National Pubwatch (NPW) Partnerships Establishing Safer Drinking Environments

Top-line Findings 2012/13

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Executive Summary

This report was commissioned to evaluate the effectiveness of local Pubwatch schemes (LPS) and establish how important National Pubwatch (NPW) is to scheme members and associates. To fulfil the commission a series of on-line surveys were developed and completed by over 1,150 stakeholders namely licensees, the police and local authority licensing departments (LALDs).

The research findings reveal that over 85% of licensees joined their LPS to:

- Help create a safer environment in their local area.
- Build/improve relationships with local agencies such as police and representatives from the council's licensing department.
- Network with other licensees who are members of their local scheme.

Once licensees had joined their scheme, 87% stated they would recommend it to others. Likewise, the Police and LALDs agreed, with 91% and 92% respectively stating they would recommend the scheme to other police and LALDs.

At LPS meetings Banning orders are one of the key issues discussed. 92% of licensees, the police and LALDs agree that Banning orders are an effective way to deal with trouble makers and over 72% agree that Banning orders are viewed as a deterrent; both showing effective outcomes of the scheme.

On the whole most LPS meetings occur monthly. What is surprising is the wide range of multi-agency collaborations that are formed through the regular Pubwatch meetings. The main attendees at Pubwatch meetings are licensees, the police and representatives from LALDs. In addition, other invited guests that form the local Pubwatch multi-agency collaborations include door supervisors/security companies, CCTV operators and representatives from environmental health departments and local health services. All guests provide exceptional cooperation and alliance within their local towns and cities.

Research findings also reveal over 77% of key stakeholders stated the primary aims and objectives are to:

- Create a safer drinking environment.
- Help reduce alcohol-related crime and disorder.
- Build stronger relationships between licensees and local agencies (e.g. the police and LALDs etc).

These primary objectives clearly show stakeholders are striving to provide safer environments surrounding pubs, clubs and bars for employees and customers in addition to forming alliances with other night-time economy agencies.

Further investigations found that over 70% of stakeholders signalled their local schemes aims and objectives are being met; with one licensee declaring *"We have the lowest crime and arrest rate [in our area] and the crime and anti-social behaviour figures have reduced every year during the lifetime of our Pubwatch."*

Indeed stakeholders heralded their local Pubwatch schemes as having contributed to a reduction in:

- Alcohol related violence.
- Anti-social behaviour.
- Underage drinking.

In addition, NPW are seen as a central part of the overall Pubwatch movement with over 90% of stakeholders championing their advisory role for new and existing Pubwatch schemes in addition to their *voice* on issues of crime and violence.

Overall, the data indicates a range of extremely positive outcomes for members through their participation in local Pubwatch schemes and affiliation to National Pubwatch. Furthermore, despite Pubwatch being 40 years old the vast majority (over 80%) of stakeholders expect to be part of Pubwatch in some form or another for the foreseeable future.

The results presented in the main body of this report are the first of this kind - no other national survey with licensees, the police and representatives from the local council's licensing department has been previously undertaken. Additional findings will be presented as recommendations for future developments.

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National Pubwatch (NPW)
Report of Top-line Findings 2012/13

1. Introduction

National Pubwatch (NPW) commissioned researchers at Leeds Metropolitan University to undertake an evaluation to determine the effectiveness of local Pubwatch schemes (LPS) and assess the contribution of National Pubwatch to this. The research consisted of two phases; the first was a series of in-depth qualitative interviews with key stakeholders and LPS members. This was followed by quantitative online surveys with three key respondent groups namely, licensees who are members of LPSs plus local police officers and representatives from local authority licensing departments (LALDs) who are associated with LPSs. In this report findings are presented from the 1,152 responses received from stakeholders who completed the surveys.

The report is divided into a number of sections starting with background information about LPSs and the activities that take place at Pubwatch meetings. The range of aims and objectives of Pubwatch schemes are then analysed together with the views that stakeholders have regarding the benefits that their Pubwatch scheme has brought to their local area. The closing sections of this report identify the improved relationships that have emerged through Pubwatch and the importance of National Pubwatch as an advisory and guiding body for the local Pubwatch schemes. The report concludes with a summary of the highlights from the research findings.

2. Background to Pubwatch

Local Pubwatch schemes (LPS) have been a feature of town and city centres for over 40 years. They are run primarily by, and for the benefit of licensees who are members of the scheme. The focus of most LPSs is the opportunity for licensees to use their Common Law power which enables them to collectively ban troublemakers from the premises of all local scheme members. The aims and objectives of most LPSs are focused on creating a safer drinking environment by addressing issues of alcohol and drug related violence and Anti Social Behaviour (ASB).

National Pubwatch (NPW) is a voluntary organisation which was set up in 1997 to support existing LPSs and encourage the creation of new schemes. The main aim of NPW is to achieve a safe, secure and responsibly led social drinking environment in all licensed premises throughout the UK, helping to reduce alcohol-related crime.

2.1 Methodology

Following the in-depth scoping interviews, separate online surveys were developed for each of the three key respondent groups i.e. licensee members, the police and local authority licensing departments (LALDs). Whilst the questionnaires differed slightly to suit the different audiences, key questions appeared on each for consistency and to provide analytical comparisons. Both surveys were conducted using SurveyMonkey, an online research package.

Databases of contacts were used to connect with respondents from around the country. Databases used included:

- Two major Pub Companies
- Police ACPO
- Local Licensing Department NALEO
- Pubwatch online members
- An open link was also posted on the National Pubwatch Website

Survey data was downloaded from SurveyMonkey into SPSS for analysis. In total, over 1700 responses were received. However, for quality purposes, only those survey respondents who answered 75% of the key survey questions were included in the analysis. The final number of respondents included in the analysis are:

- 844 licensees
- 157 LALDs
- 151 police

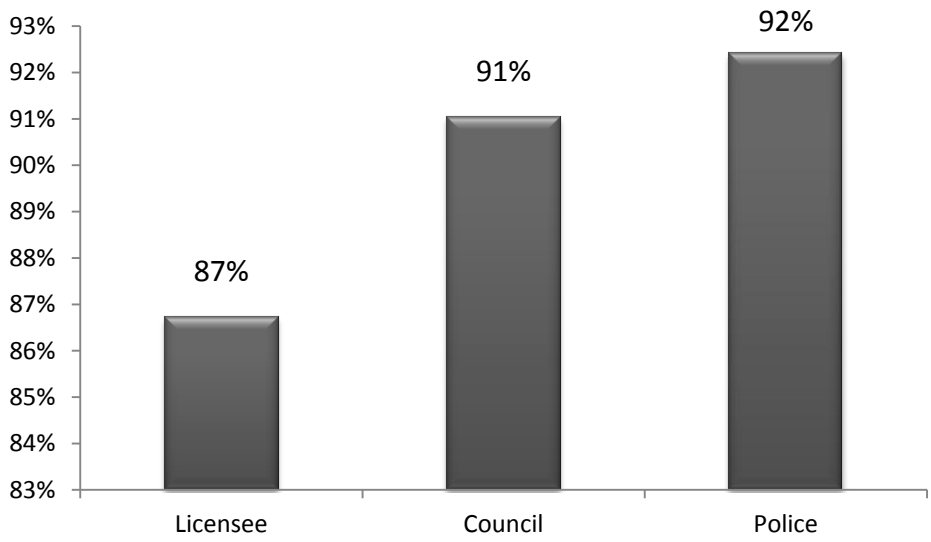
3. Why do licensees join their local Pubwatch scheme?

The vast majority of licensees (93%) stated important reasons for joining their local scheme were a) … *to create a safer environment in their local area* and b) … *to build/improve relationships with local agencies*. Licensees also listed … *to demonstrate commitment to promoting objectives of Licensing Act* (88%) as another important factor which influenced their decision to join the scheme.

Only 40% of licensees stated they had joined because other licensees in their local area had done so. Furthermore, just 41% stated joining their LPS because it was... *a condition of their license*.

The survey findings demonstrate licensees view Pubwatch as an organisation that can help them create safer environments as well as a platform through which community cohesion and relationships with LALD members and the police can be built and improved. Further, the findings show that there are a number of genuine reasons that licensees join their local Pubwatch scheme. Indeed, as Figure 1 shows, not only do licensees join LPS for admirable reasons they certainly have no qualms in recommending the scheme to fellow licensees; a sentiment agreed by the police and LALD stakeholders.

Figure 1 - I would recommend joining/supporting a Pubwatch scheme to other licensees/police authorities/local authorities



4. What happens at local Pubwatch meetings?

The main activity at LPS meetings focusses on discussions about and implementation of banning orders. Indeed, 83% of the three respondent groups state discussions and voting on banning orders occur at "most" or "every" meeting. However, in a small minority of cases banning orders are "never" (3%) or "hardly ever feature" (5%) at meetings; suggesting banning is not always a necessary feature of LPSs.

In addition to banning issues, a number of other activities also take place at LPS meetings. Table 1, overleaf, shows the range of activities and indicates how useful the three respondent groups rated each.

Table 1 – How useful do you find…..

Range of Activities	% Useful or Very Useful
... sharing of local knowledge?	**91%**
… discussions/decisions on banning orders?	**90%**
… updates on local crime data?	**84%**
… the sharing of legal knowledge?	**82%**
...sharing of industry knowledge?	76%
… networking opportunities with other agencies?	76%
… networking opportunities with licensees?	74%
… sharing good practice?	65%
… training activity/workshops?	54%
… industry updates?	49%

The four main activities which occur at LPS meetings that key stakeholder groups find most useful are highlighted in Table 1 above. However, findings show that only 56% of LPS meetings have ...*sharing legal knowledge*... as a regular feature despite 82% of key stakeholders considering this to be a particularly useful activity. Similarly,...*networking opportunities with licensees*... only occurs regularly at 49% of meetings and ...*networking with other agencies*...at 46% of meetings – again, despite key stakeholders finding these activities useful (see Table 1 above).

In addition to licensees, the main agencies regularly invited to attend LPS meetings are the local police and representatives from local authority licensing departments. However, other regular attendees include door supervisors/security companies, CCTV operators and representatives from both environmental health departments and health services. It is interesting to discover that such a wide range of guests are regularly invited to many local Pubwatch meetings. Nevertheless, 28% of licensees state their local scheme meeting usually includes a closed session – for "Licensees Only".

As stated above, licensees are not the only group which regularly attends LPS meetings nor are they the only people that have set up Pubwatch schemes. In fact, licensee respondents revealed only 29% of LPSs were originally set up just by licensees. Other agencies that have set up LPSs include the local police (29%) and LALDs (17%). In addition, licensee respondents indicated 19% of LPSs were established through joint working with no single agency taking the lead.

The majority of LPS meetings (56%) take place on a monthly basis, with 22% meeting once every 6 to 8 weeks. However, the majority (84%) of key stakeholders stated their meeting schedule is "about right".

The survey findings clearly show that a wide range of people attend local Pubwatch meetings and engage in a variety of activities. It is very positive to see clear collaborative working taking place. Indeed, to engage in such a wide range of activities, a multi-agency approach, through the collaborations, is necessary. One agency would not have access to the information/activities the research findings have highlighted as *useful activities*. Therefore, it is through the platform of Local Pubwatch that the programme of collaboration, sharing data and relationship building can take place.

5. Aims and objectives of local Pubwatch schemes

As stated in the previous section a range of activities take place at LPS meetings. The study also assessed the extent to which there was a consistent understanding of the overall aims and objectives of LPSs across all stakeholder groups.

5.1 What are the aims and objectives?

The vast majority of respondents indicated …*to create a safer drinking environment* (91%) and …*to help reduce alcohol-related crime and disorder* (89%) were two of the primary aims and objectives of their scheme. Similarly, the three stakeholders groups indicated ...*to build stronger relationships between licensees and local agencies* (78%) and ...*to unite and empower local licensees* (77%) were also seen as relevant objectives within their LPS constitution. Table 2 below shows the full extent of the findings.

Table 2 – What are the primary aims and objectives of your local scheme?

	Licensee	LALD	Police	Total
To create a safer drinking environment	92%	82%	91%	**91%**
To help reduce alcohol-related crime and disorder	90%	82%	92%	**89%**
To unite and empower local licensees in dealing with trouble makers	76%	83%	78%	**77%**
To maximise the effect of banning orders through the 'banned from one, banned from all' approach	76%	76%	72%	76%
To ensure local licensees are supporting the aims of the Licensing Act	73%	56%	56%	69%
To build stronger relationships between licensees and local agencies (e.g. the police and local authority licensing dept etc)	81%	74%	70%	**78%**
Don't know/can't remember	3%	3%	1%	**3%**
Other aims and objectives	2%	6%	5%	3%

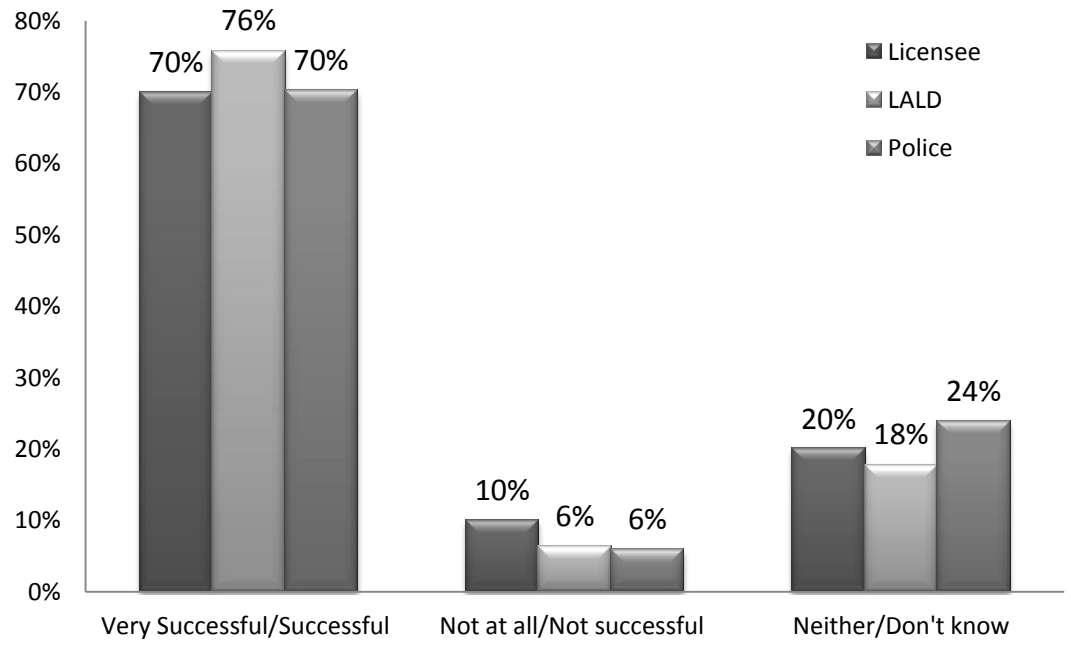
As shown in Table 2, there is generally a consistent understanding of the primary aims and objectives across the key groups of stakeholders. As could be anticipated, the main point of difference is that a larger proportion of licensees feel their LPS helps them support the aims of the Licensing Act, most probably by reducing crime and disorder and public safety through the issue of banning orders.

It is positive to note only 3% of the combined total of the three stakeholder groups '*did not know/remember'* the primary aims and objectives. This demonstrates that the overwhelming majority are fully informed thus showing clarity of communication within their local schemes.

5.2 Are local Pubwatch schemes successful at meeting their aims and objectives?

The key stakeholder groups indicated the extent to which they felt their LPS was successful in meeting its aims and objective (see Figure 2 below). Is it excellent to see that in the main all stakeholder groups are consistent in their agreement that their local scheme is meeting its aims and objectives. Once again, this acknowledges the clear communication and collaboration between the three key stakeholder groups involved in LPSs.

Figure 2 – How successful do you think your/the local scheme is at meeting its aims and objectives?



Whilst it is positive to note the majority of respondents are aware of the success of their scheme's aims and objectives, there remains a small minority where this is not the case. Therefore, where possible, LPS Chairs and Committee Members should reiterate the aims and objectives of their scheme and provide details of success/improvement to all members and guests.

When asked to state how LPSs had met their aims and objective, stakeholders listed the main three reasons as being:

- Reduction in crime/anti-social disorder
- Effective banning
- Partnership working

Table 3 below provides examples of statements which clearly demonstrate how respondents felt LPSs had been successful in reducing crime and anti-social behaviour.

Table 3 – Statements demonstrating – Reduction in crime/anti-social disorder

Reduction in crime/anti-social disorder	"We have the lowest crime and arrest rate [in our area] and the crime and anti-social behaviour figures have reduced every year during the lifetime of our Pubwatch." Licensee stakeholder "There has been a significant reduction in instances of disorder within licensed premises in our area since the scheme started." Police stakeholder "All premises in the district are now green in the traffic-light system." LALD stakeholder

Generally, the above findings demonstrate that all stakeholders are clear about the aims and objectives of their local scheme and, more positively the majority state these are being met successfully.

6. The Banning process

As outlined in Section 4 above, a key function of LPSs is discussions related to and the issuing of banning orders. The ability to issue banning orders is a unique feature of the Pubwatch scheme and one that is viewed as highly effective by all stakeholder groups, as detailed in Table 4 overleaf.

Table 4 – Extent of agreement with banning order issues

	% Agree or Strongly Agree			
	Licensees	**LALD**	**Police**	**Total**
Banning orders are an effective way to deal with trouble makers in licensed premises	92%	90%	93%	92%
Banning orders are viewed as a deterrent by trouble makers	71%	77%	78%	72%
The issuing of banning orders simply moves trouble makers from one area to another	43%	39%	29%	40%
Banning orders are only effective if all premises within the local area are active members of the scheme	92%	93%	86%	92%
Banning orders would be more effective if we could display photos / information about banned individuals in the public part of our premises	79%	79%	75%	78%

Encouragingly, the data clearly demonstrates just how effective all respondent groups (92%) think banning orders are as a way of dealing with trouble makers. In addition, the majority of respondents (72%) also indicate that banning orders are viewed as a deterrent by customers, giving the Pubwatch scheme a distinct advantage over other initiatives aimed at reducing crime and anti-social behaviour. However, respondents agree that the scheme is most effective when all licensed premises in the local area are not only members but, when those that are, also uphold the banning decisions made. The survey data indicates that 75% of all respondents groups agree that it is frustrating when other members of the scheme do not report banning breaches. The research also found that 27% of all respondents disagree with the statement that 'very few banning orders have been breached', indicating that over a quarter of respondents feel that, to some extent, banned individuals are still able to access premises within LPSs.

7. The benefits of the local Pubwatch scheme

7.1 Decreases in criminal and anti-social behaviour

The National Pubwatch Committee and Leeds Metropolitan University recognise that it is not possible to isolate LPSs from any other police, health or council-led initiatives that aim to make local areas safe and social places for consumers, tourists and workers. Similarly, the current economic climate, consumer leisure activities and legislation etc affect factors in and around licensed premises. Nevertheless, it was considered useful to ask if stakeholders felt their local scheme had contributed to an increase or decrease in a range of criminal and anti-social behavioural issues in

and around licensed premises and within their local area.

Table 5a below provides a breakdown of how licensees regard Pubwatch as contributing to increases or decreases in a range of illegal and anti-social behavioural issues both in their *own premises* and within their *local area.*

Table 5a – Licensees - To what extent has your local Pubwatch scheme contributed to an increase or decrease in the amount of ...

	Decrease	Neither increase or decrease	Increase
…alcohol related violence and disorder in your *premises*?	55%	43%	2%
…alcohol related violence and disorder in your *local area*?	**62%**	35%	3%
…anti-social behaviour in your *premises*?	57%	41%	2%
… anti-social behaviour in your *local area?*	**60%**	37%	3%
...dealing or use of illegal drugs in your *premises?*	49%	49%	2%
… dealing or use of illegal drugs in *local area?*	48%	48%	4%

The survey findings reveal licensees feel their LPS contributed to a decrease in a range of criminal and anti-social behavioural issues. The decreases range from 62% stating there has been a decrease in the ... *alcohol related violence in your local area* to 60% stating there has been a decrease in ... *anti-social behaviour in your local area*. Approximately half of all licensees also noticed decreases in alcohol related violence, anti-social behaviour and dealing or use of drugs in their premises. In addition, they reported these had, to a slightly lesser extent, also decreased in their local area. Licensees also felt their local scheme had contributed to a decrease in …*underage drinking in their premises* (48%) and within their local area (46%). However, Table 5a above shows a *small minority* of licensees think there has been in increase in criminal and anti-social behavioural issues as a result of their LPS.

When asked to give an example of how their local scheme has had an impact on illegal and anti-social behaviour licensee stakeholders gave a range of open responses (see Table 5b overleaf for examples). The findings certainly indicate the positive value local schemes have in terms of contributions to the reduction of crime and disorder related behaviour in villages/towns and cities from the point of view of the licensees.

Table 5b – Licensees - Statements demonstrating how Licensees think their local Pubwatch scheme has had an impact on illegal and anti-social behaviour

"Customers know that we are a venue free of the issues that plague non Pubwatch pubs, e.g. antisocial behaviour, and so choose us over them."
"...the reduction in anti social behaviours is pronounced on XYZ Street and [Pubwatch] has turned premises significantly renowned for being 'trouble' premises into premises more people feel more comfortable entering. The influence [of Pubwatch] affects all surrounding areas as the street and premises in question are at the heart of the City."
"By reducing the amount of town bullies and drunks in pubs, they no longer enter our premises and therefore it is much more welcoming especially since we are a tourist area."

The following tables (Tables 5c and 5d below) provide the results of similar questions posed this time to LALDs and the police. It is important to note there is a slight difference in emphasis for questions asked of LALD and police stakeholders. In this case licensees were asked to respond about *their premises* (plus *their local area*) whereas LALD and police stakeholders were asked to consider *all premises that are members of the local (Pubwatch) scheme* and also *all of the local area.*

Table 5c – LALDs - To what extent has your local Pubwatch scheme contributed to an increase or decrease in the amount of...

	Decrease	**Neither increase or decrease**	**Increase**
…alcohol related violence and disorder in *premises that are members of the local scheme?*	77%	23%	0%
…alcohol related violence and disorder in the local area?	71%	29%	0%
… anti-social behaviour in *premises that are members of the local scheme?*	81%	18%	1%
… anti-social behaviour in the local area?	60%	38%	2%
...dealing or use of illegal drugs in *premises that are members of the local scheme?*	59%	41%	0%
… dealing or use of illegal drugs in the local area?	37%	63%	0%

Table 5d – Police - To what extent has your local Pubwatch scheme contributed to an increase or decrease in the amount of...

	Decrease	Neither increase or decrease	Increase
…alcohol related violence and disorder in *premises that are members of the local scheme?*	78%	21%	1%
…alcohol related violence and disorder in the local area?	67%	32%	1%
… anti-social behaviour in *premises that are members of the local scheme?*	79%	20%	1%
… anti-social behaviour in the local area?	52%	46%	2%
...dealing or use of illegal drugs in *premises that are members of the local scheme?*	54%	45%	1%
… dealing or use of illegal drugs in the local area?	29%	70%	1%

Tables 5c and 5d demonstrate that Pubwatch has contributed to a range of decreases. The highest decrease felt by LALD and police stakeholders are the amount of … *anti-social behaviour in premises that are members of the local scheme...* at 81% and 79%, respectively. This is an excellent result and is further reinforced by 77% of LALD stakeholders and 78% of the police stakeholders stating there has been a decrease in the amount of …*alcohol related violence and disorder in premises that are members of the local scheme.*

When the LALD and the police stakeholders were asked to give an example of how their LPS has had an impact on illegal and anti-social behaviour they gave a range of open responses (see Table 5e below for examples).

Table 5e – LALD and Police - Statements demonstrating how LALDs and police stakeholders think their local Pubwatch scheme has had an impact on illegal and anti-social behaviour

"Assaults in Town Centre reduced by 17%" - LALD stakeholder
"Any violent incident will attract a ban even if the customer is not arrested. This is well known and reduced crime by 46% in the first quarter." – LALD Stakeholder
"Reduction of 30 incidents of violent crime in 1 year." – Police stakeholder
"Once a pub is identified by locals as a member of a Pubwatch scheme and banning orders are in force re anti social behaviour etc. then word spreads about this and in general behaviour is affected by most individuals." – Police stakeholder

The findings from the LALD and police stakeholders show Pubwatch outcomes are beneficial and their open responses show that the general public is also highly aware of Pubwatch and what it entails.

Interestingly, there are **differences** between the views of the key groups of stakeholders regarding the impact LPSs have had on illegal and anti-social behaviour. The first difference that is noteworthy is that the LALD and the police show a difference between licensed premises which are Pubwatch members and the local area as a whole entity. For example, LALD stakeholders (81%) and police stakeholders (79%) stated decreases in...*anti-social behaviour in premises are members of the local scheme* and yet a lesser reduction (60% by LALD and 52% the police) for the local area. This suggests that whilst LPSs are of benefit to the wider local area, for those licensed premises that are members of the scheme the benefits in the decrease in illegal and anti-social behaviour are greater.

The second **difference** is that generally licensee stakeholders consider all of the decreases to be lower than those reported by LALD and police stakeholders. For example, 55% of licensee stakeholders state their LPS has contributed to a decrease in *…alcohol related violence and disorder in <u>your</u> premises*. However, the decreases are more when LALDs (77%) and the police (78%) respond to this question. The likely reason for this is the LALD and police stakeholders are considering ALL licensed premises that are *members of the local Pubwatch scheme*; and licensees are only considering their *own premises.* Therefore, LALD and police stakeholders are able to take a holistic view of all licensed premises that are *members of the local Pubwatch scheme* indicating successful decreases in many premises. Regardless of the number of premises being viewed all the stakeholder groups have stated positive benefits of having a LPS in their area.

7.2 Has Pubwatch helped build relationships?

As stated at the beginning of this report one of the key objectives of the Pubwatch scheme is ... *To build stronger relationships between licensees and local agencies*. It is excellent to see 73% of licensees, 84% of LALDs and 88% of police stakeholders **agree** that relationships with (other) licensees who are *members of the Pubwatch scheme* had improved. Interestingly, the research findings also reveal that relationships with licensees who are ***not*** *members of Pubwatch* have seen very little improvement (see Table 6 overleaf).

Table 6 - Extent to which relationships have improved with....

	Licensee	LALD	Police
Local police	**74%**	71%	n/a
Local Authority Licensing Dept	**65%**	n/a	62%
Door Supervisors/Security	39%	56%	59%
General Public/Local Community	48%	38%	47%
Fellow/local *members* licensees	**73%**	**84%**	**88%**
Fellow/local non-member licensee	15%	14%	19%

Similarly, the relationship between licensees and statutory services has improved. Findings show that 65% of licensee respondents state relationships with the licensing department has improved rising to 74% for improved relationships with the local police.

It is remarkable to see the extent to which the three key stakeholder groups agree there has been a significant formulation of the collegiate relationship, particularly with licensees who are *members* of the scheme. Clearly, the benefit of membership LPSs is the significant improvement in relationships between licensees and local agency members.

8. Overall View of local Pubwatch schemes

The three key groups of stakeholders were asked to agree or disagree with the statements shown in Table 7 below. The results show a very high level of support for LPSs, in relation to how they have created a safer atmosphere, and that the time and monetary effort invested is worthwhile because of the benefits that affiliation brings. Results shown in Table 7 below are the combined results of the three key groups of stakeholders.

Table 7 - To what extent do you agree or disagree with the following statements about your (the) local Pubwatch scheme?

88% Agree	Our (The) scheme encourages responsible management of licensed premises
85% Agree	Our (The) scheme helps create better partnerships between the licensed trade and official authorities/bodies
85% Agree	Being part of our local scheme encourages me (licensees) to share information (e.g. drug problems in the local area) with partnership authorities / bodies
80% Agree	Being part of our/the local scheme encourages me (licensees) to share good practice with other local licensees
69% Agree	The benefits of being a member of/ the council/police supporting a/the local Pubwatch scheme far outweigh the time and costs involved

In addition to the above results, 89% of licensee stakeholders stated they would remain a member

of their LPS for the foreseeable future, showing significant support for the future of this scheme. The support is equally positive with 92% of LALD stakeholders and 80% of police stakeholders agreeing that they would support the LPS for the foreseeable future.

9. National Pubwatch

National Pubwatch (NPW) is the supporting body of local Pubwatch schemes. The stakeholder groups were asked how important it was for them that NPW engaged in a range of activities on their behalf. In the main, respondents view NPW as a body that is important to them with 94% of licensee stakeholders stating it is important for NPW to ... *Provide a voice for the Licensed Trade*. Indeed, both LALD and police stakeholders (both at 92%) concur that it is important for NPW to ... *Provides a Voice for the Licensed Trade*. Additionally, over 90% of respondents reveal that the advice NPW provides to support ...*New* and ...*Established* Schemes is important. Table 8 below shows a breakdown of how important the national scheme is to the main stakeholders involved in local schemes.

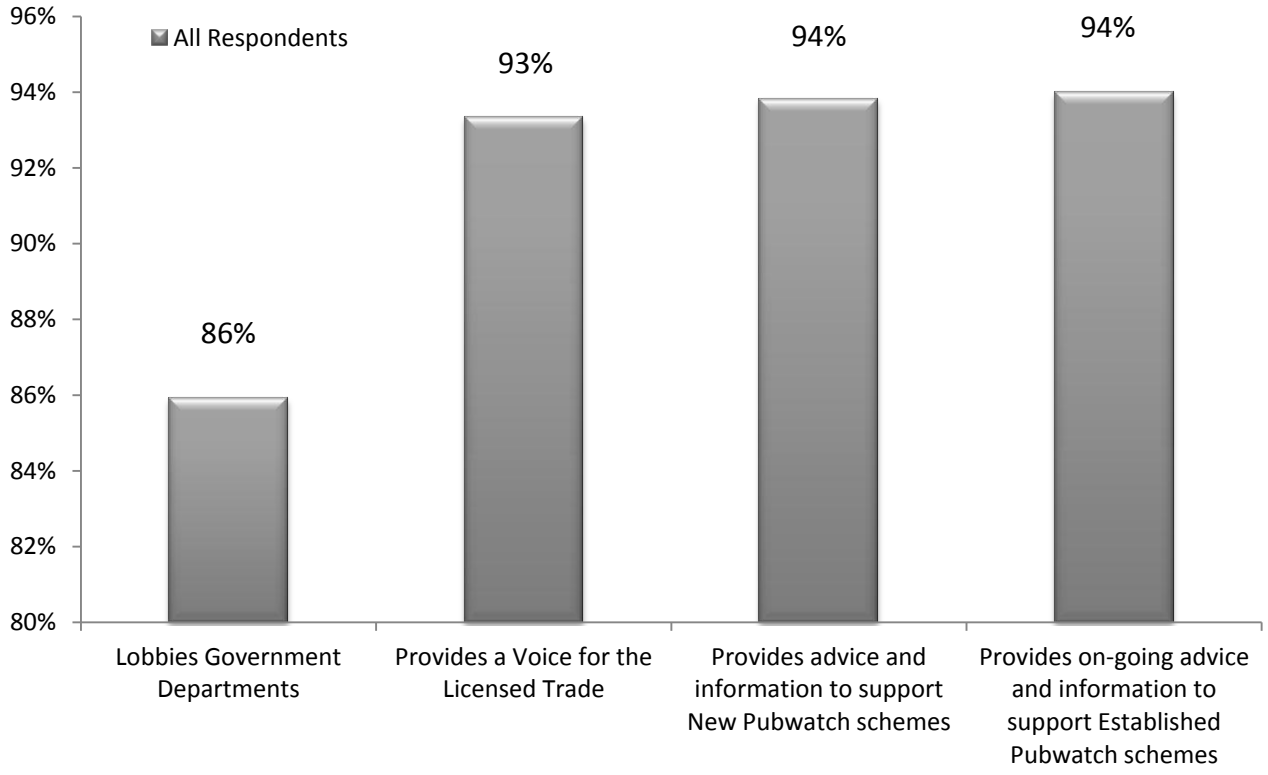
Table 8 – How important is it that NPW undertakes the following?

	Licensee	LALD	Police
Lobbies Government Departments on behalf of licensees about issues effecting the licensed trade (e.g. the late night levy)	88%	81%	79%
Provides a voice for the licensed trade on issues regarding crime and violence	**94%**	**92%**	**92%**
Provides advice and information to support new local Pubwatch schemes	**94%**	**93%**	**95%**
Provides ongoing advice and information to support established local Pubwatch schemes	**94%**	**93%**	**96%**
Provides a Good Practice Guide	88%	92%	96%
Publishes a national newsletter to update members on issues related to the licensed trade and to exchange good practice	82%	87%	88%
Provides free marketing materials (e.g. stickers and posters)	77%	79%	84%
Holds a national conference and seminar events to promote and support local Pubwatches	73%	73%	71%
Holds an annual award scheme to acknowledge the success and valuable contribution of individuals and local schemes	70%	68%	68%

The engagement by National Pubwatch with local Pubwatches covers many aspects from lobbying

Government to providing free marketing materials. The findings clearly show these activities are important to all stakeholder groups. The Annual Award Scheme is in its infancy and yet is already seen as a valuable aspect of the support that NPW provides. Figure 3 below summaries the top four activities that were felt to be important activities that NPW undertakes.

Figure 3 – Summary - Important activities that National Pubwatch undertakes



The above findings clearly show the value key stakeholders place on the supporting and advisory roles that NPW plays. Furthermore, 90% state providing a Good Practice Guide is also an important element of NPW provision.

Key stakeholders also indicated how successful NPW is in supporting their local scheme. Table 9 overleaf provides the full breakdown of findings.

Table 9 – Overall, how successful do you think National Pubwatch is in supporting local Pubwatch schemes?

	Licensee	LALD	Police	Total
Not at all successful	3%	2%	4%	3%
Not successful	6%	9%	1%	6%
Neither successful nor unsuccessful	23%	28%	32%	25%
Successful	55%	52%	43%	53%
Very Successful	13%	9%	20%	13%

Once again it can be seen from the findings that there are many successful and important elements to NPW and local schemes. Table 9 above shows that over 66% (53% successful/13% very successful) of all stakeholders agree NPW is successful in supporting local Pubwatch schemes.

When asked to state how NPW has successfully supported local schemes respondents listed the main three reasons as provision of:

- Advice/Legal Advice
- Guidelines/Good Practice Guide/Constitution Template
- Information

Table 10 below provides examples of statements which clearly show how the key groups of stakeholders feel that NPW successfully supports them.

Table 10 – Statements demonstrating – Advice/Legal Advice

Advice/Legal Advice	"Advice when requested, codes of practice." Licensee stakeholder "By giving us advice when a difficult decision needs making regarding bans and appeals, it is reassuring to Pubwatch scheme members." Police stakeholder "Providing the support for Pubwatch to be a truly professional scheme including advice on Data Protection Act material and ensuring compliance with the Act." LALD stakeholder

National Pubwatch is clearly important for the stakeholder groups with lobbying and advisory roles predominating. Both of these roles are seen to provide the overall Pubwatch scheme with professionalism, reassurance and the ability to act within regulatory confines, but use the Common Law power to collectively ban criminals/trouble makers from premises.

10. Conclusion

The research findings have provided an excellent understanding of the successes and benefits gained from having local and National Pubwatch schemes.

An overwhelming number of licensees state the main motivation for joining their local Pubwatch scheme are:

- To *help* create safer drinking environments (92%),
- To *improve* relationships with other bodies that are active in the Night-time Economy (93%) and;
- To demonstrate their commitment to fulfilling their licensing objectives (88%).

Once stakeholders have engaged with their local Pubwatch scheme they certainly feel strongly about it with over 87% of licensees, 91% of police stakeholders and 92% of representatives from the local authority licensing departments recommending the scheme to others, thus showing overwhelming support.

Licensees certainly do not work alone in these endeavours and the strength of collaborative working, assistance and cooperation from the police and representatives from the local authority licensing departments is shown as these stakeholders jointly participate in a range of activities at LPS meetings. In addition to the main participants at meetings, additional agencies that are regular guests at meetings include door supervisors/security companies, CCTV operators and representatives from environmental health department and local health services. This demonstrates an unanticipated range of support agencies using Pubwatch meetings as a platform to discuss issues and share data.

Sharing discussion and decision on banning orders and ridding pubs, clubs and bars of troublemakers is at the heart of local scheme meetings. The research findings uncovered other discussions and data sharing to be of significant importance with stakeholders stating the following, wider issues are useful agenda items at Pubwatch meetings.

- Sharing local knowledge (91%)
- Updates on local crime data (84%)
- Sharing of legal knowledge (82%)

This demonstrates the initial aim of Pubwatch in giving licensees the opportunity to exercise their Common Law power has expanded to draw in wider multi-agency issues.

As a consequence 92% of licensees, the police and LALDs agree that for licensed premises Banning orders are an effective way to deal with trouble makers; and with over 72% of stakeholders agreeing that Banning orders are a deterrent it is clear that Pubwatch outcomes are admirable.

The communication within the Pubwatch membership and associates is excellent and illustrates all parties understand its purpose and role. Further, productive interactions are observed as the majority of survey stakeholders are aware what their local Pubwatch needs to achieve and a substantial number (over 70%) stated they feel their scheme has been successful in attaining the aforementioned aims and objectives. To be more specific stakeholders state LPSs have contributed to *decreases* in the following factors:

- Alcohol related violence and disorder
- Anti-social behaviour; which in turn has
- Reduced the amount of violent attacks,
- Eradicating pubs of negative customers

In addition to the decreases in negative behaviour there have been incredible increases in relationships and partnership working amongst the key stakeholders.

Further, stakeholders reported these collegiate Pubwatch partnerships have helped to *increase* relationship working and collaboration. Indeed, over 70% of respondents stated they have improved their relationship with the police and licensees who are members of the local Pubwatch scheme and over 60% recorded improvements in their relationship with representatives from the local authority licensing departments. Clearly, Pubwatch provides a forum for collaboration, sharing of data and relationship building to take place. An interesting finding from the research is licensee stakeholders indicate membership of Pubwatch schemes offers them great value for money and an overwhelming majority of licensees, and the other stakeholder groups, pledge their continued support for the foreseeable future. Overall the key message is the collegiate Pubwatch partnerships have brought forth decreases in anti-social/criminal behaviours which in turn has made venues safer for employees and clientele.

Finally, the survey presented NPW with a clear indication that their advice, guidance and lobbying is greatly appreciated by the three key stakeholder groups, with a high percentage stating NPW is successful in supporting the local Schemes. Indeed, one representative summed up National Pubwatches role by stating they provide the professionalism, codes of practice and support needed; which certainly shows the contribution and feeling stakeholders have for partnership working with National Pubwatch.

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