

National Pubwatch Conference 2012



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The Guildhall – City of London

Reducing the Security Risk

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Mitchells & Butlers

- Own over 1,500 Licensed Premises
- With turnover of almost £2 billion
- We employ over 38,000 people
- Managing Pubs, Restaurants & hotels
- Operating in every major city in the UK
- Owning 15 of the UK's Top Brands





The Process of Risk Assessment

Is actually quite simple
It is something that we all do
almost every day

**TAKE
NOTICE**

**VAGABONDS,
DOG STEALERS,
HORSE THIEVES,
RAPSCALLIONS,
SCOUNDRELS,
LIARS
& ESPECIALLY
BURSARS!**

**WILL NOT
BE SERVED
ON THESE
PREMISES.**

Some Factors to Consider

- Size and location of premises
- Severity and frequency of incidents
- Turnover and hours of trading
- Premises history and local knowledge
- Licence conditions and licensing objectives
- Brand and company statistical information

In managing the risk
assessment process there
are always two
considerations

The Software - The People
The Hardware - The Equipment

You could install the best
CCTV system but it must be
the right equipment and in
the right place

And almost more importantly can
the manager confidently operate
the system correctly

What then are the security challenges in the pub trade?

Some every day examples of how it goes wrong





VIEWER MULTIMEDIA 0187044344

CLARA
ZONE MIXER
POWER

CX133
TWO ZONE MIXER

REC1

REC2

REC3

REC4

REC5

REC6

REC7

REC8

REC9

REC10

REC11

REC12

A close-up photograph of a dark blue door handle assembly. A person's hand is shown pushing the handle. A thick, light-colored wooden plank is jammed horizontally into the handle's mechanism, preventing it from moving. A green rectangular sign with white text is attached to the door panel below the handle.

Push to open





So three tasks for you to
consider as part of the risk
assessment process

Preventing Bag Crime
Dealing with Public Order
Responding to Terrorism

Preventing Bag Crime

Pro Active Assessment

Bag Crime

- Expert organised criminals
- Using proven distraction techniques
- Who have assessed the customer base
- Risk of brand damage
- Loss of trade and reputation
- Resulting in distressed customers

The Task

- Analyse and understand the information
- Complete crime mapping
- Determine times and areas involved
- Review the use of CCTV and Chelsea Clips
- Improved recording and reporting
- Develop training and awareness

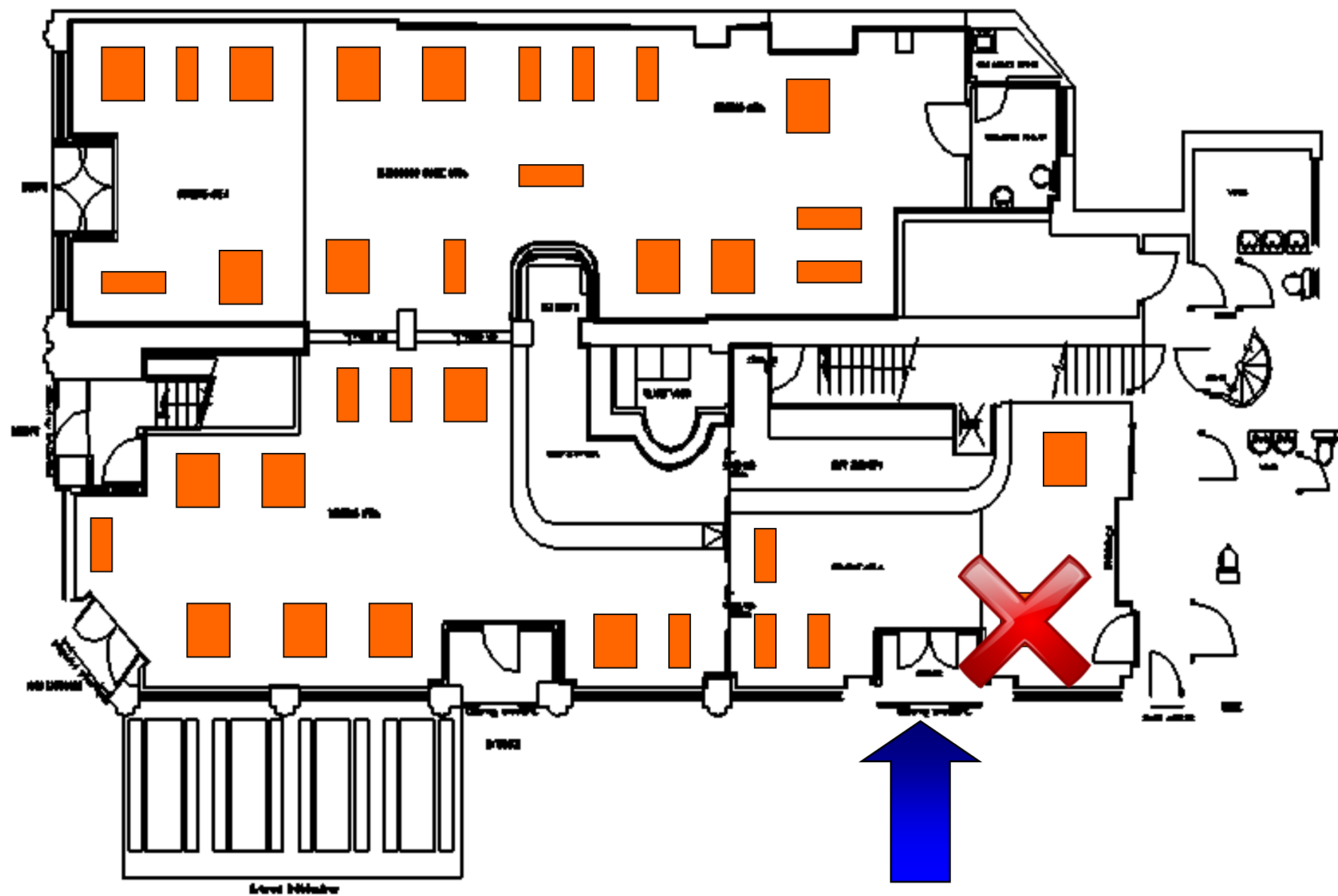
A West End Pub

Crime mapping analysis revealed

Item – was mostly lap top computers

Time – usually between 5 pm & 7 pm

Area - was mostly one specific table



Ground Floor Plan

Dealing with Public Order

Proactive and Reactive
Assessment



Public Order

- Preparation and Planning
- Fast response to information
- Distribution of information
- Providing reassurance
- Arranging assessments and support
- Keeping in contact with risk premises



The Task

- Continue to trade but with restrictions
- Remove any external furniture
- DPS to be on duty
- Keys for front door to be with manager
- If there is trouble customers to stay inside
- Incidents to be quickly reported

Responding to Terrorism

A Reactive Assessment



Responding to Terrorism

- A constant threat
- Which can happen any where at any time
- Assessment constantly changing
- Need plans to recover quickly
- Need to be able to account for staff
- Must know location of premises



The Task

- Have pre prepared information
- Make sure that staff attended training
- Have alternative evacuation points
- Make sure that emergency grab bags exist
- Have alternative accommodation sites
- Make sure you have alternative emergency contact numbers

In any crisis situation the
decision making process
must always be based on
good information

So how can you get official and
constantly updated information
when dealing with emergencies

CSSC

CROSS-SECTOR SAFETY &
SECURITY COMMUNICATION

C S S C

- Sends proactive and reactive information
- Distributes police information
- Uses telephone conferences and email
- Also sends alerts through text messaging
- Works through business champions
- Covers all sectors of trade

Summary

- Establish the threat against your business
- Find ways of removing or reducing the risk
- Prepare plans in advance
- Make sure that there is good incident reporting
- Develop a good security culture
- Join good information systems

Thank you for inviting me
to speak at your conference

“It never matters until it goes
wrong”