



Positive Partnerships Provide Hope for the Industry's Future

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IoL Regions

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Foreword



Words by
Daniel Davies

The world of licensing in 2020 is a strange and swiftly changing vehicle, under demand and more critical than ever to support businesses and communities in the recovery of health, wellbeing and economic / financial viability.

The hospitality industry has been hardest hit, with casinos, bowling alleys, skating rinks and other premises finally given the green light to open from 15 August, events and conferences still on target to resume in October. These further relaxations were announced on 13 August, and close contact treatments were told they would be able to resume full services, with requirements that staff use type 2 surgical face masks and clear visors when offering the treatment.

But what about nightclubs? At the time of writing there are no clear indications of when nightclubs and dance halls will be able to open. In addition, the country has already seen several local lockdowns, firstly in Leicester, and most recently (at time of writing) in Aberdeen. The latter being positively linked to pubs and bars – a nightmare for licensees across the country who have laboured hard and invested heavily to meet the new requirements and to make premises as safe as possible through risk assessment and mitigation measures.

In the meantime, the Mayor of London is calling for additional measures to support businesses in London's West End as hospitality businesses face 'the perfect storm' due to social distancing together with restrictions on tourism and a prevalence in home working combining to decimate visitor numbers. As Kate Nicholls said recently, the hospitality and tourism industries have been hammered by the COVID-19 crisis.

Partnerships

In this Edition of LINK, Sylvia Oates highlights the importance of positive partnerships in the recovery process and points out that the challenges ahead in getting the industry back on its feet, will be matched with opportunities to establish, build and strengthen partnerships, relationships and networks on a local and national level.

Licensing is an excellent vehicle to foster, support and participate in local partnerships and can positively influence existing and developing relationships. Most licensing functions lend themselves to the process, requiring that relevant factors are considered, concerns heard, and evidence weighed up with reasoned decisions as a result. Where issues arise, licensing is the means to address those concerns promptly and proportionately with a view to satisfactory resolution.

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Adapting to COVID

COVID has forced all organisations and individuals to adapt to restrictions and conditions which were previously unforeseen. There have been some fantastic examples of this, and we will no doubt continue to see outstanding innovation and change as we go forward, particularly within business areas impacted by the virus.

Regulators are no exception and licensing authorities have shown themselves to be astonishingly adaptable and resilient, officers and members have worked hard to swiftly adjust, adapting processing and enabling online licensing hearings, online licensing applications and electronic payments. This has been gratifying to see and will put local authorities in a strong position for the future.

There are some areas of licensing though where the picture is somewhat different. Most notably (but not exclusively) within taxi and private hire licensing where processes and procedures may previously have had a greater element of face to face interaction for example DBS checks (identity verification) and local training provision to meet licensing requirements.

Licensing – can licensing authorities refuse to accept licence applications?

A rare question for an unforeseen period. COVID-19 turned everything on its head initially, and local authorities were faced with significant challenges with offices closed, staff working from home and absolute disruption of all normal arrangements and processes.

But local authority licensing is a statutory function, so its very nature dictates that local authorities must consider and determine applications. It's also fundamental for businesses and individuals, dictating whether or not the business can operate, or the individual can work. In times of increasing hardship (and let's not forget that the country is now officially in recession) and spiralling unemployment, it is more than important. It is critical. Local authorities must continue to operate the licensing function in all areas. Failure to do so is an abrogation of statutory duties with far reaching consequences for individuals and businesses.

The Institute of Licensing will do everything possible to support and assist members in sharing good practice, experience and ideas on how to overcome challenges and barriers and get the licensing function in all areas on track and fully functioning.

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Positive Partnerships Provide Hope for the Industry's Future



Words by Sylvia Oates

Director of Six Till Six, which manages the national Best Bar None accreditation scheme for licensed premises.

The licensed trade has been one of the hardest hit UK industries during the Covid-19 pandemic. It is difficult to assess the overall impact whilst we are still far from experiencing its full effects, but according to CGA group, the industry estimates the scale of closures to vary from around 10% to as high as 30% of total sites. If there is one silver lining to the global emergency, it is the heightened awareness and appreciation of the many voluntary schemes, trade associations and other partnerships that work hard to support the licensed industry.

It's hard to imagine how the industry would have fared through the Covid-19 crisis without the hard work of UK Hospitality, the British Institute of Innkeepers, the British Beer and Pub Association, the Institute of Licensing and the Night Time Industries Association, amongst many others. They have championed the sector, lobbied government, published free resources and sought and provided clarity on so many aspects of the journey through this crisis.

Having been at the helm of the country's first leisure Business Improvement District (BID) in 2008, the members of which all held a licence to sell alcohol or late night food, I have witnessed first-hand the power of positive and effective partnership working between the trade, local authorities, BIDs, police forces, business crime reduction partnerships and other local stakeholders. The city achieved impressive crime and ASB reductions and positive praise and recognition from the Home Office, and this would not have been possible without the collective, combined efforts of all of the partners involved.

Clearly, the importance of partnership working had been recognised before the current health crisis arrived, but the pandemic has shone a light on just how valuable building strong partnerships between the trade and statutory bodies can be.

Organisations such as BIDs, Purple Flag, Best Bar None, Pubwatch, Business Crime Reduction Partnerships, Licensee's Associations and many more have provided much-needed advice and support, peer learning and often, a framework through which towns, cities and areas can start to rebuild their social economies and envisage a world beyond the immediate challenges that Covid-19 presents. They reinforce links between licensed venues and local authorities and offer hope for an industry hit hard by continuing uncertainty, lost revenues and new operational challenges through physical distancing and other restrictions.

It is encouraging to learn that, in towns and cities the length and breadth of the UK, these organisations are being given a seat at the table, are being asked to be part of the task forces that will help our high streets and the hospitality and retail industries to recover, and are being recognised for the knowledge, value and energy that they bring to the enormous undertaking ahead of us.



It's impossible to know exactly what the next few months will bring, however it's clear that there will still be many challenges ahead in the road to recovery. Getting the industry back on its feet after months of closure offers up a great many challenges, but also a whole host of opportunities for strengthening relationships and networks on a local and national level.

Taking a wider partnership approach to navigate the path ahead and underpin the industry's future will ease pressures, restore a sense of confidence and provide access to a broad set of skills and experience that will be vital to success. This appears to be the approach being taken in so many areas, and is a silver lining to the Covid-19 cloud the sector so desperately needs.



Getting ready for Super Saturday



Words by *Simon Haslam*
JSH Solutions

After attending the virtual IoL summer conference on the 17th June and listening to great presentations and in particular from Daniel Davies (Chairman of IoL) about “generative thinking” and “importance of partnerships” I was inspired to make a difference for licensed businesses in my home town of Burton-on-Trent - a market town in Staffordshire, England.

With the help from my colleague, Peter Scobie, we networked and reached out to the community of licensed premises, offering free consultations to help local businesses achieve Covid-19 Secure ahead of re-opening.

Large operators and managed houses under the ownership of M&B, Greene King and Marstons were already well supported with policies, procedures and business development managers (BDM’S) attending local sites and creating site specific risk assessments with

the General Manager. Small independent businesses, however, did not have the same support network and many were becoming increasingly anxious about getting it right and opening properly. Government guidelines and advice was coming thick and fast but as one landlady said “there is too much stuff and I can’t see the wood for the trees”

In my local area, there was a general consensus that opening up the hospitality sector on a ‘Football

Saturday' following three months of closure was not the greatest idea. The football element? Derby County would play Nottingham Forest on the Saturday afternoon - a notorious match in the East Midlands. Our simple advice was from the "Hierarchy of Control" in managing risk, the most effective method is to eliminate risk so turn the TV off.

The priority for businesses in Burton-on-Trent (almost without exception) was centred firmly on the welfare and safety of staff and guests. I'm glad to say we only encountered one venue whose main concern was "profit, profit, profit".

Going forward we hope to see more businesses having a "safe and secure working environment" as one of their top business objectives. Rogue operators have no place in the licensed hospitality industry, and I hope that a risk-led approach would enable regulatory authorities to focus on specific operators.

One organisation (as well as the IoL) which has done a marvellous job in supporting industry during Covid-19 has been the BII. In conjunction with Shield Safety Group they produced a free generic risk assessment template (Safe to Trade) and instructions on how to complete and implement the document. This was the foundation of our support to the premises of Burton on Trent and making sure they could articulate the controls to their team and customers.

Another great help from the BII was the creation of free "Positivity Messages" where a raft of support posters that could be downloaded for free and helped customers understand the new way of customer service in the premises.

One positive advantage of social media is that we encouraged the owners to make short video recording on a guide of service methodology and customer journey so customers knew



what to expect as they came back into the premises for the first time. One landlord, with a twinkle in his eye, was going to ask for professional drinkers to book his tables and advise the lime & soda brigade to stay at home.

Technology has been a major asset, with customer ordering systems, data gathering on contact details and reservation systems for table bookings all part of the solution. A more personal touch was readily apparent, and it was good to see landlords and restaurateurs in Burton-on-Trent picking up the telephone and talking to their neighbours on how they could help "bubbles" of customers leave one venue and go to the next. This example of collaborative working took me back to my "Pubwatch" days and a culture of "we are all in this together".

Soon we had pubs coming to see each and look at the control measure implemented in one business

and learning from each other and offering support and advice. I felt a sense of pride and community back into the town.

One problem we faced, which I had never experienced in my long career in hospitality, was no beer! The brewery had not put draught Bass back into production soon enough so there was none available for the 4th July. Burton-on-Trent the "home of brewing" running out of beer...William Bass will be turning in his grave!!!

“ One landlady summed it up perfectly “We’ve been shut for three months M’Duck, so two days extra is not going to make a difference!”

”

In Conclusion as we approached "Super Saturday" approximately half the licensed premises intended to remain closed and focus on "Quiet Monday" instead, allowing more time for planning and a safe, more measured reopening.

New technology solving industry old problems



Words by **Russell Corbould-Warren**
Head of Insurance, Europe Middle East & Africa, Uber

Motor Insurance is a truly critical part of our modern transportation and mobility infrastructure that ensures that the public are protected if an accident happens. Yet insurance remains largely stuck in the 20th century when it comes to verifying that cover is valid.

This age-old issue can be particularly thorny in the taxi and private hire industry where traditional operators and the licensing/enforcement teams can struggle to validate insurance coverage in real-time or keep track of its ongoing validity.

A valid Hire and Reward insurance certificate must be presented in order to obtain a private hire licence. The coverage that is reflected in the certificates can however easily be amended or cancelled by a driver or

vehicle proprietor once the photocopy has been placed on the file. This can lead to invalid certificates being relied upon and licensed drivers taking passengers without appropriate insurance.

When I read that police seized the UK's 2 millionth uninsured vehicle in February of this year, I was reminded of the scourge of uninsured motorists on our roads. Thankfully, we have strong motor insurance regulations and protocols in the UK to guarantee that third parties

are always protected regardless of the drivers' insurance validity, however the shocking statistic from the Motor Insurance Bureau that one person is injured every 20 minutes in an accident caused by either an uninsured or untraced driver in the UK, emphasises the extent of the wider UK problem.

After spending 15 years working in the industry with global insurance companies, Allianz and Zurich, it has been exciting to join Uber and see firsthand how technology can combat



these insurance fraudsters. By investing in strong compliance controls and new technology Uber is leading innovation in insurance coverage verification.

Uber has been collaborating for over a year with major PHV insurance providers (including Haven/Motorcade, Nelson/DCL, Zego, Inshur, FareCover and most recently Antilo) to build proprietary technology to prevent insurance fraud. These insurers currently insure the vast majority of vehicles and drivers using the Uber app.

Innovating the process

Uber has developed proprietary technology allowing the insurer to send a digital copy of the insurance documents operators are required to keep under UK licensing regulations. Rather than a static document, the digital connection enables continuous verification of the status of a vehicle's insurance cover, helping Uber tackle the industry-wide challenge of undeclared midterm cancellations

and sophisticated document fraud. By connecting with the insurer's database, documentation is passed directly between insurer and operator, removing the possibility of sophisticated alteration of insurance certificates or simply cancellation due to non-payment.

The close to real-time verification of policy alterations or cancellations allows the Uber system to automatically suspend access to the Uber app for a given vehicle in the event that the required insurance coverage is amended or cancelled.

This technology is currently used by the carriers that insure the majority of vehicles and drivers using the Uber app. The insurers recognise the value of the system, with Haven commenting that by "allowing Insurance documentation to pass directly from our database into Uber's... plus the ability to confirm valid cover in a real time environment, demonstrates Uber take validation of insurance and their regulatory requirements extremely seriously."

Benefitting all

The Motor Insurance Bureau estimates that 4% of drivers operating on UK roads are uninsured. Through a blend of effective operational controls and the use of modern technology, we have been able to identify and deactivate a small set of drivers who attempted to use the Uber app without procuring the appropriate insurance.

The use of this technology not only raises the bar for safety for drivers and passengers, it also provides significant efficiencies for the overwhelming majority of honest drivers by automatically providing renewal documentation directly to their operator in a timely manner and with minimal hassle. This is much more convenient for the significant number of drivers who purchase weekly or monthly policies and who would otherwise need to manually upload copies.

We strongly believe that we have an important role to play as global leaders in mobility to utilise our advanced technology to create a safer, more compliant and more efficient taxi and private hire industry.

We have not yet achieved 100% digital, realtime verification, however we are extremely proud to have brought this industry-first to market and are working tirelessly to extend the reach of this technology to include every vehicle on our platform and get as close to 100% as possible.

Over the next few years we anticipate that digital verification software like ours will become the new normal for insurance providers and operators alike and will address problems the traditional transport industry has so far been unable to solve.



Events - What's Online?

We are delighted to offer the following training courses which will be delivered remotely via video conferencing/webinar. Book Online or email the team via events@instituteoflicensing.org
<https://www.instituteoflicensing.org/events>



Councillor Training Day

8th September 2020
5th October 2020

Online Delivery via Zoom

This training course is aimed at all councillors who are involved in the decision making process of licensing applications. The course will cover the general principles of licensing, including hearings under the Licensing Act 2003 and committee decisions relating to the hackney carriage and private hire regime.



Taxi Licensing – Advanced

In association with **Button Training Ltd.**

8th September 2020 13th October 2020
10th September 2020 15th October 2020
16th September 2020 5th November 2020

Online Delivery via Microsoft Teams

The course looks in detail at the hackney carriage and private hire licensing regime and the role and functions of the licensing authority.



Professional Licensing Practitioners Qualification

Various dates – please see website for more details.

Online Delivery via Zoom

The training would be suitable for Council and Police Licensing Officers, Councillors, Lawyers who advise licensing committees, managers of a licensing function and committee services officers. The training will be delivered on the legislation outside of London. Each of the four days will finish with an online exam or the delegates can just attend the training each day.

Contact the IoL team

Email: events@instituteoflicensing.org
or telephone us on 0151 6506940



Taxi Licensing Conference

8th October 2020

Zoom Webinar

This one day conference will provide a valuable learning and discussion opportunity for everyone involved within the taxi and private hire licensing field, with the aim to increase understanding and promote discussion in relation to the subject areas and the impact of forthcoming changes and recent case law.



Acupuncture, Tattoo and Cosmetic Skin Piercing

22nd September 2020

Online Delivery via Zoom

This training course is aimed at those officers who process and administer applications for acupuncture, tattooing and cosmetic skin piercing and those who carry out inspections at premises providing these services.



Scrap Metal

29th September 2020

Online Delivery via Zoom

The course will explain the workings of the Scrap Metal Dealers Act 2013, how it works and how the renewal process is applied. It will also look at the workings of the Act and secondary legislation, together with the Guidance and puts it all in a practical context.



NTC 2020 Webinars

9th – 13th November 2020

Online Delivery via Zoom

We will host a series of webinar conferences in the week commencing 9 November 2020. We hope that many of you will be able to join us online to discuss all areas of licensing regulation and practice. Each day will be topic led. See our website for more details and to book your place.

Lifting Lockdown



Words by Mike Smith
Guildford Borough Council

Following my article in the 6th edition of Link, it has been another whirlwind few months in the licensing world, as businesses and licensing authorities adapted to firstly to lockdown and subsequently for the different stages of relaxation as the country moves out of lockdown.

2020 has seen 101 days of lockdown for pubs and bars in England. A period during which saw many different challenges. There were some significant positives (my personal favourites being the savings on fuel and being able to wear shorts every day for 3 months straight), but to my mind, the biggest positive was seeing everyone pull together in the regulatory / licensing community. There were excellent and (very) regular LoL updates, numerous high quality articles made freely available from leading experts, free webinar conferences from various legal firms, and simply the desire from fellow professionals to help each other out by bouncing off questions and ideas in various forums and WhatsApp groups. This coming together and sharing of ideas, experiences and knowledge made a huge difference in the search for clarity and swift understanding of the continual flow of regulations and guidance alongside the different stages of relaxing the lockdown and other plans to restart the economy.

A predominant issue, relating to licence permissions for on/off sales was thrust into the spotlight of many licensing authorities during the 'lockdown' as the traditional 'on trade' sought to diversify during the coronavirus pandemic to provide a service to their communities, and ultimately provide some business continuity during lockdown.

One of the easier questions many will have received concerned alcohol deliveries. The alcohol would be ordered by the customer phoning (or contacting by other electronic means) the licensed premises, the alcohol

would be selected for them and delivered. Delivery of alcohol is not a licensable activity, so providing the terms of the licence did not prevent off-sales, then no amendment would be required.

However, pre the Business and Planning Act, if the premises did not have 'off sales' then they would need to make an application to add this to their licence and for many authorities, there were further questions to resolve as to whether the addition of 'off' sales to a premises licence constituted a minor or full variation. This was indeed subject of much (dare I say thrilling) debate during lockdown in some Licensing forums as Authorities sought to assist businesses, and businesses wanted to diversify as quickly and inexpensively as possible.

In my view the crux of whether a variation is 'minor' is at section 41B(3) as to whether there is any adverse impact on the licensing objectives. The section 182 guidance at paragraph 8.66 also offers the further advice that:

- "Variations to the following are excluded from the minor variations process and must be treated as full variations in all cases:
- to extend licensing hours for the sale or supply of alcohol for consumption on or off the premises between the hours of 23.00 and 07.00; or
- to increase the amount of time on any day during which alcohol may be sold or supplied for consumption on or off the premises."



From this, there were two distinct schools of thought:

1. First, that if a premises currently has no hours for OFF sales and as such increasing it to any more than this requires a full variation; or
2. Second that On/Off sales are not distinguished under s.41A(3) of the Act and if the premises is licensed for ON sales and wishes to provide for OFF sales during the same time provided, then the total time that alcohol is sold is not increased.

In Guildford I considered the circumstances of each case on its merits and made a judgement based on any likely adverse impact on the licensing objectives arising from the application, while taking a 'pragmatic' approach to applications where possible to try and support businesses under difficult circumstances.



Clearly during the Coronavirus restrictions there could not be any 'ON' sales, but as these restrictions began to lift and the Business and Planning Bill made its way through Parliament intending to give many premises with 'ON' sales an automatic entitlement to 'off' sales, many premises started to make plans to provide additional 'alfresco seating' under the 'fast track' pavement licence permission in order to serve customers and maintain social distancing.

Pavement licensing was new ground to us in Guildford having previously fallen within the remit of the Highways authority. The work came in the week before the majority of the licensed 'on trade' were due to open. The Act itself was not in place on the reopening date (4 July) and there was an element of confusion within the industry who

were aware of the impending changes through media coverage, but were not aware of the detail, dates, procedure or requirements.

A great deal of effort and partnership working went into the planning of reopening of pubs, and along with the local Police Licensing officer and the Business liaison officer from the BID, I worked during the evening of 4 July visiting the many pubs and restaurants in Guildford which had reopened. I was pleased to see how seriously most were taking their new responsibilities to keep their customers socially distanced - a juxtaposition for the way the hospitality industry traditionally operates.

The lockdown had a significant impact on the licensed industry and sadly some premises will not re-open. Others will take time to adjust to the 'new

normal'. It is a steep learning curve for everyone including customers who must take personal responsibility for their behaviour when attending licensed premises.

There will undoubtedly be more questions and challenges over the coming months and it is clear that the licensing system, with the addition of pavements, has a vital role to perform.

UKVI-approved tests for visa applications

Trinity has once again been appointed by the Home Office to deliver Secure English Language Tests (SELTs) in the UK.

We're looking forward to expanding our test centre network and to building upon our high standards of customer service for people who need to demonstrate knowledge of language to the UKVI for the purpose of settling, working or studying in the UK.

- ▶ We are the UK's leading provider of SELT speaking and listening tests
- ▶ Trinity has a proven track record of providing Home Office-approved secure English language testing services in the UK since 2011
- ▶ Trinity GESE speaking and listening and ISE reading, writing, speaking and listening SELTs are available at Trinity SELT Centres across the UK

See what test takers typically say about their Trinity SELT experience on social media:



" Staff were very professional – explained everything. Makes you feel calm and welcomed. Thank you! "

Elina, Facebook 2.10.19

" 100% positive experience. What amazing staff! Thank you! "

Henriett, Facebook 3.10.19

" I am very happy and grateful for their dedication, time, consideration, professionalism and humanity! "

Valentina, Facebook 29.10.19

Find out more about Trinity SELTs and about becoming a Trinity Listed SELT Course Provider at trinitycollege.com/SELT



Practical Pubwatch



Words by David Lucas

Introduction

I must begin by declaring a vested interest in Pubwatch, as I am the Treasurer and a member of the Committee of the Nottingham City Pubwatch scheme. In 2019, our scheme was honoured to receive the National Pubwatch Award.

The purpose of this article is to promote the practical benefits of a Pubwatch scheme and to provide some insight into what makes a scheme sustainable and successful

Aims and objectives

The Nottingham City scheme has been in operation for 30 years and has always had an existing or former member of the industry as its Chair. The current Chair has been in post for 25 years.

There is a close working relationship with the Police, Council, business improvement district (BID) and other partners, with representatives from each body attending meetings regularly. They are invited to Committee meetings as appropriate and help shape the agenda, but they are not involved in the management of the scheme.

The constitution of the Pubwatch states that the scheme is established with the general aim of sharing knowledge, raising awareness and lobbying the Government and other public bodies in relation to the issues involving businesses and operators who are involved in the leisure industry.

The Facebook group states that Nottingham Pubwatch provides:

- A forum for licensees, designated premises supervisors and operators to keep up to date on Nottingham's night-time economy
- Updates from the police on problems from within the city
- Compliance posters
- Updates on training schemes

The city centre's reputation reached an all-time low in 2007 when it received adverse publicity in the media about the high levels of violent crime which impacted on student and visitor numbers and the general perception of the City.

A Leisure BID was formed and Pubwatch worked closely with the BID and the authorities to address the various issues.

As a consequence of the combined partnership approach, the reputation

of the city centre was restored to the extent that it saw a reduction in overall crime levels, students returned to reside in large numbers within the city centre and its perception improved. It has since been held up as an example of best practice by the Home Office and the Local Alcohol Partnership Group.

An independent report relating to the night-time economy in the city centre published last year praised Nottingham Pubwatch for its service to members and achievements.

In addition, Pubwatch worked with other partners to enable the city centre to obtain the independently assessed Purple Flag status for its night-time economy in 2010 and to retain that status to this day.

How does the Pubwatch operate?

The Pubwatch has a formal constitution that has been prepared with a view to avoiding legal challenges and in accordance with the good practice recommended by National Pubwatch. It provides for the appointment of a Chair, Vice-Chair, Secretary and Treasurer from within a Committee and contains provisions relating to membership, meetings, and the appointment of officers, resolution of disputes and mediation.

The Officers and Committee represent a diverse cross-section of leisure operators within the city centre. For example, the Vice-Chair is the owner/operator of an LGBTQIA venue that achieved the accolade of Best Bar None in the city centre awards held in 2019. Other members of the Committee include local operators Castle Rock, DHP Family and Fletchergate Industries, national consultants Night Time Economy Solutions, and leisure venue The Cornerhouse.

Prior to each Pubwatch meeting, the Committee meets to discuss current issues, with Committee members voting on and minuting any decisions.

Representatives from the licensing authority, police and BID regularly attend Committee meetings by invitation.

Prior to the coronavirus pandemic, Pubwatch meetings were held three times a year (April, August and December) at a city centre cinema to accommodate the large number of persons attending (averaging between 80 and 100).

In addition to members, Pubwatch meetings are regularly attended by representatives from the police (including the Police and Crime Commissioner), licensing authority (including the Chair of the Licensing Committee), environmental health authority, fire authority, security industry authority, street pastors, BID, NHS drugs team, Framework begging and homeless outreach team and drugs agency. These bodies also regularly present agenda items. Other public agencies are invited to

attend, including representatives from Drinkaware, the Licensed Trade Charity, Mencap, PASS and the British Beer and Pub Association.

If necessary, the scheme can arrange a meeting at short notice. Following implementation of the restrictions on 23rd March, meetings of the committee and members have taken place remotely using Zoom. There have been two Pubwatch meetings with several

speakers providing the members with advice and assistance relating to compliance with the regulations and guidance.

In particular, the issues relating to reopening businesses safely and in a COVID-19 compliant way have been comprehensively addressed.

The Nottingham city centre Pubwatch scheme had 225 members at the end of March 2020 and, following the popularity of the recent meetings.

The scheme now has almost 400 members.



How has the Pubwatch promoted social responsibility?

Pubwatch members have been actively involved in the introduction of some national initiatives.

An integrated advertising campaign by Drinkaware with the message, 'You Wouldn't Sober, You Shouldn't Drunk', was initially tested in Nottingham before being evaluated elsewhere in England.

Drinkaware introduced a behaviour change intervention introducing staff into venues to provide support to customers who are potentially vulnerable because of excessive alcohol. The scheme and the associated training were designed in Nottingham by a Pubwatch Committee member, and a pilot took place at another Committee member's venues in Nottingham before Drinkaware Crew was introduced to more clubs and venues across England.

The fact that the Pubwatch meetings are held in a cinema has enabled members to be made aware of and adopt a number of initiatives with training rolled out using training videos prepared by National Pubwatch and other bodies, including:

- Vulnerability training
- Ask for Angela
- Crime scene preservation
- Prevention of drugs in pubs
- Conflict management
- Dealing with knife attacks
- Dealing with acid attacks
- Using Trauma Packs
- Using defibrillators

A representative of a local drugs agency regularly attends Pubwatch meetings to provide members with up-to-date information regarding current trends and issues. This enables members to identify and deal with drugs issues in their premises.

Regular attendance of a senior police officer and the Chair of the Licensing Committee enables members to be aware of current licensing issues, particularly those relating to crime and disorder.

The co-operation that this creates can be illustrated by the support from members provided for the use of drugs dogs at venues in the city centre.

A legal update is provided at each Pubwatch meeting to ensure that members are familiar with their legal responsibilities and can ask licensing questions of a professional, which is seen as a major benefit of attendance.

Members are also made aware of their duties so far as social responsibility is concerned through updates provided at Pubwatch meetings, relating to such things as the mandatory licensing conditions on irresponsible drinks promotions. Examples are provided of promotions which would not be acceptable.

Pubwatch supported the introduction of street pastors in the city centre several years ago. The street pastors work closely with Pubwatch members to provide advice and assistance to customers in the night-time economy, particularly in the early hours.

A representative from the street pastors regularly attends Pubwatch meetings to update members on any areas of interest. The members are entirely supportive of the street pastors both practically and financially.

The Pubwatch was pleased to endorse and support the "Stay with Your Pack" campaign which was launched in Nottingham at Christmas 2017 through a combination of various partners including the police, and subsequently distributed nationally by Drinkaware.

Recently, the Pubwatch and its members have supported initiatives concerning availability and use of defibrillators and distribution of special medical kits for use in the case of knife attacks.

Another initiative is the establishment by the Pubwatch of a subsidiary Doorwatch scheme for the city centre. The Doorwatch scheme was established in response to concerns expressed by members about the availability of

licensed door staff. A member of the Pubwatch Committee who represents a local operator of late-night venues (DHP) discussed the issue with the police. With the assistance of the Chief Inspector for the city centre, the new Doorwatch scheme was established. The members of the scheme are principally the organisations that provide door staff and their employees. The Doorwatch scheme liaises with the Security Industry Authority.

Specialist training is also made available to members, and taken up by them, in connection with various subjects including personal licence certification, safeguarding and first aid.

Pubwatch regularly incorporates wider industry issues within its agenda and focus, for example recent meetings have included sessions on the likely impact of Brexit and how to prepare for it as a licensed premises, as well as the recruitment and retention of staff. This included the issues surrounding securing good quality door staff, as well as other specialist roles such as chefs and front of house staff.

Materials, such as National Pubwatch posters, are provided for members at Pubwatch meetings and upon request. On occasions, other items such as drug wipes and bottle stoppers are also available.

We take safety seriously

We believe that technology can bring added accountability and transparency to every trip. Validated accounts, driver photos, and a two-way rating system all help build trust. Every trip is tracked by GPS, meaning you can share a live map of your journey with loved ones. And every driver is licensed by a local council and has been through an enhanced background check.

Driver hours

A well-rested driver is a safe driver. That's why we limit the number of hours a driver partner can be on the road without taking a break. After ten hours 'on trip,' the app now prompts drivers to take 6 hours away from the app. So the next time they log on, they're refreshed and alert.

Driver licence details

Every driver partner in the UK has been through the licensing process with their local authority, including a background check. Your driver's name, photo, rating, and the registration/model of the car will appear in the app. And now their private hire licence number and licensing authority details will be included as well.

'Share my ETA'

You can travel with extra peace of mind by sharing your trip details with friends and loved ones. They'll be able to follow your trip with a map of your route and the expected time of arrival—letting them know when you've arrived at your destination safely.

Learn more about how we work with local authorities at uber.com/info/uk/uber101

Uber

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Councillor Training Day



8th September & 5th October

Online Delivery via Zoom

We have added two new dates for our virtual Councillor Training Day. A must for all councillors who are part of the licensing decision making process, providing an introduction for those who are new to the role and a refresher for more experienced councillors. The course will be provided via Zoom, however Zoom will not need to be downloaded.

The course will cover:

- Taxis and private hire vehicles - a basic overview
- Licensing Act 2003 - a basic overview
- General Principles concerning Councillor conduct
- Hearings - Licensing Act 2003
- Hearings - Taxis and private hire vehicles
- Decision making
- Appeals and cost
- Conditions

Course trainer:



David Lucas

Taking place online. The trainer will be live via Zoom.

David is a licensing consultant and former Head of Licensing at a firm of solicitors. He trained at a local authority before joining private practice in 1981 and concentrated solely on licensing from 1996. David advised and represented national and local operators of alcohol and gambling premises, Licensing Authorities, Police Authorities and others throughout England and Wales. He continues to provide assistance and training on his specialist areas. David is Chair of the East Midlands Region.



Thank you for reading!



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