



# Home Office

## Crime Reduction & Community Safety Group

### Tilley Awards 2008 Application form

Please ensure that you have read the guidance before completing this form. **By making an application to the awards, entrants are agreeing to abide by the conditions laid out in the guidance.** Please complete the following form in full, within the stated word limit and ensuring the file size is no more than 1MB. Failure to do so will result in your entry being rejected from the competition.

Completed application forms should be e-mailed to [tilleyawards08@homeoffice.gsi.gov.uk](mailto:tilleyawards08@homeoffice.gsi.gov.uk).

All entries must be received by noon on **Friday 25<sup>th</sup> April 2008**. No entries will be accepted after this time/date. Any queries on the application process should be directed to Alex Blackwell on 0207 035 4811.

#### **Section A: Application basics**

1. Title of the project:  
"Epsom Safer Pubs and Clubs"

2. Key issue that the project is addressing  
Alcohol related violence in licensed premises in Epsom town centre.

#### **Author contact details**

3. Name of application author:  
Insp Ailsa Quinlan

4. Organisation submitting the application:  
Surrey Police – Epsom and Ewell

5. Full postal address:  
The Police Station, Church Street, Epsom, Surrey KT17 4PS

6. Email address:  
1200@surrey.pnn.police.uk

7. Telephone number:  
01372 541507

#### **Secondary project contact details**

8. Name of secondary contact involved in the project:  
Rosemary Redpath

9. Secondary contact email address:  
1219@surrey.pnn.police.uk

10. Secondary contact telephone number:  
01483 631041

**Endorsing representative contact details**

11. Name of endorsing senior representative from lead organisation:  
Chief Superintendent Adrian Harper

12. Endorsing representative's email address:  
3540@surrey.pnn.police.uk

13. For all entries from England & Wales please state which Government Office or Welsh Assembly Government your organisation is covered by e.g. GO East Midlands:  
GOSE (Government Office for the South East)

**14. Please mark this box with an X to indicate that all organisations involved in the project have been notified of this entry** (this is to prevent duplicate entries of the same project):



**Section B: Summary of application - In no more than 400 words use this space to provide a summary of your project under the stated headings (see guidance for more information).**

**Scanning:**

Epsom has a very compact town centre with a relatively high number of licensed premises in a small area. It has historically been a hotspot area for Public Place Violence (PPV), it has been disproportionately high compared to other similar boroughs. Analysis showed that offences committed were fuelled by alcohol and were consistently associated with licensed premises. The violence at night in what is a pleasant affluent historic market town, meant that Epsom was gaining a reputation which prevented families and residents using the many restaurants and other facilities in the town. There was not enough joined up working between the Borough Council and Police and the licensed trade. Police resources had been thrown at the problem with no reduction in offences.

**Analysis:**

- Rising alcohol related violence in the town.
- Jan 06 to Dec 06 fifty-five violent offences occurred inside town licensed premises
- No effective joined up working with partners on the issue
- Lax management of licensed premises and lack of co-operation from Licensees
- Surrey Police problem profile to map the problem
- Environmental visual audits
- Consultation with Licensees
- Ineffective and poorly attended pub watch
- Poor press about the town centre

**Response:**

- Epsom Safer Pubs and Bars awards introduced
- Traffic light points system introduced
- Joint partner Licensing Enforcement Strategy Group fortnightly meetings
- Neighbourhood team licensed premises visits
- Joint licensed premises visits greatly increased and intelligence led

- Pub-watch meetings re-launched
- Licensed Premises Agreements introduced
- More proactive use of reviews
- Use of fluorescent jackets by all door staff
- Nite-net radios

**Assessment:**

- 32.5% reduction in points under the Traffic light system 2006-2007
- Current FYTD License premises violence 48.3% reduction
- Reduction of numbers and duration of venues in the “red zone” .
- 3 Reviews of licenses
- 4 Licensed Premises Agreements introduced
- Traffic light system incorporated into conditions of a premises licence.
- All town centre licensees at Pub-watch
- Closer working relationship between the Police and Borough Council and licensees
- Licensees pride at receiving Epsom and Ewell Safer Pubs and Clubs certificate
- Licensees going to the press with positive comments about Surrey Police
- Licensees coming to the Police looking for assistance with problems
- Decrease in fear of crime
- Improvement in town’s reputation as a safer location
- Improvement in co-operation of licensees and staff

**State number of words: 400**

**Section C: Description of project - Describe the project in no more than 4,000 words. Please refer to the full guidance for more information on what the description should cover, in particular section 11.**

**Scanning:**

There was an alcohol related violence 'hot spot' in Epsom town centre. There were high levels of violence reported to police and the numbers were rising fast. There were numerous bad newspaper articles following serious assaults in the town. Borough council surveys showed that residents didn't want to come into the town for fear of being assaulted. Licensees reported that regular customers were also reporting that they were worried about coming to the town because of groups of men in the town 'out for trouble'. There was lots of anecdotal evidence of families no longer using the town during the evening and parents not letting young people come into the town alone. This was a concern to the business forum which was represented at the Local Strategic Partnership.

**Analysis:**

The Police Intelligence Unit completed several problem profiles on the alcohol related violence in the town centre. In 2004 -2005 it found that 32% of Epsom borough violence took place in the town centre. In the years 2005 – 2006 this rose by 61%.

The analysis highlighted several licensed premises as being the regular locations for offences taking place, and the in depth temporal analysis revealed the strongest peak times (in order) as:

- Friday 1900 hours to Saturday 0400 hours
- Tuesday 2300 hours to Wednesday 0300 hours Student night
- Saturday 1900 hours to Sunday 0300 hours
- Thursday 1900 hours to Friday 0500 hours

The factors that enabled the problem were.

Pub-Watch existed but the attendees were not regular and sometimes the attendance was as low as three or four from the 15 town premises.

There was no mechanism for regular exchanges of information or joint working between the Police and the Borough Council licensing department.

There were only quarterly joint visits to licensed premises and these were not intelligence led.

The Police visiting of licensed premises was sporadic with no ownership by the local Safer Neighbourhood Teams. Licensees had let themselves lapse into bad practices and didn't feel able to approach the Police or Council for assistance.

Licensed premises also didn't communicate with each other or feel part of a night time community or part of a partnership with other agencies.

The previous response to the problem had been additional Police resources on a Friday and Saturday night, this gave some visibility and we hoped reassurance. But critically it did not reduce the number of offences, if anything they increased with 42% of town centre violence offences 'found by Police'.

**Problem Analysis Triangle – Analysis showed -**

90% of offenders were male and their average age was 25. 69% of them were residing locally in the Epsom area, or in those areas surrounding the borough.

20% of victims are known to Police as nominals, 43% of victims were male (some data on sex of victims was absent)

4% were repeat victims. The majority of repeat victims fall within the age category 22 – 30. Peak times of offences are 23:00 – 03:00 hrs. Six town centre licensed premises were multiple repeat locations within a six month period.

Offences within the violence category are:

- Public Order – (approximately 50%)
- ABH – (approximately 24%)
- Common Assault – (approximately 17%)
- GBH – (approximately 4%)
- Weapon – (approximately 3%); and
- Harassment – (approximately 2%)

Of these 5 were flagged as a Hate crime offences (flags include Racial, Homophobic and Disability).

Of all the town centre violence (day and night) **51% is flagged as alcohol related**, this may be higher as flags are not always ticked by officers completing forms.

55 violence offences occurred inside licensed premises this included GBH, ABH, common assault.

**Response:**

Although there were undoubtedly offences in public, there were significant numbers and serious offences taking place inside the licensed premises. Dealing with the licensed premises was also seen as a way to possibly create a new ‘atmosphere’ within the town of how to behave if you want to come to Epsom. In response to this identified problem we introduced Epsom Safer Pubs and Bars. We were not working well or with the licensees, and it was obvious licensees had issues they weren’t addressing inside the premises. This scheme was introduced in January 2007 and just included Epsom town.

It is a scheme in which there is a base level of regular meetings and joint action and information gathering and sharing. There is then an escalating measure against which certain actions occur in relation to a specific licensed premises.

Firstly there is a regular fortnightly meeting with the Borough Council Licensing Officers, the Police Licensing officer and the Licensing Sgt or Neighbourhood Inspector. At the meeting every incident and crime that occurred during the previous fortnight is discussed (under the information sharing protocol). The pub or club is then assigned points under the Traffic light system.

This is a system that has been used by other forces.

Table 1 – Offences and their description with the number if points assigned to each within the traffic light system (TLS)

Points	Offence	Description
5	Section 18/20	Serious assault, wounding, glassing broken bones
3	Section 47	Less serious assault - bruising
3	Under age drinker	3 points for every under age drinker
2	Common assault	No serious injury
2	Affray	General disorder fighting
2	Assault on police	
1	Other offences	Alcohol related crime including damage, and drugs in the premises but not including theft.

**Points may be doubled if DPS or door staff do not report incident to Police.**

A rolling six month total is calculated for each licensed premises using the point system in Table 1. Because it is a rolling figure the seasons have very little effect on the figures. These six monthly totals are used to classify premises as either Red Amber or Green. As it’s reasonable to suggest that larger premises will attract more disorder, accordingly the TLS differentiates between premises according to size.

Table 2

Licensed capacity	Points	
350-500	0-11	Green
	12-24	Amber
	25+	Red
150-350	0-8	Green
	9-19	Amber
	20+	Red

Table 2 shows how each premises is categorised according to licensed capacity and how many total points over a six month period are required in order to receive each of the colour coded classifications. The thresholds between categories are decided locally and the experience of officers, rather than applying generic prescribed formula. These

thresholds are equitable across premises size and provide each DPS with clearly defined measures.

Each premise which will be visited by the Police and Council together following an incident or crime. The purpose of the visit is to work with the DPS to see if there is anything that can be changed or improved to prevent it happening again. This usually involves the sharing of good practice and general support.

When each pub/club is allocated points and they move into either amber and red this then starts another action. In the case of a premise moving into amber they receive a joint visit and are invited to sign a License Premises Agreement. This is very much like an Acceptable Behaviour Contract. It is a voluntary agreement to abide by a number of conditions that are jointly agreed with the DPS. For example –

Epsom and Ewell Borough Council crest      **Epsom Safer Pubs and Bars**  
Surrey Police Crest

**THIS AGREEMENT** is made on (date)

***BETWEEN Surrey Police and Epsom and Ewell Borough Council and (name)***

***of (premises)***

**(name)** agrees the following conditions in respect of alcohol related crime reduction measures—**EXAMPLE (Specify time limit for each item chosen – delete this line before printing)**

1. **We will implement the use of plastic drinking vessels instead of glasses**
2. **We will implement the use of plastic beer bottles instead of glass.**
3. **We will obtain details of the cost of the installation of CCTV within the premises.**
4. **We will install/improve CCTV coverage as appropriate within the premises.**
5. **We will offer to arrange for taxis to take customers home.**
6. **We will change the type/volume of the music played.**
7. **We will accept only passports or photo driving licenses as proof of age.**
8. **We will enforce ID checks on entry.**
9. **We will display “proof of age requirement” around the premises.**
10. **We will monitor queues into the premises to ensure they remain orderly**
11. **We will Increase the number of Security Industry Authority trained staff to monitor customers inside the premises.**
12. **We will make sure all door-staff are wearing Pub-watch approved fluorescent jackets.**
13. **We will become a member of Pub-Watch.**
14. **We will reduce the premises capacity.**
15. **We will change the environment, lighting, furnishings, decor, and arrangement of furniture.**
16. **We will stop drinks promotions.**
17. **We will change closing times.**
18. **We will increase the minimum age limit.**

- 19. We will provide food.**
- 20. We will check toilets more frequently and log each check.**
- 21. We will enforce drug search policies.**
- 22. We will count customers into and out of the premises.**
- 23. We will operate a “dispersal policy” to minimise nuisance to residents.**
- 24. We will make sure that all criminal offences taking place within the premises are reported to police at the time of the offence.**

An example of how this works in an actual case is when the Police at Epsom and Ewell had a request for help from the DPS of a pub. He was having problems with customers who were underage drinkers, and dealing with drugs and using forged or inappropriate forms of identification, alienating the locals and ruining the reputation of the pub.

A joint visit was made by EEBC and Surrey Police, and an agreement was made giving suggested improvements to help change the clientele. A copy of the agreement was sent to the DPS and of the 10 suggested actions, he implemented 6; driving licence or passport ID only, using the Challenge 21 scheme to keep underage visitors out, moving a high table which was obstructing the view of bar staff, displaying posters showing the age requirement and acceptable forms of ID and the likely non-admittance of those failing to comply, closer monitoring of the CCTV system and serving food such as pies and filled rolls, and latterly, Sunday lunches.

The result of the imposition of all these actions is that the atmosphere of the pub has changed to a safer local-friendly venue, underage drinkers no longer attend and forms of identification are more reliable. The problem customers no longer go as they feel out of place, and the people from the areas surrounding the pub are now visiting their local again.

Premises going into the Amber will have had a Licensed Premises Agreement, and the next step is a review of the license. On one occasion this has been done with the cooperation of the DPS to have the License Premises Agreement conditions put on the license and on two occasions with a hearing in front of the licensing panel. In both cases all Police conditions were placed on the license.

At the end of each six month period there is an awards ceremony where the premises that have either remained in the green or gone back to green will be given a certificate for the Epsom Safer Pubs and Bars by the Divisional Superintendent or the Chief Executive of the council. The press are invited and the pub and clubs have been proud to display their certificates.

Epsom Post 11 April 2007

#### **A Toast to Safer Pubs**

“Police are drinking to Epsom’s safest pubs where there is no rowdiness or bad behaviour in the premises. Recognising the management of orderly public houses in Surrey Police issued certificates to The Assembly Rooms, CASA, Yates Wine lodge, The Marquis of Granby and The Vestry – all in or around the town centre. Superintendent Jerry Westerman, from Surrey Police, and David Smith Chief Executive of Epsom and Ewell council, handed out the certificates on Wednesday at the gathering in the Vestry. It is hoped to be the first of many presentations within the ongoing Traffic light system which charts all the licensed premises in the town with green amber and red records according to the number of incidents of crimes occurring at them within the previous six months. While green means running premises can pride themselves on their regulars’ good behaviour, amber houses have had some incidents and need to watch out and ban troublemakers. Those in the red are the “rowdies” and must improve or risk losing their licenses. A spokesman for Surrey Police said: “They are liable to have their license reviewed which could lose the premises down – so it is a serious step. The certificates have been positive side of the traffic light system and to encourage town centre licensees to improve their performance.”

The Pub watch was re launched and more professionally run by a proactive DPS. We regularly get all the town DPS attending and attendance is a condition on License Premises Agreement and following reviews. At the Pub watch a sheet with all the town premises and where they are on the traffic light system is given out so the system is transparent and all DPS can see where they are compared to their neighbour. All members of Pub watch agreed that their door staff would wear fluorescent jackets. With most pubs being in a small area, this gives members of the public visiting the town visible reassurance that trained people are there to assist them.”

### Reassurance

Measures to increase reassurance have been the introduction through Pub-watch a year ago of fluorescent jackets for all door staff in the town. With the town being so compact when a visitor looks down the main roads they will see fluorescent jackets representing someone who is trained and licensed looking after them.

We have also introduced the Street Pastors who are an inter-denominational Christian Church response to urban problems. They engage with people on the streets to care and listen. It was pioneered in London in January 2003 by Rev Les Isaac, Director of the Ascension Trust, and has seen some remarkable results, including drops in crime in areas where teams have been working in, mainly London. They have been with us for year and still increasing their numbers and number of days out on the town. The volunteers have 10 weeks part time training, and walk round the town in fluorescent jackets assisting visitors.

Town pubs also now have Nite-Net radios where they can communicate with each other and Police. The radios with the addition of a more dynamic pub watch and regular visits from Police and Council has led to a much closer relationship and sense of community. We also have the DPS who is chair of Pub-watch at the town centre sub group of the Local Strategic Partnership so that there is a joint vision for improvement in the town centre for day and night time economies.

### Planning and Resource.

It would be fair to say this scheme is driven and was initiated by Police. However the Borough Council have always been positive and have been a strong partner in the scheme. The principal additional resource has been some staff time. Both the Council and Police attend the fortnightly meeting, and an hour or so a week needed for the visits to premises. The licensing Sgt has 'invented' the Licensed Premises Agreement using her expertise in youth Acceptable Behaviour Contracts. We have used the expertise of the council lawyer in expedited reviews. The system has now become part of everyday policing. With the fall in crime in the licensed premises the number of visits and need for Licensed Premises Agreement and reviews has already reduced. Six months into the scheme our top two offending premises had 44 and 25 points each. In February 08 they have 21 and 12. I believe this is a sustainable system which is continuing to reduce violent crime in licensed premises.

In regard to the licensed premises resource it has meant smarter and more disciplined working. It has shown especially the need for proactive ethical door staff to enforce conditions such as Challenge 21, searches on entry, knowledge of the pub banned list individuals, checks of toilets etc.

### Assessment:

**The overall decrease in points from the first half of 2007 compared with the first half of 2006 is 31%**

Results Jan 06 – June 06

Results Jan 07 – June 07

Premises	Pts	Premises	Pts
Albion	2	Albion	2
Assembly Rooms	18	Assembly Rooms	3
Boogie Lounge	4	Boogie Lounge	19
Chicago's	42	Chicago's	24
CASA/Slug and Lettuce	1	CASA/Slug and Lettuce	5
Symonds Well	0	Symonds Well	0
Marquis of Granby	3	Marquis of Granby	0
Salthouse	3	Salthouse	6
Vestry	14	Vestry	6
Yates	17	Yates	7
<b>TOTAL</b>	<b>104</b>	<b>TOTAL</b>	<b>72</b>

This is an analysis of the points awarded from Jul 07 to Dec 07 as compared to Jul 06 to Dec 06. It shows a decrease in points of 35%.

Results Jul 06 – Dec06

Results Jul 07 – Dec 07

Premises	Pts	Premises	Pts
Albion	8	Albion	3
Assembly Rooms	3	Assembly Rooms	5
Boogie Lounge	13	Boogie Lounge	20
Chicago's	43	Chicago's	4
CASA/Slug and Lettuce	6	CASA/Slug and Lettuce	2
Symonds Well	0	Symonds Well	0
Marquis of Granby	0	Marquis of Granby	0
Salthouse	3	Salthouse	12
Vestry	8	Vestry	4
Yates	2	Yates	6
<b>TOTAL</b>	<b>86</b>	<b>TOTAL</b>	<b>56</b>

Analysis using the traffic light system January 06 – Dec 06 compared to January 07 - Dec 07 showed a 32.5% reduction the number of points issued under the Traffic Light System, which is equivalent to over 13 ABH's or 26 common assaults.

Surrey Police Performance analysis shows a financial year to date (to Feb 08 on last year) reduction of license premises violence of 48.3% for Epsom and Ewell.

A licensee has come to Police and asked for assistance and a Licensed Premises Agreement to assist him in dealing with issues at his pub.

Another licensee, Neil Westland from the Boogie Lounge night club has gone to the press to talk about his Licensed Premises Agreement and how it has improved his club. After six months it expired and he has gone back to Police asking for a renewal.

Epsom Guardian 16<sup>th</sup> August 2007

### Boogying to Success

"The owner of the Boogie Lounge in Epsom is celebrating his club hit the headlines again – but this time for the right reasons. Neil Westland attracted nationwide attention when he became the first owner of a licensed premises in England and Wales to sign an acceptable behaviour contract. (Licensed Premises Agreement) He was asked to sign it after a number of booze-fuelled incidents at the club in Waterloo road. The contracts are usually issued to prevent rowdy and unruly behaviour by trouble makers, but under a trail scheme operated by Surrey Police and Epsom and Ewell borough council, Mr Westland signed the agreement on behalf of his club. The Boogie lounge has since had regular inspections by the Police and to his delight his club was deemed to be one of the best run pubs and clubs in the town. Mr Westland said " We were the only place in England and Wales to sign the agreement and am delighted ot have a letter form Police and the council saying how well we have done". Over-18's with Photo ID are allowed in on a special night, but the club normally allows only people over 20 years old in. Mr Westland has increased the number of specially trained door staff at this premises and is only allowed to run promotional drinks offers with permission of both the council and Police. He said "It has hurt my pocket a bit but I want this known as a clean bar." Police Sergeant Rosemary Redpath in charge of community safety at Epsom said in the letter to MR Westland " We would like to express our thanks for all your hard work."

The Chair of Pub-watch Tony Cave recently had the main story in 'Wetherspoon news' Feb/Mar 2008

'Pub staff are encouraged to take a proactive role; through new joint initiatives with the local Police, they are made aware of how successful their pub run. Epsom Police operates a traffic light system for premises. Green indicates a safe and well run house; amber indicates a venue which has had recent problems and is under Police surveillance; red would mean an instant review. A license review can close a pub down completely or impose conditions. One venue was recently forced to serve all its drinks in plastic glasses...it isn't all a stick through – pubs can also earn carrots in the form of a 'safer venue certificate' Tony Cave says "This adds to the credibility of any venue seeking to establish itself as a safe place to socialise. It also helps the venue's relationship with the Police. It's important to give venues an incentive, as well as being strict if they go astray. " Given that up to 1,000 people can visit a single Epsom venue on a Friday night, its an incredible record. There are just three venues on 'amber' (on traffic light system) light in the town." Borough Councils licensing officer Nick Tapping says, "Pubwatch is a very good idea, helping both

town and council. As the licensing authority, its important that we can identify which premise need looking at”.

Additional resources

The additional resource for Council and Police is time which is around a couple of hours a week for visits and paperwork.

The additional resource for Licensees can be financial if they need to employ another member of door staff or get polycarbonate glasses. Much of the change has been reorganising the structuring their day to day business. i.e. through the adherence to rules – Door staff adhering to challenge 21, conducting and recording toilet checks, applying the search policy, drawing up an sticking to a dispersal policy etc.

**State number of words used: 3630**

**Section D: Endorsement by Senior Representative - Please insert letter from endorsing representative, this will not count towards your word or 1MB size limit restrictions.**

As the divisional commander I fully support and endorse this application. Prior to the implementation of the Epsom Safer Pubs and Clubs initiative Epsom town centre was an unattractive venue for significant numbers of the local population. The impact of the project has been clear to see with a reduction in Licensed Premises violence of nearly 50%. The innovative use of License Premises Agreements has ensured that Licensees take responsibility for the behaviour of their own patrons. Furthermore, the unified stance being taken by all the licensed premises in the town centre is resulting in increased intelligence sharing amongst the partners.

In short, I consider that it is a fine example of all Partnership agencies working successfully with local licensees to resolve local problems

Adrian Harper  
T/Chief Superintendent  
East Division

**Checklist for Applicants:**

1. Have you read the process and application form guidance?
2. Have you completed all four sections of the application form in full including the endorsement from a senior representative?
3. Have you checked that your entry addresses all aspects of the judging criteria?
4. Have you advised all partner agencies that you are submitting an entry for your project?
5. Have you adhered to the formatting requirements within the guidance?
6. Have you checked whether there are any reasons why your project should **not** be publicised to other police forces, partner agencies and the general public e.g. civil or criminal proceedings pending in relation to your project?
7. Have you inserted your project name as a footer note on the application form? Go to View-Header and Footer to add it.
8. Have you saved you application form as a word document and entitled your message '**Tilley 08 entry (followed by project name in brackets)**' before emailing it?

Once you are satisfied that you have completed your application form in full please email it to [Tilleyawards08@homeoffice.gsi.gov.uk](mailto:Tilleyawards08@homeoffice.gsi.gov.uk). One hard copy must also be posted to Alex Blackwell at Home Office, Effective Practice & Communication Team, 4th Floor, Fry Building (SE Quarter), 2 Marsham Street, London, SW1P 4DF and be received by 25<sup>th</sup> April 2008.