

National Pubwatch

Newsletter

Edition 8 ???? 2002

Our Funding Crisis Passes for Now

As many of you will know from the reports in the trade papers since the last edition of the newsletter National Pubwatch has suffered a funding crisis. We have received many suggestions from watches on how to resolve this position and tremendous support from the trader itself. Thanks to the generosity of J D Wetherspoon Ltd, Greene King Pub Company, The British Beer & Pubs Association and the British Institute of Innkeeping we are once again in a relatively sound position financially for the next twelve months. Without the support of these organisations National Pubwatch would have ceased to exist later this year.



We have tried from our inception to ensure that all the money we receive goes into the activities that support watches and what they deliver to their local communities consequently we have never embarked on fee paying membership or realistic charging for any of the services we provide. The fact that those who volunteer to work for National pubwatch do so on a voluntary basis has enabled us to give you, the watches maximum value from the money we receive.

During the crisis a number of readers contacted us suggesting that we should charge membership or charge for this newsletter. However the actual cost in time and effort of taking such a course of action is prohibitive and could not be cost effective. The Committee that runs National pubwatch has however decided to ask all those watches that receive the newsletter and make use of our services to consider making a donation once a year of a size that reflects the size of the watch to help offset some of the costs. **We would ask your watch to consider this matter at their next meeting with a view to making any donation in January 2004.**

All donations should be sent to National Pubwatch, 17 Chace Avenue, Potters bar, Herts, EN6 5LX.

Insurance for pubwatches has finally arrived

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

Mark as we mentioned in our last edition managed to obtain an insurance to indemnify his Watch scheme as he linked it with the local retail crime initiative in Northampton. We have been in discussion with the brokers involved in that insurance to try and get agreement for a similar type of insurance for any Pubwatch scheme. Those discussion have finally brought success and any Pubwatch can apply for the insurance provided they have adopted a set of rules and operating protocols that conform to those used in Northampton. Mark has already agreed to National Pubwatch making his rules and protocols available for use elsewhere and we have produced a draft set that can be easily adjusted for any watch. They are available by e-mail in word format, in hard copy or on disc in word format to enable easy editing and personalisation for your watch. Requests for the protocols should be forwarded to National Pubwatch (contact details on page 6) and in the case of hard copy please send a SAE to the value of 44p and for a disc please send a cheque or postal order for £1 payable to National Pubwatch. Hopefully we will be able to make these documents available on our website in the near future (see page 7).

All requests for proposal forms for the indemnity insurance must be made to Stuart Carr, Commercial Manager, Regent Insurance Group, Crown House, Augusta Place, Royal Leamington Spa, CV32 5EL Tel: 01926 452626. The cost of such insurance will be individually quoted for based on the size of the watch and the levels of cover required. Please remember you will be expected to provide a copy of your rules, constitution and protocols in order for your proposal to be considered.

I enjoy going to a pub to have a pint (or two) a good meal and relax with my family, friends or colleagues, and I frequently use a pub in my travels around the UK carrying out my job as Director of Operations for Crimestoppers Trust. The British 'pub' is a wonderful institution that brings the community together to socialise and meet for many different reasons. Perhaps because I am a retired 'copper' I tend to observe people and their actions and listen to their conversations (old habits die hard). Most of the time it is the usual social intercourse, but on occasions, the conversation may relate to criminal activity and perhaps drug dealing. We have to accept that a very small minority may use pubs for other purposes than socialising.

Pubs and Off Licences are also frequently subjected to robbery and other crimes, despite in many cases, the appropriate physical security and management policies being in place. However crime cannot be stopped by these measures alone. There must be a deterrent element of being caught, which means offenders must be arrested, but the police cannot be effective without co-operation from the public, and with regards

crime against pubs, information from staff and customers.

Pubs are also affected by 'bootlegging' of tobacco and alcohol, which can ultimately cause pubs to close down with the loss of a 'local' and of jobs. Many people involved in bootlegging are also committing other crimes, are involved in supplying drugs and the selling of counterfeit goods, which can also affect the pub trade.

It may well be that pub staff and customers may be aware of, overhear or learn of criminal activities, but may not wish to tell the police. This could be because they know the person, are frightened of retribution, do not want to get involved, or make a statement and have to go to court.

If you have information about any crime, phone



CRIMESTOPPERS

0800 555 111

- **Your call is free**
- **You are not asked for your name**
- **You may receive a reward**

So what can they do?

They can call Crimestoppers, the nationwide scheme, which enables people to telephone the free phone number, 0800 555 111 and give information anonymously about crime and criminal activity. They are not asked their name, the call is not recorded or traced and is not shown on their terrestrial phone bills. They will not have to make a statement or go to court. No one, friends, family, colleagues or management will know that they made the call. If the information leads to an arrest and charge, they may qualify for a cash reward also paid anonymously.

Crimestoppers works.

Throughout the UK 15 people are arrested every day, and £100,000 worth of property recovered each week as a result of information to Crimestoppers. Since Crimestoppers started in 1988 there have been over half a million actionable calls, 47,000 persons arrested and charged, £57 million worth of property recovered and £65 million worth of drugs seized.

Calls are received by Crimestoppers relating to crimes against pubs and off licences. For example, the murder of a barmaid and robbery of the landlord was detected and the offender charged. Information was received about a person who had completed over 100 'bootlegging' trips for tobacco and alcohol. Two people were charged with excise offences totalling £635,00 evasion of excise duty.

In order to increase awareness within your industry and encourage information to be given, Crimestoppers and the number 0800 555 111 should be publicised to staff and customers. Publicity is the lifeblood of Crimestoppers.

Crimestoppers Trust, a registered charity is the umbrella organisation behind the scheme. It is primarily funded by voluntary donations particularly the corporate sector. There are many ways in which you can support the Trust, for example, you may wish to join your local Crimestoppers Board.

If you would like further details, or publicity material please contact **Brian Wareham, Director of Operations on 020 8254 3200 or e-mail Brian.Wareham@crimestoppers-uk.org.**

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)

Managing Crime & Disorder: Taking Targeted Action – Lee Hollins

Another Friday night, another bag theft?... , another customer caught taking drugs?... , another scuffle?... , another eviction?... and another incident report form completed?.

How many of you face crime and disorder? Evidence suggests that in excess of 90% of you will have to attend to incidents during the course of an average year. How many of you will complete incident report forms afterwards? I suspect the number is limited, and that supposes that you have them to hand in the first place. "Yet another piece of paperwork!" I hear you cry wearily in unison. Yes it is, but it is a very useful piece of paperwork.

There are several reasons why incident report forms should be completed on a regular basis:

1. To comply with requirements under the Management of Health & Safety at Work Regulations.
2. To highlight problem areas; including what type of offences are taking place, where, when and how. This is a vital stage in the process, it ensures that when you take action it is targeted action, thus saving unnecessary time and expense. It can also be useful to have documentary evidence when endeavouring to secure budget for security expenditure (though the control measures themselves need not be as expensive as you would be led to believe!).
3. To monitor the effectiveness of any control measures that are instituted. Is CCTV coverage adequate? Are cameras well positioned? Did staff know what was expected of them in event of that type of incident? Were suitable checks made to determine proof of age? Etc etc. This allows you to refine and develop arrangements and structure staff training.
4. To provide evidence of process, that is to say to prove to any external agency such as the police or local authority, who may scrutinise your arrangements that you are actively assessing and managing risks and demonstrating responsible management practices.
5. To safeguard against any malicious allegations or claims; *I recently spoke to a manager who denied entry to someone who was too drunk and who also appeared to have been in a scuffle as his head was bleeding. The exclusion was duly recorded in an incident log and witnessed by the deputy. The following day the Police arrived to investigate an allegation of assault against the manager. When he was able to produce documentary evidence of the incident in question and his actions, it became immediately apparent that the allegation was false. The presentation of the incident report clinched it.*
6. To support any legal action, prosecution or insurance claim in the event of serious incident. If actions are to be pursued evidence is vital.

The facts speak for themselves; there is a real likelihood of crime and disorder that needs to be addressed. The control of crime and disorder is down to one of two things; good management or good luck. The latter is just not good enough!

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. If anyone wants a copy of a basic incident report form just drop me an E-Mail.

News Around the Watches

Barrow has a tariff for bans

Barrow in Furness's Bar Watch was the Bronze Award winner at this years Pubwatch Awards run by the Morning Advertiser and they have a tariff as criteria for bans. Level 1 is a minimum 6 month ban and is used for minor assaults, damage less than £1,000 and disorderly or threatening behaviour. Level 2 is a 12 month minimum and is used for Assaults amounting to actual bodily harm, damage over £1,000, affray and possession of prohibited substances. Level 3 is an indefinite ban and is used for assaults that amount to serious wounding, violent disorder or possessing prohibited substances with intent to supply.

For those watches that feel they ought to have some consistency in the watches banning maybe criteria or tariffs like this are the answer.

Funding a problem, maybe not if you are local to 'Youngs'

In our search for funding that was widely reported in the trade papers we approached them as they have provided some support in the past. Their response was that they felt there was a greater need and more value in supporting local schemes than national ones. We think it is a cop out, but you never know, so we suggest that if you can be described as local in relationship to 'Youngs' brewery or estate then you should seek funding from Pat Reid,

Better trained barstaff mean better, safer business

The British Institute of Innkeeping has long been a supporter of Pubwatch – a support reinforced with a recent financial contribution – but Pubwatch is just one piece of a jigsaw to make sure your pub is safe and successful.

I'm sure that many of you are among our 15,000 members, but the BII is more than just a membership organisation. It also has a wholly-owned awarding body, BIIAB. The qualifications developed by the BII aren't just invented in Camberley – they have all come as the result of demand from either the industry or the regulators.

Whether for starters joining the industry, or for experienced personnel, there is an appropriate solution within the BIIAB qualifications portfolio. Our promise is jargon-free, practical solutions that can be applied in the workplace, and with over 300 approved centres, there should be a centre where you can access the training nearby.

There's been some additional good news lately too –seven of our qualifications are now accredited by the Qualifications and Curriculum Authority (QCA), making them part of the national framework and therefore eligible for public funding.

BIIAB qualifications are split into four distinct categories – staff development, licensing, management induction and management development. Many of the licensing qualifications are being used by crime reduction partnerships – including the National Certificate for Door Supervisors – Licensed Premises, National Certificate for Licensees (Drugs Awareness), and National Certificate for Entertainment Licensees. We have actively encouraged this as a way of tackling alcohol-related crime, in conjunction with supporting other activities such as Pubwatch and Portman Group initiatives.

The new qualifications for barstaff are being very well received. Recent changes in the law have put the onus of responsibility on the shoulders of bar staff, particular in the case of selling alcohol to persons under 18 years of age. The Barperson's National Certificate (BNC) has been developed to address issues such as this and ensure that bar staff are fully aware of the law and how to operate within it. It will also see bar staff step up on the first rung of a career path backed by qualifications. We realise that most licensees can't afford to have their barstaff out of the office attending a lengthy training course, so the BNC has been designed to be taken on the premises. For just £20, candidates are sent a workbook and a PIN number. When they have completed the workbook, they take the assessment over the telephone, registering using their PIN.

The BNC is one module of the brand new Professional Barperson's Qualification (PBQ). This also includes a module on customer and Drinks Service, and in order to get the qualification, the candidate must pass both modules. The examination for the Customer and Drinks Service module has to be taken at a BIIAB approved centre.

BII Qualifications Manager Gemma Bloomfield says: "Investing in your barstaff is a win-win situation. You are protecting your licence by staying within the law, and showing that your staff are well-versed in it too, and protecting your custom by having well trained staff to do the job.

"Your barstaff are often the first and last person that deals with your customers, and they will determine whether that customer returns. Both the BNC and the PBQ add value to your business, show a commitment to your staff which will help reduce labour turnover, and show the regulators that your pub operates in a safe and efficient manner within the parameters of the law."



For more information on BIIAB qualifications, or to take the BNC or PBQ, or for more information on becoming a member, contact the BII on 01276 684449, or by e-mail at info@bii.org.

Bridgewater Partnership

Bridgewater has a new all encompassing scheme called Bridgewater Business Security Group (BBSG) that includes the local Pubwatch and the Retail Watch.

The Pubwatch chair, Tony Jeff of the 'Admirals Landing' has a pubwatch of 20 premises who are already using the protocols mentioned in our previous newsletter and have managed to obtain the same indemnity insurance that Northampton have. The retail scheme has a radio link with about 55 users and the Town Centre Manager, Wendy White hopes that in the near future more of the pubs in the watch will start using the radio link as well.

News Around the Watches

Blood out of a stone!!

Well that's what it feels like for Kim Lathen, Secretary of Dolgellau and District Pubwatch, when she tries to get the watch members to fund the administration of the watch. It seems this is the decision that the meeting never has enough time to decide on, Kim is hopeful that by the time this newsletter hits the streets they will have managed to have dealt this thorny subject.

Talking of streets have you noticed how many of our TV established soap pubs are displaying the National Pubwatch logo or posters !! No prizes for the correct result but lets see who is the first to ban someone for their behaviour, that could be really setting an example

Tiverton goes in for expansion

Tiverton's pubwatch which is organised through the local licensee's Association has tried some interesting developments, in that it has linked up with the local cab companies as well as some shops and restaurants. So if you get banned by any of them you get banned from all. Interesting!! it really starts to sharpen the mind when you get banned, no shopping for alcohol, no drinking in pubs or restaurants and no taxi to go elsewhere!!

The scheme has 48 pubs, four taxi services, eight restaurants, six Off licensees and 4 supermarkets. It has proved so successful in sending out the message that they are now looking to generate intelligence and information links with similar Licensees Associations in Cullompton and Crediton that will extend their area of influence to 350sq miles.

They are also inviting guest speakers to their meetings from other agencies including the Police and the BII as well as covering topics such as cellar safety. All of this is strengthening the scheme and providing a great forum for exchanging views and information.

Well done Tiverton keep up the good work.

Northampton Scheme Grows

In our last edition we reported on the founding of Northampton Pubwatch and the leading edge work done by PC Mark Worthington to produce photo and data protocols that passed the examination of both the police and the Information Commissioner. The watch continues to grow and has proved its effectiveness very quickly. Now with 107 participating premises bans are beginning to bite. **Twenty seven** people have already been **banned, some for as long as 5 years**. Two local football hooligans who were prosecuted following a public order incident have been served with court exclusion orders of 6 months from 102 of the premises.

The success has led to approval for funding 50 radios for use within the scheme were delivered in early July.

To maintain the impetus they are now considering serving warning notices on people that cause lesser problems, almost like a yellow card, at football. I know others have tried this as well so is it worth your watch adopting it.

Stick with it Northampton you will make the hooligans cry at this rate and it won't be in their beer either!!!

Hounslow Borough Pubwatch conduct an ongoing recruitment drive

The newly elected chair of the Hounslow Pubwatch, Bella Abarahall, has decided to be very proactive and now visits all new licensees as soon as they arrive on the scene to explain all about the local watch and how it operates and to encourage them to join from the outset. This way they do not become the next refuge for the problem people banned by the watch.

They continue to have outside speakers visit watch meetings with the Court Clerk, the Fire brigade and the Customs and Excise amongst the recent visitors.

Their local licensing officer, Jock Kelly has sent us samples of the Beer mats that they introduced some two years ago to help tackle bag and wallet theft (see page 6).

Good Luck with the Recruiting

The North Devon Licensing Forum

Magistrates in North Devon seem to have taken the lead in actively meeting with the community as they have a licensing forum at which local pubwatches and licensees Associations that run watch schemes are invited to attend. Current attendees include:

The Ilfracombe and District Licensees Association, that operates with a ring round system until the set up of the town centre CCTV system later this year.

Barnstaple Licensee Association with 54 members, including off licensees, who operate a radio scheme for the central area pubs & clubs.

Torrige licensees Association with every licensed premises involved and also uses a night time radio system that will link up with the CCTV that is currently being installed.

One recent success involving a person convicted of shoplifting alcohol has found she is banned from all licensed premises for 6 months and she joins another 33 in Barnstaple who have had their drinking curtailed by bans ranging from three months to life.

In reality this means that nearly all of North Devon has groups of licensees taking positive action to make their community and their premises safer. Perhaps it is time that some other parts of the country this sort of commitment.

Well done North Devon

Pubwatch on song in Lanarkshire

PC Gerry McCann represents the Strathclyde police on Pubwatches in Lanarkshire where over 90 premises are involved in various schemes. Over the last three years it has steadily made an impact with over 140 banned following incidents and offences in the premises.

It seems that north of the border the national and local government are much more supportive as they actually provide financial support for posters, beer mats and other publicity material for Pubwatch schemes. Perhaps it is time for those who sit in the palace of Westminster's hallowed chambers to do the same and provide some ongoing financial support for Pubwatch schemes south of the border.

We wish Gerry and his watches continued success

Testing the water early!!

Most people connected with the licensed trade area aware of the main proposals of the new licensing bill, which it was hoped would relax licensing hours and reduce the red tape for premises. Inspector Julian Waller of Basingstoke decided that perhaps it was time to act in the spirit of new legislation and look at reducing the red tape and paperwork of regular SOE's. Recognising that the majority of licensees will show a responsible approach if consulted and involved in change he has negotiated with the licensees of the centre of Basingstoke, the local licensing court and council a policy of a preferred template of hours for licensed premises, be they pub or club.

This template is based on normal licensing hours Monday to Thursday with extended hours until 2am on Friday and Saturday and midnight Sunday. In return for this, licensees are expected to undertake a closed door policy from 11.30pm thus stopping one of the largest problems of premises hopping that created the majority of the nuisance and disorder problems for this area of the town. Early anecdotal evidence suggests that it may be working but the scheme will start its formal trial period from 2nd October and that will statistically show whether or not it has had the desired effect. So far Nine key premises are involved but he hopes to extend this before October.

If you are interested in the scheme and how it operates Inspector Waller can be contacted on 01256 405052.

Is there anything new or exciting occurring in relation to your watch?

Have you found and answer to one of your problems?

Then why not let us know and share that with other watches. Send your information or comments to us so we can pass it on.

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'



Some useful tips and suggestions from around the UK

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

Ever thought of Bottle banks inside your premises!

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

National Pubwatch finally gets it's website

Better things are Here

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

Tel: 0870 473880 Fax: 0870 473881

E-Mail: SALES@SURF-SHACK.NET



Licensing, Thai-style

It is not only towns in Britain which suffer from the effects of bars, pubs and clubs. Bangkok has its own share of problems too.

Bangkok, a city with a reputation for great pleasure - and for sin. A city renowned for partying around the clock, with access to drugs and brothels that simply wouldn't be tolerated in British towns and which put Ibiza to shame.

In a sign of changing times, Thailand's Interior Minister (Home Secretary) Purachai Peimsomboon launched a nationwide crackdown on drugs, printing and prostitution. His "New Social Order" he proclaimed would end gambling, drug addiction, alcoholism and casual sex amongst teenagers within four years. And, despite his predecessors' promises to do something similar, this man means business.

So far, the Interior Minister's programme has led to 58,000 arrests. He himself leads high-profile police raids on nightclubs where they frisk revellers, taking urine samples for drug tests. Under his regime, anyone under 18 must be at home by 10.00pm, restaurants must close by midnight and all nightclubs must have their premises cleared by 2.00am.

This is a radical change for a city known for its evil, illicit side-attractions, frequented by the "walking ghosts of the city's houses of pleasures". Not all of these revellers are of course happy with the restrictions on their fun: a newspaper recently reported a flying beer glass nearly hit Mr Purachai. And customers weren't the only ones affected. Bar owners complained that the entertainment industry would collapse and their staff protested late at night outside the government's buildings.

Purachai is maintaining his stance. He told the press that he doesn't care if people protested, telling them that it wasn't easy to conduct social engineering.

Meanwhile, his critics claim that economic disaster will follow, with the tourist dollar sacrificed as Bangkok's party image goes down the pan. Others have equated the Interior Secretary with Islamic fundamentalist leaders for attacking civil liberties. The restrictions are getting tighter and tighter. At one venue, people are banned from dancing because the pub doesn't have the right licence. "The cops are patrolling restaurants checking that people don't dance at their tables", said one person. "What's wrong with dancing at your table?" he asked.

On the positive side, drink-driving accidents and crime records have reduced and up to fourteen provinces have offered to close down their entertainment venues. Purachai's goal is to divide the city into entertainment zones so that they will be easier to place. Once the zoning system is in place, bars in the correct zone will be able to obtain late-night licences; but no-one is in a hurry to implement the new scheme. Police barricade the entrance to one of the city's favourite club streets, checking the ID cards for underage drinkers.

At night, the city that never sleeps now sleeps soundly.

Based on an article by Sarah Rooney in The Times Magazine and reproduced by courtesy of Licensing Circles, the newsletter of the Local Government Licensing Forum.

Editors comment

Some of these ideas sound rather good, and NO I am not to the right of 'Attila The Hun', well not quite!

Complete the following sentence with

a **MORE**

b **FEWER**

 a/b drunks, a/b
happy customers.

If you do do drink, don't do drunk.



www.dontdodrunk.com

The Portman Group is working with thousands of licensees to remind drinkers of the risks associated with drunkenness. If you want further information about our campaign or some of our free campaign materials, contact The Portman Group on 0207 907 3700 or e-mail at info@portmangroup.org.uk