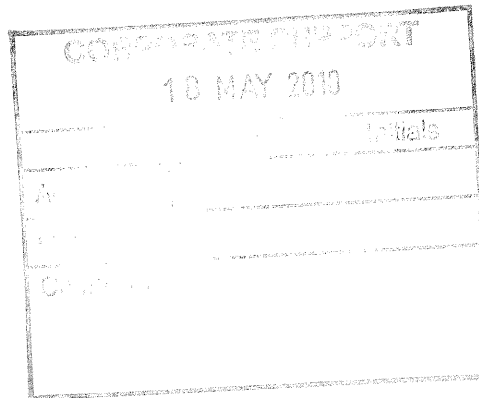




14 May 2010



Lynne Young  
East Ayrshire Licensing Forum  
Council Headquarters  
London Road  
Kilmarnock KA3 7BU

Dear Lynne,

Please find enclosed a copy of the **“Training Resource for Local Licensing Forum Members 2010”** for your Forum.

The Training Resource was developed by Alcohol Focus Scotland with input from members of Local Licensing Forums who attended free Regional training events in February 2010.

The Training Resource consists of a DVD and a notes pack. We have enclosed one hard copy of the notes pack along with a pdf file on disc for you to print as many copies as you require for your members.

The Training Resource can be used in two main ways: to run a session for all members of the Forum or as an induction for a new member. I am sure that it will be helpful in other ways, for example, in the future it may be helpful for the Forum to re-visit some sections of the Resource to focus ideas and discussions.

Full details on how to plan and run training sessions are included in the notes pack, along with suggested timings and any extra information that would be useful. If you have any questions or concerns, please contact me on 0141 572 6593 or by email at [licensing@alcohol-focus-scotland.org.uk](mailto:licensing@alcohol-focus-scotland.org.uk) and I will be happy to discuss these with you. Similarly, if you have any feedback, I welcome hearing from you.

Yours sincerely,

Linda Bowie  
Licensing and ServeWise Manager

setting standards in  
the sale of alcohol

ServeWise is part of  
Alcohol Focus Scotland

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Promoting responsibility,  
reducing harm, changing culture

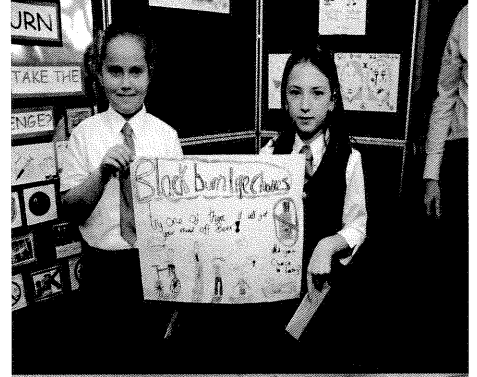
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Company Registration No.94096.

local  
licensing  
forum

# Training Resource

for

Local  
Licensing  
Forum  
Members  
2010







## Contents

Page 5	Welcome
Page 6	Aims and objectives
Page 7	Running a training session for all members
Page 8	Running a training session for a new member
Page 9	Running a training session: content of the DVD
Page 10	Running a training session: Appendix 1
Page 11	Running a training session: Appendix 2
Page 12	Running a training session: Appendix 3
Page 14	Suggested answers
Page 16	Preventing Crime and Disorder
Page 18	Securing Public Safety
Page 20	Preventing Public Nuisance
Page 22	Protecting and Improving Public Health
Page 24	Protecting Children from Harm
Page 26	Community Engagement





## Welcome

### Welcome to the Training Resource for Local Licensing Forums produced by Alcohol Focus Scotland.

This resource can be used by Forums to train their own members. It includes guidelines for how to run a session as well as some suggested answers to some discussion points.

Local Licensing Forums were established by the Licensing (Scotland) Act 2005. The Act lists two roles for Forums:

- to review the operation of the Act in their area and the exercise of the Licensing Board's functions, and
- to advise and make recommendations on matters they see appropriate.

To do this Forums need to be aware of what's happening in their area, what the Licensing Board is doing to address any problems and what further plans the Board has. This will be written in the Board's Licensing Policy and will also be seen in their on-going decisions.

A Local Licensing Forum therefore needs to be familiar with:

1. their Board's Licensing Policy, and
2. the relevant parts of the legislation and of the Guidance issued by the Scottish Government.

A Licensing Board must write their Licensing Policy statement every three years – although supplementary policies can be issued as required. The purpose of the Licensing Policy is to demonstrate how the Board intends to meet the 5 objectives that underpin the Licensing (Scotland) Act 2005. Therefore any review of the operation of the Act and the way that the Board is carrying out its functions should start with the 5 objectives, and so this Training Resource will focus on them.

In addition to the 5 objectives, you should also consider community engagement. Local Licensing Forums are a way of connecting the decision makers (Licensing Boards) more closely with the community affected by their decisions. Forums are made up from local people who volunteer their time. They also need to consider how they gather and represent the views of the wider community.

In this resource, for each objective you will be asked to consider:

- what the key issues are in your local area,
- what evidence there is to support this,
- how your Licensing Board addresses this in their Licensing Policy statement, and
- how you can move this forward in your area.

You are also asked how you engage with the community and most importantly, any action points for the Forum to take forward.



## Aims and objectives

### Using this Training Resource for Local Licensing Forum members

This Training Resource can be used by Local Licensing Forums in two main ways:

1. to run a training session for all Forum members.
2. to use as an induction for a new Forum member to introduce the role of the Forum, the 5 licensing objectives, and community engagement.

### Aims of the training:

- Inform Local Licensing Forum members of their rights and responsibilities under the Licensing (Scotland) Act 2005
- Clarify and reinforce Local Licensing Forum members' understanding of the importance of their role in licensing
- Ensure Local Licensing Forum members have an understanding of the 5 objectives underpinning the Licensing (Scotland) Act 2005
- Ensure Local Licensing Forum members have an understanding of the ways in which they can work with the Licensing Board
- Ensure Local Licensing Forum members have an understanding of the ways in which they can engage with the community

### Objectives of the training:

- Provide relevant expert opinion to help clarify the purpose of Local Licensing Forums; the meaning of the 5 objectives and community engagement
- Provide opportunities for discussion so Local Licensing Forum members can identify how these relate to their own local area
- Encourage Local Licensing Forum members to identify action points to progress in their own area

## Running a training session for all members

### Running a training session for all members of the Local Licensing Forum

#### Planning the session

##### Trainer

You don't need to have someone with training experience to run the session but:

- It would be helpful to have one person responsible for managing time so that the session doesn't overrun.
- Depending on how you decide to run the session, you may wish to consider whether you need someone to Chair the discussion.

##### Timings

- There are 6 topics for discussion, each with a short 5 minute video clip. It would be reasonable to allow approximately 15 minutes discussion for each one. That adds up to a minimum of 2 hours. You should plan the session to take longer than this to include an introduction and to allow a bit of flexibility if the discussions take longer.
- Alternatively, you may wish to split the training into two (or more) sessions.

##### What to provide to members

- Members should know the content of your Licensing Board's statement of Licensing Policy. It would be helpful if they had read this in advance and have a copy with them on the day.
- Members should have an understanding of the role of a Local Licensing Forum as stated in the legislation. This is further expanded upon in the Guidance that was issued by the Scottish Government to Local Authorities in 2007. It would be helpful if a copy of the relevant sections of these documents was available for reference on the day.

##### Extra information

- Frequently asked questions from Local Licensing Forum members are given on the website [www.local-licensing-forums.org.uk](http://www.local-licensing-forums.org.uk). The website also has lots of useful links to related topics (including the relevant sections of the legislation and the Guidance) which may be helpful and includes examples of good practice.

##### Decide how you're going to run the session

- The training session will use a DVD to give a series of short presentations by experts on key topics for participants to discuss and identify any action points. Discussion sheets with sample answers are included in this pack.
  - a. Choose whether or not to show the DVD in 'chunks'. Three options are listed at Appendix 1 – choose whichever is most suitable for your Forum members.
  - b. Choose whether you wish people to work in groups or not – again three options are listed in Appendix 2 and you should select the one most suitable for your Forum.

##### On the day

- Appoint someone as timekeeper. If relevant, agree the groups people should work in and who will Chair the meeting.
- Give members a copy of the discussion sheets. These include sample answers (gathered from Regional training events carried out in February 2010). Encourage participants to take their own notes of the discussions. This is more likely to get everyone to participate. It is a good idea to also take an official minute of the action points agreed.
- Show the DVD, followed by discussion, as planned.



## Running a training session for a new member

### Running a training session for a new member of the Local Licensing Forum

#### Planning the session

Much of this is very similar to what's above. However, you should be clear whether you wish the new member to work through the DVD in detail with the purpose of identifying issues and actions that can be done in your area, or if you wish them to gain an overview of the five objectives and some of the issues that the Forum should be looking at.

#### Trainer

- You don't require a trainer. The new member can work through the DVD and discussion points by themselves, at a time and place to suit them.

#### Timings

- Because the new member will be working by themselves, it's likely they will take less time – probably about an hour to an hour-and-a-half if they're working through it in detail, and about 45 minutes if they're gaining a general overview of the issues.

#### What to provide to the member

- It's important to make sure the new member has the basic information – details of the relevant sections of the Act and Guidance, the Licensing Board's statement of Licensing Policy - and knows that there is further information available via the [www.local-licensing-forums.org.uk](http://www.local-licensing-forums.org.uk) website.

#### Running the session

- New members would benefit from watching each part of the video and making their notes on that topic before moving onto the next part.

## Content of the DVD

- Part 1      **The Rights and Responsibilities of Local Licensing Forums**  
**Jack Cummins**  
 Hill Brown Licensing  
 Member of the Nicholson Committee
- Part 2.1    **Preventing Crime and Disorder**  
**Assistant Chief Constable Andrew Barker**  
 Fife Constabulary  
 Association of Chief Police Officers in Scotland (ACPOS)
- Part 2.2    **Securing Public Safety**  
**Willie Caie**  
 City Centre Task Force Programme Manager  
 Glasgow Community & Safety Services
- Part 2.3    **Preventing Public Nuisance**  
**Denise Hamilton**  
 Assistant Manager for Environmental Health & Trading Standards Out of Hours  
 Glasgow City Council
- Part 2.4    **Protecting and Improving Public Health**  
**Dr Kirsty Licence**  
 Consultant in Public Health Medicine  
 Tayside NHS Health Board
- Part 2.5    **Protecting Children from Harm**  
**Tam Baillie**  
 Scotland's Commissioner for Children and Young People
- Part 3      **Community Engagement**  
**Charlie Bryceland**  
 Community Project Officer  
 Community Action - Blackburn (Changing Attitudes to Alcohol) project

### Questions for discussion after each objective

1. What are the key issues relating to this objective in your Forum's area?
2. What evidence do you have for this?
3. How are these issues addressed in your Licensing Board's policy statement?
4. How can you take this forward with your Board?

### Questions for discussion after the "Community engagement" section

1. How does your Forum engage with the local community in the area?
2. Are there any areas where this could be improved?



## Running a training session: Appendix 1

### Appendix 1: Options for running the sessions

<p><u>Option 1</u></p> <ol style="list-style-type: none"> <li>1. Show Part 1 and Part 2.1 of the DVD, then discuss the “preventing crime and disorder” objective.</li> <li>2. Show Part 2.2 of the DVD, then discuss the “securing public safety” objective.</li> <li>3. Show Part 2.3 of the DVD, then discuss the “preventing public nuisance” objective.</li> <li>4. Show Part 2.4 of the DVD, then discuss the “protecting and improving public health” objective.</li> <li>5. Show Part 2.5 of the DVD, then discuss the “protecting children from harm” objective.</li> <li>6. Show Part 3 of the DVD, then discuss community engagement.</li> <li>7. Ensure that all participants agree an action list from their discussions.</li> </ol>	<p><u>Advantages:</u></p> <ul style="list-style-type: none"> <li>• Each objective is given equal weighting</li> <li>• Each objective is discussed in detail</li> </ul> <p><u>Disadvantages:</u></p> <ul style="list-style-type: none"> <li>• Can feel ‘bitty’</li> <li>• Facilitators need to be strict with timings</li> </ul>
<p><u>Option 2</u></p> <ol style="list-style-type: none"> <li>1. Show the whole DVD.</li> <li>2. Discuss each of the 5 objectives and community engagement</li> <li>3. Ensure that all participants agree an action list from their discussions.</li> </ol>	<p><u>Advantages:</u></p> <ul style="list-style-type: none"> <li>• Participants get an overview of all of the issues</li> <li>• Will take less time</li> <li>• Easier to control timings</li> </ul> <p><u>Disadvantages:</u></p> <ul style="list-style-type: none"> <li>• It’s possible that more time will be spent discussing the ‘easy’ objectives (where there is more evidence and actions points are more obvious) and the more difficult ones will be passed over</li> </ul>
<p><u>Option 3</u></p> <ol style="list-style-type: none"> <li>1. Show the DVD in 2 or 3 ‘slots’ with discussion after each one.</li> </ol> <p>For example:</p> <ol style="list-style-type: none"> <li>1. show Parts 1, 2.1 and 2.2 and then break for first discussion on crime &amp; disorder and public safety</li> <li>2. show Parts 2.3 and 2.4 and then break for discussion on public nuisance and public health</li> <li>3. show Parts 2.5 and 3 and then break for discussion on protecting children and community engagement</li> <li>4. Ensure that all participants agree an action list from their discussions.</li> </ol>	<p><u>Advantages:</u></p> <ul style="list-style-type: none"> <li>• Participants get an overview of all of the issues</li> <li>• Likely to have more in-depth discussions on certain topics</li> <li>• Less likely to miss out the ‘hard’ objectives</li> <li>• Takes less time than 1st option, but more detail than 2nd option</li> </ul> <p><u>Disadvantages:</u></p> <ul style="list-style-type: none"> <li>• Still possible that more time will be spent discussing the ‘easy’ objectives</li> <li>• Facilitators need to be careful with timings</li> </ul>

## Running a training session: Appendix 2

### Appendix 2: Group work

<p><u>Option 1</u> Keep all members together and discuss the matters as one group</p>	<p><u>Advantages:</u></p> <ul style="list-style-type: none"> <li>• Participants can have a meaningful discussion on the issues in their area</li> <li>• Everyone can hear everyone else's point of view</li> </ul> <p><u>Disadvantages:</u></p> <ul style="list-style-type: none"> <li>• More dominant personalities may take over (if it happens in meetings it'll happen here as well)</li> <li>• Easier for discussions to overrun</li> </ul>
<p><u>Option 2</u> Split participants into small groups of two or three</p>	<p><u>Advantages:</u></p> <ul style="list-style-type: none"> <li>• Participants should be able to have a meaningful discussion on the issues in their area</li> <li>• Everyone should have the opportunity to contribute</li> </ul> <p><u>Disadvantages:</u></p> <ul style="list-style-type: none"> <li>• Extra time required to feedback discussions from each of the groups to the Forum as a whole and agree action points</li> </ul>
<p><u>Option 3</u> Participants work individually</p>	<p><u>Advantages:</u></p> <ul style="list-style-type: none"> <li>• All participants forced to think about the issues – especially if used with Option 1 for running the session</li> <li>• Easier to control time</li> <li>• Opportunity for individuals to come up with ideas unfettered by concerns about others' reactions</li> </ul> <p><u>Disadvantages:</u></p> <ul style="list-style-type: none"> <li>• May be quite intimidating for someone who is not sure of the issues</li> <li>• Extra time required to feedback discussions from each of the groups to the Forum as a whole and agree action points</li> </ul>

## Running a training session: Appendix 3

### Appendix 3: Example of Training session for Forum members and suggested timings

In this example, the DVD is shown in 3 slots (Appendix 1, Option 3) and members are asked to work in groups of 3 (Appendix 2, Option 2). Suggested timings for each part are shown, along with total timings for the training session. Note that many discussions could take longer and that these timings do not include a comfort break.

Timings for an afternoon session	Activity	Suggested time for activity
2pm	Welcome <ul style="list-style-type: none"> <li>• Make sure everyone knows who everyone else is</li> <li>• Explain what the aims of the session are</li> <li>• Explain how it's going to run and expected timings</li> </ul>	10 minutes
2.10pm	Show the first three parts of the DVD, the introduction, "The Role and Responsibilities of Forums" and the first two objectives, "preventing crime and disorder" and "securing public safety".	15 minutes
2.25pm	Ask members to discuss "preventing crime and disorder" and "securing public safety". <ol style="list-style-type: none"> <li>1. What are the key issues relating to "preventing crime and disorder" and "securing public safety" in your Forum's area?</li> <li>2. What evidence do you have for this?</li> <li>3. How are these issues addressed in your Licensing Board's policy statement?</li> <li>4. How can you take this forward with your Board?</li> </ol>	30 minutes
2.55pm	Bring the whole group together to agree the key issues in the area for the Forum to focus on and the actions points to take forward.	10 minutes
3.05pm	Show the second two parts of the DVD, "preventing public nuisance" and "protecting and improving public health".	10 minutes
3.15pm	Ask members to discuss "preventing public nuisance" and "protecting and improving public health". <ol style="list-style-type: none"> <li>1. What are the key issues relating to "preventing crime and disorder" and "securing public safety" in your Forum's area?</li> <li>2. What evidence do you have for this?</li> <li>3. How are these issues addressed in your Licensing Board's policy statement?</li> <li>4. How can you take this forward with your Board?</li> </ol>	30 minutes

3.45pm	Bring the whole group together to agree the key issues in the area for the Forum to focus on and the actions points to take forward.	10 minutes
3.55pm	Show the last two parts of the DVD, “protecting children from harm” and “community engagement”.	10 minutes
4.05pm	<p>Ask members to discuss “protecting children from harm”.</p> <ol style="list-style-type: none"> <li>1. What are the key issues relating to “preventing crime and disorder” and “securing public safety” in your Forum’s area?</li> <li>2. What evidence do you have for this?</li> <li>3. How are these issues addressed in your Licensing Board’s policy statement?</li> <li>4. How can you take this forward with your Board?</li> </ol> <p>Ask members to discuss “community engagement”.</p> <ol style="list-style-type: none"> <li>1. How does your Forum engage with the local community in the area?</li> <li>2. Are there any areas where this could be improved?</li> </ol>	30 minutes
4.35pm	Bring the whole group together to agree the key issues in the area for the Forum to focus on and the actions points to take forward.	10 minutes
4.45pm	<ul style="list-style-type: none"> <li>• Thank everyone for their time</li> <li>• Ensure everyone knows what the Forum is going to do with this information</li> <li>• Confirm the date of the next Forum meeting</li> </ul>	15 minutes
5pm	Close	



## Suggested answers

We have included some suggested answers to the discussion points. They were collated from the Regional Training events held in February 2010.

### What if we don't cover all of these points?

That's not a problem - not all of the suggested answers will be relevant in your area, and your Licensing Board may not have any of these points in their licensing policy statement but they will have others that are more relevant to your area. In addition, some suggested answers fit under more than one objective but we will only show them once to avoid repetition.

### Limited by legislation

Licensing Boards can only address issues that are controlled by licensing legislation. Local Licensing Forums have to be clear what issues can, and what cannot, be addressed by the Licensing Board. However some of these issues can be addressed by other parts of the Council and the Board could work with the wider Council on these matters.

- Board can raise issues, e.g. noise complaints about a premises (and check it's being followed up), with Council departments, e.g. Environmental Health, LSO
- E.g. the Forum and Board could work with the wider Council and with the police to look at what information is made available to the public on licensing issues, and how legislation can be enforced.

### Local vs. National

Note that some problems identified can only be dealt with at a national level – for example, minimum pricing - or are out with the scope of licensing legislation – for example, parents allowing teenagers to drink at home. Local Licensing Forums can only comment on issues that happen in their local area and they should focus on what can be done within their area. This may be by linking with the work of other relevant local or regional groups for example a Community Safety Group or bodies such as the Alcohol and Drugs Partnership.

It is also useful if concerns relating to matters that require national action are relayed to any relevant national groups. In the absence of a National Licensing Body, Alcohol Focus Scotland is keen to collect any such data to pass on to the Scottish Government, COSLA and others as relevant. However Forums should not spend so much time concentrating on national issues that they forget to do their main job – i.e., comment on the Act in their area and the Board's exercise of its functions.

### Raising awareness of local initiatives

Forums can work with the Licensing Board to raise awareness of local initiatives – often highlighted by the various agencies represented on the Local Licensing Forum – and to encourage the licensed trade to participate where possible. Note that this is in addition to their core role of commenting on the Act in their area and the Board's exercise of its functions.

- E.g., where the police are running a bottle marking scheme, or the local Health Promotion Team are promoting diversionary activities for young people in the area, the Forum could ask the Board to commend the premises that participate

### Raising issues with the Licensing Board

There is no guidance in the Act about how Forums should raise issues with their Licensing Board. Some suggestions are:

- Write a letter to the Board
- Discuss it at a joint meeting. Note that the Act requires Forums and Boards to have at least one joint meeting each year. In some areas it has been decided that more frequent meetings would be more helpful.

### **When the Licensing Board does not follow the Forum's advice**

Where the Licensing Board chooses not to follow the advice or recommendations of the Local Licensing Forum the Board must give their reasons. The Board has 42 days from when the decision was taken to give the Forum their reasons.

The Forum should consider these reasons and ensure that they address any issues raised with their future recommendations.

### **What evidence do you have for this?**

For each licensing objective Forums are asked to consider what evidence they have for this. The Act states that the Local Licensing Forum is entitled to receive the same statistical, or other, information as the Licensing Board from the police and the local council.

It's important that Forums do gather evidence when raising issues with the Board. It would be very difficult for the Licensing Board to justify why they should change their policy based solely on the *opinion* of the Forum.

Many of the sources of evidence are the similar for each objective, therefore they've all been listed together here. Don't forget, statistics are useful, but they don't cover everything!

Evidence Forums may wish to gather:

- Police statistics
- A&E statistics
- Statistics from other Council departments, especially Environmental Health (which is likely to include Smoking Enforcement Officers, Out of Hours complaints, noise nuisance teams, etc)
- Licensing statistics
- It can be useful to use statistics from several years to see trends.
- Information from licensed premises' incident logs or refusals books\*
- Complaints received by the LSO about premises
- Any policies for particular vulnerable groups (egg known victims of domestic abuse)
- Information on any strategies and initiatives in the area by the police, health or community groups (note that many of these seem to be short term)
- Information from NHS (e.g. one surgeon collected information from patients with alcohol-related injuries about which licensed premises they had been in)
- Information from social workers
- Information from alcohol agencies – such as the local Council on Alcohol or the Health Board or the Community Addiction Team (CAT) (e.g. one alcohol counsellor collects information from drinkers about where they purchase their alcohol)
- Anecdotal evidence from residents, police, young people, the licensed trade such as gathered by a survey, or through focus groups

### **\*Ideas for gathering evidence – Refusals Book analysis**

Many licensed premises record all refusals of service in a 'Refusals Book'. In some premises there will be an 'Incident book' which may include refusals of service but also records incidents such as abuse from customers, instances of theft or suspicious behaviour, etc. Some excellent information can be found in these books including the most common reasons for refusing service, common drinks that 'problem customers' such as underagers or drunks are trying to buy, days and times when problems are more likely to occur, etc.

It may be useful for the Local Licensing Forum to collect all Refusals Books/Incident Books from a given period of time and to collate this information to get a picture of what's happening in the local area and so gain an understanding of the issues faced by the licensed trade.

## Assistant Chief Constable Andrew Barker

Fife Constabulary  
Association of Chief Police  
Officers in Scotland (ACPOS)



### WHAT ARE THE KEY ISSUES RELATING TO THIS OBJECTIVE IN YOUR FORUM'S AREA?

Examples include:

- Pre-loading – people are drinking at home before going out. Customers are not going in to licensed premises until later and they're frequently drunk before they get there. Sometimes this leads to groups of drunken people on the streets who are not admitted to licensed premises
- Agency sales – where a person aged 18 years or over purchases alcohol for an underager
- 'Hidden Crime' such as domestic abuse
- Drunkenness and fights related to particular events – e.g. football matches
- Fights and assaults
- Aggression faced by staff of licensed premises when refusing entry or refusing service
- Transport, particularly late night transport – is there sufficient to enable people to get home? Is it well controlled?

### WHAT EVIDENCE DO YOU HAVE FOR THIS?

(see pages 14 and 15)

### HOW ARE THESE ISSUES ADDRESSED IN YOUR LICENSING BOARD'S POLICY STATEMENT?

Examples include:

- Premises are allowed a maximum number of licensed hours per day
- A curfew is in place which requires premises to refuse entry to new customers after a certain time
- Premises are recommended to keep a Refusals Book and /or incident log. The LSO will check it to ensure that all members of staff use it
- The policy reinforces that there's a responsibility for the licensed trade to challenge drunkenness at the point of service and throughout the premises – it's not all down to door staff

### HOW CAN YOU TAKE THIS FORWARD WITH YOUR LICENSING BOARD?

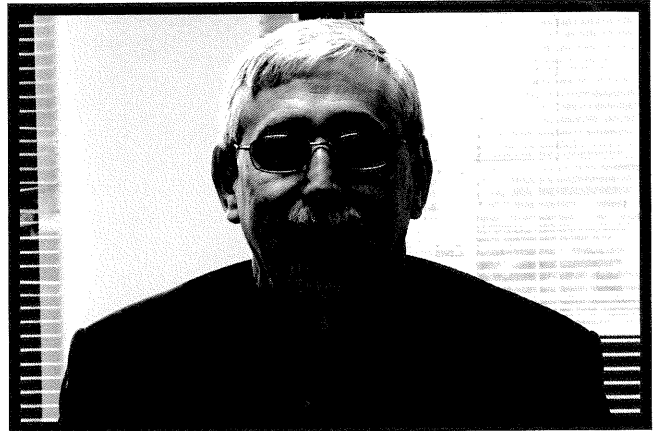
Examples include:

- Recommend that the Licensing Board takes a strong line on offences, e.g. written warning for premises that fail one test purchase or sell alcohol to drunken persons

### ACTION POINTS

## Willie Caie

City Centre Task Force  
Programme Manager  
Glasgow Community & Safety  
Services



### WHAT ARE THE KEY ISSUES RELATING TO THIS OBJECTIVE IN YOUR FORUM'S AREA?

Examples include:

- Youths congregating outside shops making members of the public feel threatened
- Fights in, or near, on-licensed premises, and in related areas such as late night catering outlets and taxi ranks, when customers exit at closing time
- Staff being threatened when they refuse service (particularly relevant to off-sales)
- Adults under duress to purchase alcohol for under 18s (otherwise get their car/house/etc damaged)
- Cars being vandalised
- Drunk people on the streets

**Note:**

Several of these issues are related to alcohol but they do not come under licensing legislation – e.g. taxi queues, late night catering, vandalism. This means that the Licensing Board will have limited opportunities to address them and the Forum should take this into consideration when commenting on the Board's exercise of its functions.

### WHAT EVIDENCE DO YOU HAVE FOR THIS?

(see pages 14 and 15)

### HOW ARE THESE ISSUES ADDRESSED IN YOUR LICENSING BOARD'S POLICY STATEMENT?

Examples include:

- Statement that licensed hours will be reduced for premises where there is a link to external problems
- Closing times of neighbouring premises to be staggered to ensure customers are not all exiting at the same time
- Premises allowed a maximum number of licensed hours per day
- Use of toughened or plastic glassware after a certain time of night

### HOW CAN YOU TAKE THIS FORWARD WITH YOUR LICENSING BOARD?

Examples include:

- Licensing Forum to gather information, for example, in some areas it is noted that Pubwatch seems to be effective in reducing problems licensed premises face
- Licensing Forum to look at other schemes or projects that address some of the issues – for example Pubwatch, Retail Link schemes, Best Bar None, Unight, Playsafe – and ask the Board to encourage premises to get involved and to commend premises that took part.
- Noted that there has been improvements in the licensed trade in having things like exit strategies / dispersal policies to minimise issues outside of premises

### ACTION POINTS

## Preventing Public Nuisance

### Denise Hamilton

Assistant Manager for  
Environmental Health & Trading  
Standards Out of Hours  
Glasgow City Council



#### WHAT ARE THE KEY ISSUES RELATING TO THIS OBJECTIVE IN YOUR FORUM'S AREA?

Examples include:

- noise from smokers outside licensed premises, especially where on-licence premises are now using new areas (e.g., tables on the pavement, areas at the back of the premises) for customers to accommodate smokers
- noise from bottles being put out at night
- noise from music from the premises
- litter from people drinking outside (e.g. in parks); litter from people buying food from late night catering outlets; litter from small items bought from off-sales premises (e.g. the wrapping from cigarette packets)
- vomit

#### WHAT EVIDENCE DO YOU HAVE FOR THIS?

(see pages 14 and 15)

### HOW ARE THESE ISSUES ADDRESSED IN YOUR LICENSING BOARD'S POLICY STATEMENT?

Examples include:

- On-licence premises required to have dispersal policies to ensure the public exit the premises quietly and move away from the area at closing time
- Overprovision statement takes into account the residents living in the area and the types of premises that would be suitable

### HOW CAN YOU TAKE THIS FORWARD WITH YOUR LICENSING BOARD?

Examples include:

- Many of the low level complaints can be sorted out by the parties involved – i.e. the person complaining and the licensed premises. LSOs should be encouraged to mediate in such disputes to prevent them escalating and to resolve them
- Where a person has chosen to live near a licensed premises the Board should make clear if they expect that resident to accept a certain level of noise from that licensed premises (similar to someone buying a house near a busy road)

**Note:**

There are multiple options for dealing with many public nuisance issues – these could be dealt with by police, EHO, LSO and/or Community Wardens

### ACTION POINTS

**Dr Kirsty Licence**

Consultant in Public Health  
Medicine  
Tayside NHS Board

**WHAT ARE THE KEY ISSUES RELATING TO THIS OBJECTIVE IN YOUR AREA?**

Examples include:

- Some areas are more affected by others, especially where there's deprivation
- Alcohol and drinking is 'normalised'. For example, until the law changed, supermarkets displayed alcohol throughout the store. Alcohol is still heavily promoted in supermarkets and it's rare to see someone go through a checkout with no alcohol in their trolley. Bars are available in many family activities – e.g. cinema, ten pin bowling. Children are encouraged to use other facilities in bars - e.g., to play the pool table. Most sports clubs' activities – other than the sport - revolve around alcohol and drinking
- The move towards drinking at home means there's more emphasis on getting drunk and less emphasis on drinking as one part of a social interaction
- Alcohol-related accidents and injuries
- High rates of teenage pregnancies and sexually transmitted diseases

**WHAT EVIDENCE DO YOU HAVE FOR THIS?**

(see pages 14 and 15)

### HOW ARE THESE ISSUES ADDRESSED IN YOUR LICENSING BOARD'S POLICY STATEMENT?

Examples include:

- The Licensing Board's overprovision policy will address the amount of premises, and the types of premises, that can sell alcohol
- All premises are required to keep a Refusals Book. The LSO will check it to ensure that all members of staff use it and to ensure that drunk people are not being served
- Licensed premises are encouraged to display alcohol awareness materials and sensible drinking messages and to get involved with Alcohol Awareness Week
- Licensed premises are encouraged to have an alcohol policy for their staff. (Workplaces can contact the Scottish Centre for Healthy Working Lives for more information and help)
- On-licence premises are encouraged to sell low alcohol and non-alcoholic alternatives
- Off-licence premises are discouraged from stocking high strength, cheap drinks, or alcoholic drinks with a high caffeine content

### HOW CAN YOU TAKE THIS FORWARD WITH YOUR LICENSING BOARD?

Examples include

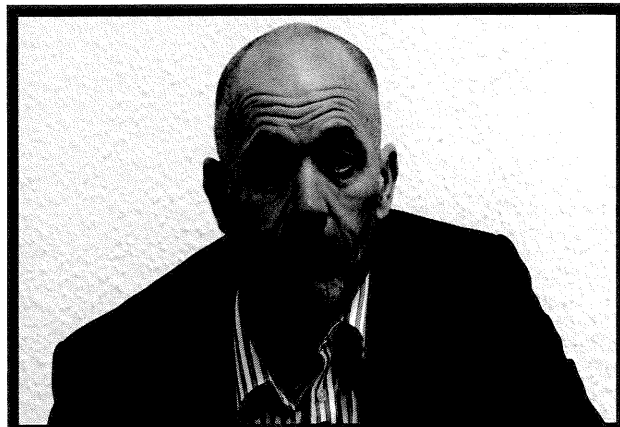
- Recommend that the Licensing Board takes a strong line on alcohol promotions
- Recommend that the Board limits availability of alcohol through control of licensed hours and assessment of overprovision

### ACTION POINTS

## Protecting Children from Harm

### Tam Baillie

Scotland's Commissioner for  
Children and Young People



#### WHAT ARE THE KEY ISSUES RELATING TO THIS OBJECTIVE IN YOUR FORUM'S AREA?

Examples include:

- Young people drinking in parks, etc.
- The police have reported that when they take drunk teenagers home (e.g., if they've been found drinking on the streets), the parents are sometimes more drunk or they don't see what the problem is with kids drinking
- Different areas have different attitudes to alcohol (often relates to socio-economic factors)
- Agent purchase is a big problem – often it's parents buying alcohol for their children, but it should be recognised that some adults are being intimidated into buying alcohol for underagers.
- The move towards drinking at home means there's more emphasis on getting drunk and less emphasis on drinking as one part of a social interaction.

#### WHAT EVIDENCE DO YOU HAVE FOR THIS?

(see pages 14 and 15)

### HOW ARE THESE ISSUES ADDRESSED IN YOUR LICENSING BOARD'S POLICY STATEMENT?

Examples include:

- The policy includes stipulations for when under 18s can access games in licensed premises (e.g. pool) – such as supervision by an adult, limits on the ages or times at which they can play
- Where patterns are identified (e.g., if most attempted underage sales were between 6 and 10pm on a Friday) consideration will be given to varying the licensed hours for those premises

### HOW CAN YOU TAKE THIS FORWARD WITH YOUR LICENSING BOARD?

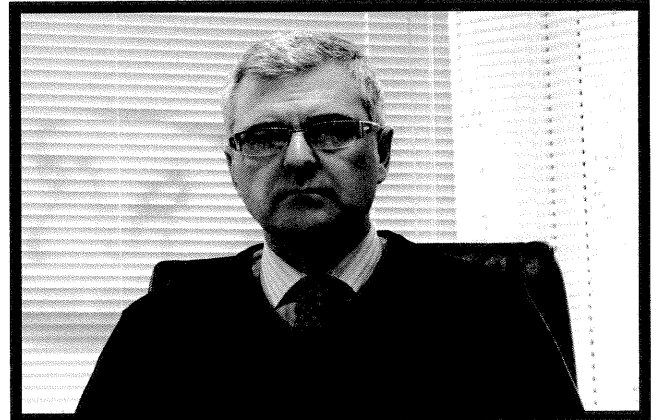
Examples include:

- Licensing Forum to gather information and be clear what issues can, and what cannot, be addressed by the Licensing Board
- Licensing Forum to look at other schemes or projects that address some of the issues – for example a campaign to raise awareness with the public that buying for under 18's is an offence – and ask the Board to encourage premises to get involved and to commend premises that took part

### ACTION POINTS

## Charlie Bryceland

Community Project Officer  
Community Action - Blackburn  
(Changing Attitudes to Alcohol)  
project



### HOW DOES YOUR FORUM ENGAGE WITH THE COMMUNITY IN THE AREA?

Examples include:

- The Forum has its own section on the Council website
- There are links from the website [www.local-licensing-forums.org.uk](http://www.local-licensing-forums.org.uk) to the relevant parts of the Council website to encourage the public with an interest in licensing to contact their local Forum
- The Council officer responsible for the Local Licensing Forum made a presentation to Community Councils to inform them of basic licensing issues and the work of the Forum
- Posters have been put up in community halls; adverts have been placed in local newspapers as well as short articles in free local newspapers to inform the public of the work of the Forum, as well as advertising for new members
- Links have been made with the local Pubwatch, Unight, Retail Link, trade association to ensure that the licensed trade is represented
- There was great difficulty in getting young people to attend the Forum meetings regularly so an annual consultation has been held in the local college
- Meetings are held in the early evening to make it easier for more people to attend
- Meetings are held in different venues to ensure people from any one geographical area are not disadvantaged

**ARE THERE ANY AREAS WHERE THIS COULD BE IMPROVED?**

Examples include:

- It would be helpful if there was a clear budget for the Forum to cover any advertising expenses, travel to speak to other groups, attendance at events etc. Note that money to support Forums should come from licensing fees
- Forums could use licensed premises for meetings to attract the general public
- The Council should advertise the fact that Forum and Board meetings are open to the public
- The Forum could use youth workers to approach young people



## **Training Resource for Local Licensing Forum Members**

Produced by Alcohol Focus Scotland, April 2010  
Contact [licensing@alcohol-focus-scotland.org.uk](mailto:licensing@alcohol-focus-scotland.org.uk) or 0141 572 6705  
[www.local-licensing-forums.org.uk](http://www.local-licensing-forums.org.uk)