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Project Title - 'Peaks and Dales Safer Pubs and Clubs'

Project Category – Crime Reduction

Home Office Priority Area – Violent Crime

Endorsing Chief Officer –

Contact Person –

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Summary Report

Project Title

'Peaks and Dales Safer Pubs and Clubs'

Problem

- Alcohol related violent crime.
- Serious injuries caused by use of glasses, bottles and 'other' weapons.
- Staff, customers and members of the public - fear of violence and assault.

Within, in the vicinity of and associated with licensed premises – pubs & clubs

Evidence of the Problem

Local research showed us that 16% of all assaults were in pubs or clubs that 51 % of assaults took place after 8 p.m. between Thursday - Sunday and were alcohol related.

In the three years leading up to implementation of the project violent incidents in and around the pilot premises had risen by 39%.

Injuries to victims ranged from bruising/swelling, to 'loss of sight' in one eye and '47 stitches to the head' where glasses/bottles were used as weapons.

Response to the Problem – Pilot Project

The project was introduced in February 2000. Its aim was to **reduce violent crime, the fear of violence and the seriousness of injuries, in and around licensed premises.**

A strategy was devised, which included: Safer by Proof of Age, by Design, by Glass Management, by Doorstaff, by Dispersal, by Training / Education, by Drugs Protocol, by C.C.T.V. by Pubwatch and Safer by Exclusion.

A partnership group was set up to manage and implement the scheme. Four pilot pubs/clubs were highlighted (two in Matlock - two in Buxton) by analysing violent incident statistics and approaching the licensees who agreed to co-operate.

Project Impact

- After full implementation by January 2001 a 6-month period of monitoring and evaluation followed. Findings include –
- Within Buxton pilot premises and immediate area -- average violent incidents over the previous 3 years was 24, compared to project year of 12 – **50% reduction.**
- Within Matlock pilot premises and immediate area – average violent incidents over the previous 3 years was 32, compared to project year of 24 – **25% reduction.**
- **82%** of licensee staff said, "the scheme has made my job safer".

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- **100%** of staff also said that they didn't feel at risk from violence.
- **67%** of local police officers said, "the scheme has improved communication with licensees" and 'we are receiving less calls for service'.

The first Peaks and Dales, Safer Pubs and Clubs awards were presented to each of the pilot premises on August 6th 2001.

Those attaining & maintaining the award standards will be able to seek re accreditation on an annual basis to ensure continued reductions in violence.

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Project - Description

Background

In August 1999, a group was set up in Chesterfield with the aim of replacing all pint glasses in licensed premises, in North Derbyshire, with either toughened glass or plastic vessels, in time for the millennium. This was instigated by the health authority with a remit to reduce the seriousness of injuries caused by `glassing incidents' in pubs and clubs.

As a result it was suggested the group look at addressing the whole issue of alcohol related violence associated with licensed premises. It was decided this was not in the interest of that group and as such the suggestion was taken to Buxton Police divisional management. Support was given for a proposed pilot project.

The first step was to assess the nature and extent of the problem in the divisional area, namely, High Peak and Derbyshire Dales. This commenced in October 1999.

Problem Identification

The following sources of information was used in identifying the problem:

- Crime recorded statistics collated over the previous 3 years, to include assaults, violent incidents and disorder, associated with licensed premises
- Crime pattern analysis of above statistics, to identify location and premise `hotspots', offender / victim profiles, type of incidents / crimes, modus operandi and the extent of injuries caused
- Consultation with police patrol officers and area based inspectors re- experience of the problems, methods used to address them and the extent of any impact made
- Observations of town centre areas re- patterns of behaviour
- Consultation with police licensing department re- complaints received regarding licensed premises and action taken
- Consultation with C.C.T.V. operators and own observations made by use of static cameras in the High Peak area
- Consultation with groups of young people i.e. volunteer police cadets, university students
- Anecdotal evidence from local people to identify the scale of under-reporting
- Consultation with environmental health officers re- complaints and calls for service
- Consultation with relevant staff i.e. doorstaff
- Assessment of media coverage in local newspapers
- Research of problems of the same nature across the country and abroad and interventions used to address them
- Literature review
- Research with regard to the cost (social and economic) of violence associated with pubs / clubs and reduction approaches

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Problem Analysis

Based on the above sources of information, analysis resulted in the following key findings.

From a local perspective

- 'Hotspot' locations - each of the larger town centres, namely, Glossop, Buxton and Matlock, in the immediate vicinity of the most popular pubs / clubs and fast food outlets,
- 'Hotspot' premises - located in the above town centres. Commonality consisted of, popular venues particularly with young people, holders of an entertainment license, late night opening and either a 'trendy' pub or club with a varying local reputation for 'trouble'.
- Local research showed us that 16% of all assaults were in pubs or clubs that 51% of assaults took place after 8 p.m. between Thursday - Sunday and were alcohol related.
- In the previous three years violent incidents in and around the 'hotspot' premises had risen by 39%.
- A strong element of competition existed between hotspot premises in the same town, with promotional initiatives i.e. price wars, which 'attracted more business, resulting in a greater number of violent incidents.
- A low level of involvement by police patrol officers in the pubs / clubs in their area from a co-operative and partnership type approach, responding to problems as they arose being the main form of contact. Police patrolling mainly in vehicles as opposed to high visibility foot patrol.
- A high level of victims and offenders under the age of 25 years, with large scale under-reporting of violent incidents by victims.
- Most 'glassing' incidents appeared to arise out of a fight / argument between people that knew each other i.e. ex-girlfriend, family dispute.
- Doorstaff found to be ejecting both offender(s) and victim(s) following a violent incident, at the same time, and not recording the incident or reporting it to local police.
- Violent incidents in pubs / clubs where pint glasses and/or bottles were used as weapons, resulting in serious injuries i.e. loss of sight in one eye, 47 stitches to the head.
- A common intervention by police inspectors being the deployment of additional officers in the town centres, by use of re-rostered days off, overtime and/or use of 'task force' units. This approach achieving an initial good level of success but proving to be unsustainable with problems resurfacing some time later.
- Large numbers of customers appearing to have consumed too much alcohol and behaving in a disorderly manner. Many remaining in the immediate vicinity of pubs / clubs after closing time, either staying on the roadside or visiting fast food outlets.
- Either insufficient provision of transport i.e. taxis or a refusal of customers to use them, preferring to 'hang around' for longer.
- Complaints of noise and overcrowding by local residents.
- Fear of violent crime by local people and an avoidance of certain pubs / clubs and town centre areas at closing time.

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- A lack of enforcement of drug misuse in licensed premises or prevention of people entering with drugs in their possession.
- Poor design / layout of licensed premises, creating 'hiding places' where unwanted behaviour could take place.
- Lack of internal C.C.T.V. systems or ineffective systems in place
- A low number of exclusions either by licensees or court imposed.
- Training needs, mainly in respect of bar staff who are employed on a short-term, part-time basis. No training course available specifically for bar staff.
- No formal structure or recognised partnership approach being taken to resolve the problems between police, local authority, licensees, communities and key agencies.
- No current police or other agency initiatives in place or being implemented to tackle the problems

From a wider perspective

- Derbyshire Police had produced a violent crime strategy to reduce recorded violent crime. This encompassed a range of actions under the headings, licensing, education and operation. Each division had a designated 'violent crime plan manager'.
- Other police forces and local authorities around the country had implemented initiatives to reduce violent crime associated with pubs / clubs. The tendency was to introduce an initiative to address only one or two aspects of the problem i.e. doorstaff training, under-age drinking, rather than tackle the problem as a whole. However this provided 'tried and tested' evidence of the impact of certain interventions carried out elsewhere.
- Holland police introduced a comprehensive project to address night-time violence associated with alcohol and street cafes.
- A Home Office priority was the reduction of violent crime and the fear it creates. A study into the social and economic costs of crime by the Home Office stated, the average cost of a serious assault was £130,000, with a minor assault being £540.
- A range of written material was available on the problems identified with reasons for causes and suggestions on how to address them. A literature review of key documents provided useful information. **Appendix 1.**

Response to Problem

Strategic Project Group

In October 1999, the divisional licensing inspector and the inspectors with responsibility for the management of violent crime were approached to form a strategic project group.

A list of potential partners was drawn up to form membership of the group, however it was decided to keep the group small, in the assumption this would enable speedier progress. The group membership was expanded to include, High Peak Borough Council and Derbyshire Dales District Council environmental health officers, clerk to the licensing magistrates, the University of Derby and the police inspector (or nominated sergeant) from each of the 'hotspot' locations. The project was managed (and the group chaired) by the community safety unit sergeant.

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It was decided to co-opt other members as required i.e. education, health, a brewery representative and the British Institute of Innkeepers and the two crime prevention design officers in the division.

Having identified the 'hotspot' premises an approach was made to the licensees, the proposed project was explained and willingness sought for their co-operation and involvement. This resulted in six licensees voluntarily agreeing to work with the group toward achieving its objectives (later reduced to four due to a number of problems).

Success was achieved at gaining the support and involvement of the above persons I organisations due to a shared problem and vested interest in resolving it. The project provided an opportunity for everyone to work together, to share knowledge, skills and experience and target resources. Due to a lack of any other long-term approach to addressing the problems outlined, the project was readily accepted as a priority for all those concerned, with senior management approval and support.

Project Strategy

It was agreed by the project group to 'bring together' a range of initiatives already 'tried and tested' both in other areas and by us (research findings) and by doing so provide a comprehensive, holistic approach to tackling the problem.

A title was given to the project and the strategy written, as below.

The Peaks and Dales Safer Pubs and Clubs Strategy

Aim

To reduce violent crime, the fear of violence and the seriousness of injuries caused as a result of violence in and around licensed premises.

Objectives

- To reduce the incidence of violent crime within licensed premises
- To reduce the incidence of violent crime in the vicinity of and associated with licensed premises
- To reduce fear of violence related to licensed premises, to include licensees, staff, customers and general public
- To reduce the seriousness of injuries caused to persons, as a result of 'glassing incidents' (to include bottles) related to licensed premises

Action Plan

Safer by Proof of Age – To actively check all appropriate persons entering and being served intoxicants on licensed premises to ensure they are of age. To support the police approved proof of age scheme by promoting it's use.

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Safer by Doorwatch - To actively support the peaks and dales door supervisors scheme. To only employ registered door supervisors and ensure that all staff comply with all the terms and conditions of the peaks and dales scheme.

Safer by Drugs Protocol – To fully comply with the divisional drugs protocol. All staff should be aware of and work to the protocol. Appropriate signage and posters should be displayed. There will be random searching of customers as a condition of entry.

Safer by Design – To actively implement wherever possible structural alterations that design out violence. To newly create a Safer by Design survey and agree a timetable for the implementation of any recommendations of that survey with the local Architectural Liaison Officer.

Safer by Exclusion – To assist the police fully with criminal investigations in and around the premises at all times. To support any application for exclusion orders and report any breaches.

Safer by Training/Education – Licensees to complete a National Licensees Course as approved by the British Institute of Innkeepers. To ensure all staff receive either in-house training or complete a suitable distance learning package. To deliver an education awareness programme to the target age group.

Safer by CCTV – To run a system of CCTV which is fully operational and to have effective tape recording and storage facilities.

Safer by Glass Management – To ensure the premises only use toughened glasses. Measures to prevent the removal of glass from the premises will be operated. Disposal receptacles will be provided and the premises will have an effective collection system.

Safer by Pubwatch – To fully support the local pubWatch scheme by attending meetings and making positive contributions.

Safer by Dispersal – To actively promote the swift dispersal of customers at the end of hours from in and around the premises.

A major concern was that of sustainability and unlike many other initiatives to ensure the project if successful was sustainable and became mainstreamed into the relevant organisations.

Therefore it was decided to award those 'hotspot' premises that agreed to work with us accreditation as a 'Safer Pub I Club'.

A brass plaque would be provided to display at the premises, along with publicity and a dated certificate to accredit the premises for a period of 12 months.

Monitoring and evaluation would then continue throughout the following year and subject to continued reductions in violent crime and a willingness to work with the project group to this end then re-accreditation would be awarded at the year end and so on.

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Monitoring and Evaluation

Monitoring was carried out on a regular basis by the police inspector (or nominated sergeant) at the respective areas, in the form of visits to the premises. This was co-ordinated by the divisional licensing department. The strategy group met on a quarterly basis to ensure implementation of the project, allocate responsibility for tasks and provide support where required.

Timetable

- Implementation at four pilot premises – between July and December 2000
- Monitoring and Evaluation – between January and June 2001
- Evaluation report completed - between July and August 2001

An evaluation report was completed by a university student working within the police community safety unit, on a 12-month placement scheme.

Evaluation Criteria

An assessment was made of the aims of the evaluation, performance indicators and evaluation criteria and where that information was located. **Appendix 2**

In order to assist officers in monitoring and evaluating the project during visits to the four pilot premises a checklist has been produced. **Appendix 3**

Project – Assessment

Each element of the strategy was implemented and actions achieved as follows.

Safer by Proof of Age – A Crime Beat application and a donation from Bass Brewery provided £1500 worth of sponsorship for the purchase of a digital camera and to reduce the overall cost of the card. The camera was then used to take photographs of eighteen year olds and over at no charge to the individual. Police Officers and Police Cadets from `B' Division then visited all the schools, sixth forms and six main police stations across the division. They proceeded to run and administer the whole process, enabling the proof of age cards, to be supplied to the relevant age range at a discounted rate. The total cost being two pounds instead of eight. SRB 6 have also donated £5,000 for the purchase of six more digital cameras to facilitate the expansion of the ID card scheme (one at each main police station administered by enquiry office staff) and for promotional material for the Safer Pubs and clubs scheme.

Safer by Door Watch – The Licensees were asked to make sure that all the door supervisors employed by them were peaks and dales registered. The licensing department checked that all door persons were on a register at the police station. The Door staff were checked for identification regularly by patrol officers.

Safer by Drugs Protocol – A `B' Division police inspector devised a divisional drugs protocol, which was then circulated around the pilot premises for reference. Officers visited the licensees and advised on drug handling/seizing procedures.

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Safer by Design –A new survey format was developed by the police Architectural Liaison Officer and circulated to the licensees to carry out a self-survey of their premises. The Architectural Liaison Officers then visited each premise to go through the survey and explain what alterations needed to be carried out in order to achieve Safer Pubs status. This process was repeated until the premises reached the acquired standard. The licensees paid all costs of alterations themselves.

Safer by Exclusion -- This was dealt with by the police licensing department.

Safer by Training/Education – Derby University volunteered to produce a distance learning package for all bar staff working within licensed premises. The police youth crime reduction officer was asked to produce an education awareness package that could be delivered to the target age, and a timetable for its implementation.

Safer by CCTV - The police architectural liaison officers visited all the pilot premises and advised the licensees on CCTV systems and handling/storage of tapes. Correct management and placement of CCTV systems were also advised upon.

Safer by Glass Management – Licensees were advised to change to toughened or plastic glasses. They were also asked to provide bottle bins at exits and adequate glass collectors as part of their glass management policy.

Safer by Pub Watch – Licensees needed to be active members of their local pub watch to achieve safer pubs status. They also liaised with relevant community development officers and licensing officers.

Safer by Dispersal – local section Inspectors liaised with taxi firms to try to come to some arrangement about taxi provision at closing times and licensees were informed of the safer by dispersal aspect of the safer pubs strategy.

Key findings reported in the evaluation report and conclusions reached include:

- Within Buxton pilot premises and immediate area -- average violent incidents over the previous 3 years was 24, compared to project year of 12 – **50% reduction.**
- Within Matlock pilot premises and immediate area – average violent incidents over the previous 3 years was 32, compared to project year of 24 – **25% reduction.**
- 45% of staff said that the scheme had effected their job saying that there was less glass around and so less danger, more awareness of underage drinkers and more caution at work. 82% said that the implementation of the scheme had made their jobs safer and the other 18% said it had made their job easier.
- 67% of police personnel surveyed said that communications between the police and the licensees had improved for the better as a result of the safer pubs and clubs scheme. They believed it had because;
 - Of improved and regular dialogue
 - It had reduced violence in the town centre
 - They had received fewer calls for service to the relevant pubs
 - There was sharing of information and better understanding between police / others

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- There was a reduction in glassing incidents because there was a reduction in the opportunity for glasses and bottles to be used as a result of better glass management policies.
- 64% of police personnel said that the Safer Pubs and Clubs scheme had made their jobs easier and the remaining 36% said it had made their jobs Safer.
- Comments and suggestions received stated that the scheme should be widened throughout the whole division.
- A high percentage of customers entering each pilot licensed premise are being asked for proof of their age, although underage drinkers were present in some of the aforementioned premises.
- ID checks have increased within each pilot premise over the last twelve months and underage drinking has reduced.
- The police proof of age card scheme is supported by all licensees of the pilot premises, however in no instances over the last twelve months has the police approved proof of age card been given as ID.
- All door staff employed by the pilot premises are Peaks and Dales registered.
- All staff working within the pilot premises work towards the Divisional drugs protocol "As far as they can".
- Signage advertising the consequences of the use/misuse of drugs on licensed premises *is clear and visible in all of the* pilot pubs and clubs.
- Random searches as condition of entry into pilot premises are rarely being carried out.
- On average £40,000 is being spent by each pilot premise on structural alterations outlined in the Safer by Design survey.
- In all cases the structural alterations carried out improved the surveillance capabilities of staff and customers.
- All aspects of the Safer by Design survey have been carried out in 100% of the pilot licensed premises.
- There have been no breaches of exclusion orders in Matlock or Buxton since the Safer Pubs and Clubs strategy has been implemented.
- 100% of the licensees in question have completed a BII approved course or equivalent.
- All staff working within the pilot premises have received training on various licensing issues within the last twelve months, however a very low percentage have received training on the Safer Pubs and Clubs scheme. To address this a distance learning package covering this and other licensing related issues has been designed and is awaiting distribution
- Currently nothing has been done about the delivery of an educational awareness programme for the target age group.
- 100% of pilot premises have fully operational CCTV and systems for handling and storage of tapes.
- All pilot premises are using toughened glass and 100% of customers felt this was a good idea and made them feel safer.
- All premises have efficient glass management policies and wherever possible prevent glasses and bottles being taken out into the street. A high percentage of violent incidents happen on the streets surrounding the pilot premises and so this is seen to be a good thing.
- If the pilot premises were not already using plastic bottles, there are plans to change over to them when it becomes possible to do so.

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A high percentage of staff are aware of the respective glass management policy within each pilot premise and glass collectors are a high visible presence at all the pilot premises.

- All licensees attend and contribute to their local Pub Watch meetings.
- There is a high awareness of the methods of dispersal that are used at closing time in each premise. Generally customers do disperse quickly from the premises due to this; however, in almost all cases they then proceeded to hang around. Open fast food outlets and lack of taxis available promote this. This is when violence is most likely to occur.
- 100% of staff said they didn't feel at risk from violence within their place of work and 100% of customers surveyed said they rarely felt at risk from violence within the pilot premises.
- The seriousness of injuries sustained by glassing has also reduced considerably from, in one case, loss of sight and forty seven stitches to one minor assault which comprised of small scratches to the face.
- The partnership has been a successful one according to all involved and plans to expand the Safer Pubs and Clubs scheme will be addressed in the future.
- Since the implementation of the Safer Pubs and Clubs scheme the cost of crime has been reduced by £176,933.
- Communications between the police and staff working within the pilot premises have improved due to the scheme and all staff involved believe that the scheme has made their jobs easier and safer.
- There is a strong belief by all involved that the scheme should be widened throughout the whole of 'B' Division.

Project Development / Sustainability

The pilot project was a proven success and has continued to develop since its completion in August 2001 to present date. Examples of which are as follows:

- Currently an additional 15 licensed premises are 'working toward' accreditation as a Safer Pub / Club, within the police division.
- The divisional Chief Inspector – Operations, now chairs the project strategic group.
- The project group is continuing to both expand its membership and co-opt other members as appropriate.
- The divisional crime prevention design officers now receive all planning applications in respect of licensed premises and conduct a 'safer by design' survey upon which recommendations are made.
- The project was publicised in the 'New Start' magazine and as such attracted enquires from across the country i.e. Scotland and Cornwall. All those enquiring were sent a copy of the full evaluation document.
- The criteria for achieving the award continues to change and improve as other developments in this field occur and as such is a 'living document' i.e. bar staff are now required to complete the newly produced distance learning course by the British Institute of Innkeepers.
- Other divisional police staff in Derbyshire and local authorities have shown interest in the project and have seen a presentation of it.

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- Licensing magistrates in some areas on the division have made compliance with and accreditation of the 'Safer Pub I Club' award as a conditions of granting their entertainment license.
- Consideration *is* underway to make the award *a* condition *of* entertainment licenses across Derbyshire.

Sgt. Andy Torkington
Team Leader
'B' Division Community Safety Unit
9th May, 2002

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Appendix t

Literature Review

In many towns and cities across the country agencies have come together to make a concerted effort to address the causes and effects of alcohol related disorder in its various guises (Portman Group 1998). This is affirmed by many writers in this field, indeed Deeham (1998) suggests that constraining the elements of the physical and social drinking environment can reduce the potential for alcohol related disorder. The Portman Group (1998) go on to say that the police play an active role in initiating projects aiming to reduce this, and are in an excellent position to assess changes in levels of drink related disorder. They are able to provide information to multi agencies with the basis for evaluating schemes successfully (Morris 1995).

The importance of the implementation of community safety strategy, as outlined in the Morgan Report (1991), in and around licensed premises to combat the problem of alcohol related disorder and the fear associated with it is widely acknowledged (Portman Group 1998). Certainly, this is supported by research carried out by the Cardiff Violence Prevention Scheme. This highlighted that 27% of recorded violent crime occurred in or near licensed premises (Passy 1999).

From a town centre perspective, Morris (1998) disputes that alcohol related disorder tends to stem from two main causes. The Portman Group supports this by classifying them as:

- A — Street drinkers, or
- B — Anti social behaviour,

Which they go on to say is generally from youngsters, many of which are under the legal age of 18. While the law is very clear on the availability of alcohol to young people. Deeham (1998) points out that they can still obtain it from pubs, clubs and shops quite freely. She encourages the use of identification schemes to provide proof of age to licensees and door staff.

The Portman Group (1998) state that any person employed at or near the entrance to licensed premises has to satisfy themselves as the suitability of customers to be allowed in to maintain order on those premises. To do this door staff must be trained properly (Ireland et al 1997), and ideally, as recommended by Walker (1998), registered. Doorwatch schemes require a potential door person to register with the local authority (Portman Group 1998), if this is successful; applicants can be checked for previous convictions and be assessed with regards to training, which is regarded as a benefit by Walker (1998). Mackenzie (1997) also adds that training will reduce police worries about door staff and their negative involvement in violent incidents.

In a comprehensive report, The Portman Group (1998) also outlines the rewards of setting up and management of 'pub watch' systems. They describe a watch as a communications network to provide an early warning system to prevent escalation of trouble. Ireland (1997) highlights that many watches use promotional material to advertise the fact that anti social behaviour will result in an individual being banned from all areas included in the watch, to much reported success. This success, as identified by

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St.John (1998) is dependent on the commitment of watch members and regular collaboration between them and local police officers.

Mackenzie (1997) identifies that this is done by the use of exclusion orders. These are said to provide that the courts may prohibit those found guilty of violence or threaten violence on licensed premises from entering those premises for a limited period of time (The Portman Group 1998). However, whilst the Portman Group argue that exclusion orders are a powerful weapon against disorder on licensed premises Sheppard (1998) argues that this is not the case as there is a lack of awareness of the utility of an order amongst some licensees, police forces, prosecutors and magistrates.

The worry and threat of violence is a significant part of a bar person's job (St.John 1998). In a study carried out by Nottingham University in 1994, 30% of bar staff acknowledged that they felt extremely worried about the possibility of attack at work. St.John (1998) conditions that the best ways of equipping staff to anticipate prevent and if necessary deal with alcohol related disorder is by training. This is supported by a training survey carried out by the Brewers and Licensed Retailers Association between March and July 1997. This identified three main concerns of staff:

1. Reducing the risk
2. Resolving the conflict
3. Managing the aftermath.

Deeham (1998) points out that while the strongest tool in preventing disorder is alert and firm management, North Yorkshire Police (1998) add that good design of licensed premises can make a significant contribution to reducing the likelihood of disorder or criminal activities. Although, St.John makes the valid point that there is no one single design formula that can be applied to all licensed premises, Turner (1998) adds that there are certain principles such as trading style, typical clientele and basic physical features of the premises that are universal.

A study by the Portman Group (1998) highlighted key aims to be considered when designing out violence on licensed premises:

- To meet reasonable customer expectations
- To achieve an optimal balance in terms of stimulation
- To provide an environment which maximises ease of monitoring, management and the use of CCTV.
- To avoid creating spaces that serve as 'poser platforms'.

North Yorkshire Police (1998) also bring to light others factors to consider when designing out violence which include;

- Layout design and customer flows
- Lighting and CCTV
- Frustration Management and structural features.

Sheppard (1998) adds that glasses and bottles are responsible for a significant number of injuries sustained in assaults in or around licensed locations. Injuries caused by drinking glasses could be reduced substantially by the introduction of toughened glass in bars, pubs and clubs, identifies Ferintus (1995). Bushman (1997) argues that although

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this is a positive measure it must be implemented in partnership with glass management schemes. Ensuring empty glasses and bottles are cleared away regularly (St.John 1998) and bottles and glasses are not allowed off or outside the premises (Brooks 1997). Glassing incidents were decreased from 35 per year to just 2 in Torbay when a scheme like this was implemented (Jeff and Saunders 1999).

The Brewing publications Limited (1998) regard drug use on, in or near licensed premises as a huge damage to trade and reputation. It suggests that high profile management is the key to discourage drug trade within the location of the aforementioned grounds. Morris (1998) adds that high profile bar and door staff are also a good deterrent to drug dealers and users. Morris goes on to say that high profile management, knowing customers, making presence felt and staying alert will also discourage the dealing and usage of drugs. Monitoring of customers using sociability is also regarded as beneficial by the Brewers Publication Limited (1998). Sheridan (1998) points out that stronger liaisons with local police officers will have a positive impact on the reduction of alcohol related violent crime in general as well as on drug misuse in public houses. Going on to say that activity to promote swift dispersal of customers at the end of permitted hours from in and around premises will also reduced the possibility of violence.

Deeham (1998) recommends that the initiatives reviewed in the literature studied provide some evidence of the potential effectiveness of crime reduction strategies relating to violence in and around licensed premises. St.John (1998) identifies the most successful initiatives, as involving a partnership or multi — agency approach.

Morris (1997) outlines caution; however, recognising that where initiatives have been implemented, despite a reduction in crime, local media have still focused on the violent incidents that still occurred. The police reacted with tougher strategy to beat the problem but at the same time alienated the licensees (The Portman Group 1998).

Likewise, a project to survey crime around licensed sites in Coventry City Centre (Purser 1997) did contribute to a reduction in crime (Deeham 1998) but as Sheridan (1997) identifies it was difficult to say by how much as it failed to successfully evaluate. Deeham (1998) points out that the report did not document its aims or objectives and outcomes set up appropriate performance indicators or adapt suitable evaluation methodology.

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Appendix 2

Evaluation Criteria

- The evaluation should address each aspect of the project individually and the project as a whole
- Conclusions should answer 'has it worked?' and if yes or no reasons why
- Is it transferable to other areas, other pubs/clubs, if so what conditions need to be in place
- It should evaluate the success or otherwise of a partnership approach, strengths / weaknesses, lessons learnt about partnership work etc.
- Where practicable findings should be identified as, inputs /outputs and outcomes
- Focus should be on the aim of the project - reduction in violence, reduction in fear of violence
- Cost benefit analysis should be attempted taking a 'Best Value' approach
- Ideally findings should be based on all available and relevant data / information i.e. Casualty Department/Ambulance Service statistics, Environmental Health complaints
- Need to agree the scope - target dates - how far back/baseline stats will be compared against
- Need to include unintended impact of the project and any knock-on effects, also 'Hawthorn Effect' i.e. changes made as a result of persons knowing about the project and that it is being evaluated

Research Methodology

The majority of information required for monitoring and evaluation purposes will be obtained using a combination of the following research methods:

- Survey of bar / door staff and customers by way of questionnaire, semi-structured interviews and focus groups
- Recorded observations by patrol officers following liaison visits to licensed premises
- Analysis of crime and incident related statistics
- Visits made by a 'mystery shopper' approach and observations made against a prepared checklist
- Other sources of relevant information will be utilised that is specific to each element of the strategy as outlined below. This information will support outputs and outcomes for the strategy as defined.

Specific outputs, outcomes for each element of the strategy are as follows.

SAFER BY PROOF OF AGE

Outputs

- No of young people issued with a police identity card
- No of pubs/clubs/off licences agreed to support the scheme
- Multi-agency provision of alternatives to pubs/drink i.e. alcohol free youth nights
- Production / distribution of promotion material and its display
- Education Awareness Programme delivered to target age

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- Positive action taken to address under-age drinking in licensed premises i.e. cautions, warnings, prosecutions by section officers

Outcomes

- Level of compliance/requirements by bar/door staff to produce the identity card
- Reduction of alcohol related violence in and around pubs involving underage persons
- Reduction in underage drinking in pubs

Specific sources of relevant data

- Administration records of identity card scheme
- Records of youth / school liaison inputs and number of young persons attending
- Records of actions taken by a multi-agency working group to provide alternatives
- Crime and incident statistics, showing age of victim and offender
- Records made by section police officers in respect of action taken to address under-age drinking i.e. pocket book entries, prosecution files.

SAFER BY DOORWATCH

Outputs

- Percentage of Doorwatch staff employed that are Peaks and Dales registered
- No of interventions by doorstaff — both positive and negative
- Regular contact with between Doorwatch staff and Patrol Officers

Outcomes

- Reduction in violence due to the presence of Doorstaff
- Reduction in serious assaults due to the presence of an intervention of Doorstaff
- Reduction in fear of crime customers/staff, where doorstaff employed

Specific sources of relevant data

- Record / incident log maintained by doorstaff and kept on licensed premises
- Police audit system re- liaison visits made by police officers

SAFER BY DRUGS PROTOCOL

Outputs

- No of licensees that comply with all aspects of the drugs protocol
- Display of warning notices and other material (beer mat)
- Random search as condition of entry
- Handling of seized/found substances as per drugs register
- Intelligence passed to Police of drug issues by staff, customers and informants
- Drugs seized
- Drug related arrests

Outcome

- Reduction in drug related crime in pubs/clubs

Specific sources of relevant data

- Crime Recorded stat's, to include number of arrests and amount of seizures.

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- Information/intelligence re- drug related activity from informants and others collated by local intelligence officers
- Information/calls made to Crimestoppers collated by Crimestoppers staff
- Information contained in drug register

SAFER BY DESIGN

Outputs

- Number of survey's carried out at licensed premises
- No of survey reports produced .
- No of recommendations made and resulting actions

Outcomes

- Reduction in violent incidents within licensed premises
- Reduction in crime within licensed premises i.e. drug misuse, damage
- Reduced fear of crime - customers and staff

Specific sources of relevant data

- Survey reports
- Reports by Crime Prevention Officers following 'inspection' visits, in respect of implementation of recommendations

SAFER BY EXCLUSION

Outputs

- Percentage of exclusion orders applied for on police prosecution files where it is appropriate
- Percentage of exclusion orders granted by the courts
- Percentage of excluded persons that comply with and/or breach exclusion orders
- No of voluntarily exclusions imposed by licensees / pubwatch

Outcomes

- Excluded persons prevented from committing violent crime within 'safer pubs/clubs' during their period of exclusion

Specific sources of relevant data

- Record of exclusion order applications and those granted police admin of justice dept.

SAFER BY TRAINNG

Outputs

- No of licensees that complete / have completed a B,li approved course
- The design and production of a distance learning training programme to meet the
- **No of bar staff that successfully complete the distance learning training programme**

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Outcome

- A reduction in violent incidents due to application of the knowledge and skills gained by completing a training programme
- A reduction in fear of violence due to an increased level of knowledge and skills - utilised in the workplace

Specific sources of relevant data

- B.I.I. course assessment records I certification award
- Licensees assessment of bar staff upon completion of training programme — training programme assessment sheet

SAFER BY C.C.T.V.

Outputs

- Installation and use of C.C.T.V. systems in licensed premise
- Compliance with correct management of the C.C.T.V. system i.e. storage and handling of tapes
- Percentage of violent incidents where video evidence is used to prevent further offences i.e. as prosecution evidence, to support the application of exclusions

Outcomes

- Reduction in violent crime in locations I areas covered by C.C.T.V.
- Reduction in fear of violence attributed to the presence of C.C.T.V. system

Specific sources of relevant data

- Records of C.C.T.V. operation and use kept on licensed premises

SAFER BY GLASS MANAGEMENT

Outputs

- Replacement of all beer glasses with 'toughened' glasses
- Restricted use of bottles
- Effective management of glasses and bottles i.e. glass collection, prevention of glasses 1 bottles being taken onto the street

Outcomes

- Reduction in violent incidents involving glasses and bottles
- Reduction in seriousness of injuries as a result of violence involving glasses

SAFER BY PUBWATCH

Outputs

- Active membership of the local Pubwatch scheme

Outcomes

- Reduction in violence attributed to actions taken by Pubwatch members

Specific sources of relevant data

- Records of actions taken contained within Pubwatch minutes and documentation

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SAFER BY DISPERSAL

Outputs

- A variety of methods used to promote the safe dispersal of customers from within licensed premises and the immediate area

Outcomes

- Reduction in violent crime within licensed premises and the immediate area at peak times i.e. closing time

Specific sources of relevant data

- *Survey of residents that live in the immediate vicinity of licensed premises*

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Appendix 3

Name of premise..... Date of visit.....

Name of officer..... Section.....

(Tick *if satisfactory*, if not place a *cross* – *reason for decisions in comment box*)

Safer. by Proof - of --Age	✓ ~ Comment	
Door / Bar staff are checking for proof-of-age cards or appropriate I.D.		
Evidence of under-age drinking taking place		
Safer by Doorwatch		
Approved and registered staff		
Wear a badge and carry I.D. card		
Record of incidents book being used		
Effective on the door and in premises		
Safer by Drugs protocol		
Random searches taking place		
Appropriate signage displayed		
Drug register in use with entries made		
Staff comply with drug protocol		
Safer: by Design		
Layout and design provide a safe environment for customers and staff		
Safer by Exclusion		
Door / bar staff aware of excluded persons and prevent entry		
Persons are being barred by licensee		
Safer by Education f Training		
Licensee has completed B.1.1. or equivalent National Licensees Course		
Licensee or manager has completed BIT T . or equivalent `Drug Certificate'		
Licensee or manager has completed B.I.I. or equivalent 'Entertainment' cert.		

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Bar staff have completed B.I.I. or equivalent 'Bar Staff Training Course'.		
Doorstaff have completed B.I.I. or equivalent approved training course.		
Safer by C.G.T.V.		
C.C.T.V. in place and effective		
C.C.T.V. in use/recording correctly		
Signage on display		
Secure tape storage and procedures		
Staff aware and comply with protocol		
Safer by Glass Management		
Toughened or plastic glasses only		
Effective glass collection		
Bottles only served if non violent use		
Glasses/bottles not taken outside		
Safer by Dispersal ..		
Measures taken to promote dispersal of customers at closing time		
Customers leave premises and area safely and without any trouble		
Safer by PUBwatch		
Active member and support scheme		

Additional Comments