims to raise awareness amongst 18-24 year olds of the dangers of drinking just to get drunk.

The campaign roadshow, featuring mobile poster 'Advans' and a 'guerilla' pub theatre group, visited 23 university towns and cities during the latter part of 2001 from Norwich in the East, through Bristol in the West and ending just before Christmas in Newcastle upon Tyne in the North East. Promotions centred on Student Unions and pubs and bars catering to a student audience and were hugely successful with licensees and their customers reporting a very positive response both to the campaign's message and the methods used to deliver it.

"'If You Do Do Drink, Don't Do Drunk' has been very well received both by the target audience and by our campaign partners in the Police, Local Government and the Licensed Trade," says The Portman Group's Head of Campaigns, Graham Goodwin. "We're under no illusions that this is going to be an easy message to drive home. With around a million young men and women regularly drinking just to get drunk the deeply ingrained drinking pattern will be hard to shift. But if more and more licensees and their staff help us to deliver these messages, perhaps our town and city centres might become a little more welcoming, not just for the 18-24 year olds who choose not to misbehave, but for many others too."

2002 will see the campaign continue to focus on the student population with Posters, Postcards, a campaign website (www.dontdodrunk.com) Radio Advertising and Pub Theatre. New posters, postcards and other campaign materials will be rolled out throughout the year.

The campaign will launch in Southampton and Portsmouth in early 2002 before moving on to the South East and South West of England before the summer. Wherever you are in the country however, campaign materials are available free of charge from the Portman Group.

You can call on 0207 907 3700, Fax on 0207 970 3710 or email at portmangroup@compuserve.com

Editors comment

When we surveyed watches several years ago, underage drinking featured very prominently in watch concerns. That concern now needs to be applied to this type of behaviour. With many young people effectively binge drinking most nights of the week and especially at weekends if the trade does not respond, ultimately government and authority will. If that happens the trade will suffer heavily so now is the time to act to dissuade young drinkers from these excesses that are good for nobody.

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"Over the past couple of years Crewe Division has developed an excellent working relationship with all their licensees, this combined with other initiatives involving off-Licensees such as Operation Challenge whereby persons apparently under the age of 21 are challenged for proof of age, has impacted on alcohol related crime. Through South Cheshire College and Crewe and Nantwich Borough Council, Crewe Community Action Team has now set up the full part one and part two of the new British Institute of Innkeeping Door Supervisors Course. This is now the locally required standard for registration. The total package of measures we implement includes involvement in training new licensees and off licensees."

We have examined two successive years of alcohol related crime across the County and the figures clearly show that Crewe & Nantwich have achieved exceptional reductions. They had only 23 such crimes out of a county total of 246 and things are continuing to reduce all the time. PS Nigel Bailey said of the results "Through the tremendous support we receive from the division's Licensees and Door Supervisors, who in effect self police most of the trouble out of our pubs, we are extremely proud of these figures. The figures reflect the hard work over the last two years, making the Towns of Crewe and Nantwich safer places in which people can spend their leisure time. **This can only** contribute to the prosperous and sustainable future for each of our towns"

Maybe the 'Crystal Clear' scheme could help your watch to make an impact of this nature if you need more information please contact Nigel our rep in the north (contact details on page 8.)

Hounding Out Drugs!

For the current year Aylesbury Vale Police Area will be searching out drugs, users and dealers in a pioneering partnership to provide specially trained dogs for licensed premises.



The contract has been awarded to Grosvenor International Services (GIS) and throughout this year drug dog handler teams will regularly patrol the pubs and clubs in Aylesbury and Buckingham town centres sending out a clear message that drugs will not be tolerated. GIS is the established market leader within the UK in the provision of services for Drug Prevention, Detection and Drug Awareness Training.

The move is fully backed by licensees in the area and follows a pilot run last summer in Aylesbury town centre. The initiative saw search advisors aided by specially trained dogs provided by GIS working together with door staff and the police to prevent customers from bringing drugs into licensed premises. The initiative was considered such a success that Aylesbury Police have agreed to continue using GIS for the coming 12 months.

Aylesbury Vale Partnership Inspector, Steve Baker, said, "This presents an ideal opportunity to further develop our work in partnership with local pubs. Aylesbury Pubwatch is fully behind this and we are happy to provide licensees with this kind of support. These operations show licensees that we take their concerns seriously, it reassures the public and also sends a message that we are determined to rid the town centre pubs and clubs of drug abuse".

Principal Director of GIS, Mr John Franklin-Webb comments, "We welcome this opportunity to provide a complimentary operational capability in support of Licensees, Pubwatch Members and the Police. Our prime aim and objective is to become a nationally recognised professional resource by Magistrates, Police Officers, Drug Action Teams and Employers as a positive proactive provider of cost effective services in the fight against the risk of drug abuse. In particular GIS working in partnership with the police is committed to increase the levels of prevention and detection of illegal substances, more and more police forces are using our services".

GIS provides three specific services; currently the company provides drug awareness training and operational support to in excess of 500 licensed premises and entertainment centres throughout the United Kingdom. GIS headquarters is preparing to become a recognised training centre for Drug Awareness Training and Door Supervisors' National Certificate affiliated to the British Institute of Inn-Keeping (BII). The company offers an advisory service for corporations providing experience and in-depth training on how to establish an effective in-house drug awareness policy and the operation of proactive counter drug measures.

GIS standard of training for both search advisers and dogs has been highly commended and all teams are licensed by NASDU, (National Association of Security Dog Users). GIS has established a separate division training dogs for other organisations and has been awarded a contract to provide 10 Passive Drug Detection Dogs to the HM Prison Service. These dogs will be operated by Prison Service Search Teams in the North West, Merseyside, Manchester and Cheshire areas.

To acquire this facility for your premises/watch or to find out further information contact Patricia Grant-Wilson MIPR WPR Tel: 0700 900 8737 / Mobile 0788 754 7989.

Do you belong to NALHM ? Perhaps it is time to join.

Since its formation in 1969 the **National Association of Licensed House Managers** has placed the health and safety of pub managers and their staff at the forefront of its concerns. The Association defends managers violently assaulted in the course of their duties in two ways.

Firstly, by ensuring those unfortunate victims of unprovoked assault are adequately compensated by the Criminal Injuries Compensation board. It is not an exaggeration to claim that since 1969 the association has pursued claims, for compensation, totalling millions of pounds.

Secondly, the Association was prime mover in putting the **Licensed Premises [Exclusion of Certain Persons] Act 1980** on the Statute Book. They have not rested on their "laurels" as experience has shown that whilst the Act was an important breakthrough it has not been as effective as it could, or should, be.

They have, and still are, campaigning vigorously for the automatic application of Exclusion Orders against any vicious thug found guilty of assault.

Coupled with their support, both morally and financially, for the National pubwatch they firmly believe that a difference can be made. Give your support to the campaign by joining:

NALHM [THE MANAGERS VOICE]

PHONE: 0161 848 0909 for an Application Form TODAY

Data Protection & Close Circuit TV now comes under the Data Protection Acts and this means that if you use CCTV then you must be registered and comply with certain rules and guidelines. Over recent months many of the trade papers have touched on this subject and provided some very good advice to ensure that you do not breach the law. There are many areas that do not receive the co-operation of their police Service in so far as providing photographs of people banned by the watch. Consequently many watches use photos lifted from their CCTV footage of individuals. **We thought it would be helpful to mention some of the provisions that will affect you if you use CCTV.**



The Data Protection Act of 1998 affects people who use CCTV at their premises or outside and they should have all been registered with the Information Commissioner by 23rd October 2001. Failure to register is an offence so if you have not already done so you should at once. (The government website at www.dataprotection.gov.uk allows you to do this on-line. As one might expect with any such registration there is an annual fee of £35. For those not technically minded there is a help line at 10625 545745 who can arrange for a form to be sent out.) When you register you will be required to show the purpose of the system and the intended use of the images, so if you intend to retain any images for briefing staff about banned people then you will need to show this as a crime prevention measure.

The Act applies certain rules and guidelines on the use of personal information, which includes the images retained on CCTV tapes. **You must:**

1. Deal with these images fairly and lawfully.

This means that you must show signs that CCTV is in use, and should provide contact numbers of the organisation or individual operating the system. The cameras should only be used for the purpose for which they are registered i.e. crime prevention or security and cover only relevant areas i.e. around the premises involved and not at adjacent private premises. Images must only be used for the purposes that were registered and if you intend to use pictures of people you have banned over their behaviour it must be done properly and the reasons recorded.

2. The Data must be accurate and up to date.

This means that you must maintain the system to provide the best quality of image, tapes that are rotated should be replaced as soon as the quality is impaired and screens should be cleaned and the system regularly serviced. Used tapes should not be retained indefinitely but destroyed or re used after about 1 month unless they are required for evidential purposes in a police investigation. If you use images of banned people you **MUST** make sure you have the right people!!

3. You must maintain security of the information.

This means that you must retain the tapes in a secure way with only authorised access. Images must only be used for purpose registered so if you do use them in respect of banned persons you will need strict procedures over access to ensure only staff see them and records of who has been shown them and when.

4. Access.

The Act provides for the public to have access to your tapes if they have good reason to believe they have been recorded on the tapes. They can apply to see them and must do so in writing and pay an appropriate fee.

There are some quite high penalties for not complying with the legislation so we advise you to register and meet all the requirements. If you don't and someone complains to the Information Commissioner you may find the pictures have been the most expensive you have ever taken !!

Continued from Page 2

The management of incidents is a crucial area to be considered. Ultimately as licensee or manager you are responsible for the management of disorder (and it's consequences) Whilst it may be appropriate to allow door staff to respond independently to some incidents in the interests of personal safety, you need to be appraised of what is going on and what action is being taken as a matter of urgency. Ideally you would want to be 'in the loop' at all times, maybe even on any radio net.

An effective response is often underpinned by good communication. In such a noisy poorly lit environment radios can be invaluable. Do the company use radios? If so, do they provide them without additional charge? Do they provide you with one? Are you supplied with an earpiece? Who is responsible for maintenance and repairs? Are they expected to be stored on site? If so what security arrangements are necessary? Who is responsible for these? Are there any radio dead spots within your venue? Are all staff aware of these? Do they use a radio voice procedure? Do they use agreed code words? Have you been fully briefed on these?

Who ever you commission in the end should be engaged on a probationary basis (say one month) this way they have a finite period to ensure you get what you need. It might be during this period that you finalise your pool of staff and your operating procedures.

Lee Hollins (A regular contributor) is a partner in SecuriCare which was founded in March 1995 to provide specialist consultancy in the management of violence and disorder. He can be contacted on any of the following:
Telephone: 020 7529 1451 Mobile: 0790 3364595 E-mail: lee.hollins@securicare.com Web site: www.securicare.com

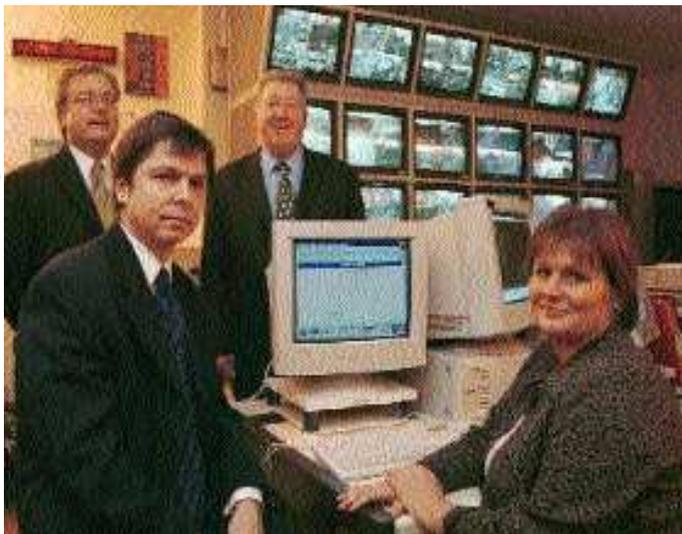
NEW TOOL IN THE FIGHT AGAINST LATE NIGHT DISORDER

Publicans throughout Gloucester will get an early warning about rowdy revellers thanks to an innovative computer which has just been installed in the control room at Gloucester Central Police Station.

The computer, which has been jointly paid for by Gloucester's Licensed Victuallers Association and the city's Crime and Disorder Partnership, will be used to send instantaneous text messages to landlords around the city at the first sign of disorder breaking out. The system is not believed to be in use anywhere else in the country and LVA chairman Keith Reynolds, who developed the idea and put the scheme together, said, "it would benefit publicans and the police alike. In the past we used a pager system to warn landlords about any troublemakers coming their way but it was quite expensive to run." Mr Reynolds explained. "We explored the possibility of using radios but, while they are fine for door staff, they are not really suitable for bar staff and landlords. We decided to look for something that could be used by everyone, realised that landlords all had mobile phones and thought that was the best route to go down. Our close relationship with the police means that they are not only able to warn us about possible disorder but we are able to let them know of any problems we are experiencing so that they can quickly direct officers to deal with it before it gets out of hand."

Gloucester-based information technology company Brunswick Telecom came up with the innovative Message Writer software needed to run the system. The company's corporate manager Mark Boulton said: "The control room staff can programme in an unlimited number of mobile phone numbers and at the press of a button text messages of up to 160 characters can be sent to LVA members around the city. The messages will arrive within two seconds and they flash straight on to the phone screens branded with the LVA logo so the licensees will know it is important."

Gloucester's Crime and Disorder Partnership, which has helped to pay for the new early warning system, is made up of representatives from the city and county councils and the police. Its chairman, councillor Steve McHale, said: "This project is another example of how cross agency partnerships can really work. This equipment will provide an immediate response to disorderly incidents on licensed premises and hopefully prevent situations from escalating. By improving communications across the city like this we will be able to fight crime more effectively."



Left to right: Mark Boulton (Brunswick Telecom), Keith Reynolds (Glos pubwatch Chair), Councillor Steve McHale (Glos Crime & Disorder partnership) and Alison Wright (Glos policeControl room)

(Information on the system can be obtained from Mark Boulton at Brunswick Telecom, Clarence house, 14-18 Clarence Street, Glos. GL1 1DP.)

Poster 1



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 |

Poster 2

