Item 7

14th March 2023

Glasgow City Council

Local Licensing Forum

Report by Executive Director Neighbourhoods, Regeneration and Sustainability

Contact: Lisé Fisher Ext: 37562

Managing the Evening Economy Towards a Safer City Centre

Purpose of Report:

To provide an update on the recent developments of Best Bar None Glasgow initiatives facilitated and supported by the NRS City Centre Team.

The report highlights the 6 month period between 1st July and 31st December 2022.

Recommendations:

It is recommended the Forum note:

- All work has been supported by GCC NRS staff and enhanced by a multi-agency approach.
- That activities have been described in this report provide additional value and assistance to the City Centre Policing Plan, which provides an overall approach to crime and safety in the city centre

Ward No(s): Citywide: ✓

Local member(s) advised: Yes ☐ No ✓ consulted: Yes ☐ No ✓

1.0 Best Bar None Glasgow developments

1.1 Best Bar None Awards were held on Thursday 10th November 2022 at the Grand Central Hotel, the first Awards ceremony since 2019. 69 applications were received in 2022 to which 64 premises received awards. 5 premises withdrew their application prior to assessment and have stated they will re-apply for 2023. A further 4 premises have already applied for BBN Glasgow 2023.

1.2 Following the independent assessment of the premises, during the period July – Sept, and discussions with Licensing Standards Officers, premises were awarded Bronze, Silver or Gold Awards. Additional Awards were given for the BBN Glasgow categories as illustrated in the Table 1 below. Table 2 provides a breakdown of Category and Award.

Table 1

Awards	
Bronze: - **0**	**4** – Glasgow Awards
Silver: - **4**	**8** – Overall Golds
Gold: - **58**	**1** – People's Choice

Table 2

Category	**Award**
Community Pub: -	1 Silver & 5 Golds
Community Pub with Food: -	1 Silver &12 Golds
Standard Premises: -	1 Silver & 17 Golds
Restaurant: -	2 Golds
Hotel Bar: -	2 Golds
Specialist Entertainment Venues: -	1 Silver & 6 Golds
Late Night Venue: –	14 Golds

1.3 During the reporting period, BBN Glasgow organised 3 Training Seminars covering the topics, Bystander Training, 16 Days of Action and Trafficking, Festive Initiative. A total of 79 members of staff attended representing 49 venues.

1.4 During December 2022 BBN Glasgow was able to deliver the full Festive Initiative with the launch taking place on December 1st at George Sq, along with partners, Police Scotland, Glasgow Street Pastors, Glasgow Taxis and SGL. An enhanced service at the NiteZones was in place, with GCC staff patrolling both Gordon Street, West George St and Sauchiehall Street. The Festive Initiative was operational on Friday & Saturday nights for 3 weekends between the hours of 23:00 – 05:00. The Festive Initiative was promoted via Facebook & Twitter throughout the festive period, with additional information provided regarding safe drinking, using licensed taxis, planning your night out etc.

1.5 BBN Glasgow also supported TRNSMT and other large scale music events through the co-ordination of voluntary sector support services in the city centre. This multi agency response to number of events taking place during 2022 that had an impact on the city centre. Information was gathered from a variety of support services and included, number of volunteers, hours / days operational, location within the city, single point of contact. This information was collated onto a single template and circulated to all support services, Police and Taxi Marshalls. A series of messaging detailing NiteZones and safety messages was also sent out via social media during the summer months.

2.0 City NiteZones

2.1 The NiteZones continue to contribute to the safe exit of patrons from the various locations across the city centre. The statistics continue to reflect challenges faced by premises and licensed taxis during this period, such as train strikes, cost of living crisis. The figures do demonstrate a rise in usage of the ranks since 2020 but also reflect a change perhaps in the ways people socialise. During the Festive Initiative in December the ranks were operational between the hours of 23:00 – 05:00 with additional staff patrolling areas around Gordon Street and Sauchiehall Street.

2.2 Statistics for the reporting period against the same period for 2020 and 2021 are as follows:

NiteZone	**July-20**	**July-21**	**July-22**	**Aug-20**	**Aug-21**	**Aug-22**	**Sep-20**	**Sep-21**
Albion Street	804	1365	920	1870	1010	867	1257	1056
Byres Road	1371	2395	1964	3050	2181	1558	2379	1455
Gordon Street	2257	6668	7965	7078	7293	6110	4864	10512
Sauchiehall Street	1125	1474	2770	2479	2792	2855	2137	3918
Shawlands	0	0	699	0	541	434	0	585
West George Street	850	2436	3934	2083	2662	2944	2091	2894
NiteZone	**Oct-20**	**Oct-21**	**Oct-22**	**Nov-20**	**Nov-21**	**Nov-22**	**Dec-20**	**Dec-21**
Albion Street	176	1586	993	0	540	882	6	1119
Byres Road	412	2064	1664	0	1071	1006	343	1210
Gordon Street	1103	6940	6289	0	5434	4568	1009	6155
Sauchiehall Street	405	3362	4383	0	3644	3144	0	4091
Shawlands	0	881	801	0	412	542	0	500
West George Street	213	3801	3047	0	2740	2398	731	2710

3.0 Voluntary Sector partners

3.1 Glasgow Street Pastors Association (GSP) are based within the Saint George's Tron Church of Scotland on Nelson Mandela Place, providing

patrols and distribution of care and safety resources such as flip flops, hats gloves and blankets in the city centre and west end. The service was operational from 22:00 – 04:00 on a Friday and Saturday night. During this period, they engaged with vulnerable members of the public, with issues including excessive Alcohol consumption, Drug use and Mental Health/Distress.

The street patrol teams (each pair) are linked into PSCCTV by the radio network for reassurance, support and operational assistance.

Feedback from the GSP indicated that engagement with members of the public requiring info on taxis ranks, use of mobile phones, provision of flip flops. There was also engagement with street beggars and vulnerable individuals who were provided information on services, issued clothing. There was also an increase in individuals presenting with suicidal thoughts / at risk of harming themselves. A de brief took place with other partners to discuss joint training for staff / volunteers to ensure they are equipped to deal with this type of situation in the most appropriate and safe way.

3.2 Glasgow Street Aid (GSA) provide an outreach service of volunteers from a medical background that can support vulnerable people in the city centre on Friday and Saturday evenings.

GSA have been operating in the city centre since January 2021 and are linked into PSCCTV by the radio network for reassurance, support and operational assistance.

4.0 Digital Radio Network

4.1 The Digital Radio Network continues to provide City Centre radio links that allow licenced premises to communicate directly with one another and with the Glasgow PSCCTV Operations Centre (GOC) at Eastgate. Radio calls can be overheard by other users of the system allowing assistance to be summoned, PSCCTV coverage to be provided or for persons ejected from one premises to be rejected from others thereby preventing disorder within licensed premises.

4.2 The GCC PSCCTV Operators liaise directly with the police via their airwaves radio and can relay important information to them regarding the nature of incidents and keep communication between premises reporting and the police updated in real time. Operators also record important images from when an incident is reported that may be used later for evidential purposes.

4.3 There are currently 97 premises users on the night time Digital Radio Network system, with a further 5 organisations who work with us in partnership in the city centre. All calls for assistance from licensed premises using the radio network are logged and actioned by PSCCTV officers at the Glasgow Operations Centre (GOC) in Eastgate (such as requesting attendance of police or street pastors for a vulnerable person/ incident). This early intervention approach help reduce the likelihood of incidents occurring or escalating.

4. Policy and Resource Implications

Resource Implications:

Financial:	All costs for BBN Glasgow and related activity derive from funding via Glasgow Alcohol and Drug Partnership.
Legal:	All activities are in compliance with the Licensing (Scotland) Act 2005 and the Alcohol etc. (Scotland) Act 2010 as appropriate.
Personnel:	Three posts are held within Neighbourhoods and Sustainability (City Centre) Neighbourhood Liason Manager (City Centre), City Centre Co-ordinator, Alcohol and Drug Development Officer. Other GCC staff are available to assist with work as requested.
Procurement:	None

Council Strategic Plan: N/A

Equality and Socio-Economic Impacts:

Does the proposal support the Council's Equality Outcomes 2021-25.	N/A
What are the potential equality impacts as a result of this report?	No significant impact
Please highlight if the policy/proposal will help address socio economic disadvantage.	N/A

Climate Impacts:

Does the proposal support any Climate Plan actions? Please specifyl:	N/A

What are the potential climate impacts as a result of this proposal?:	N/A
Will the proposal contribute to Glasgow's net zero carbon target?	N/A

Privacy and Data Protection impacts:

Are there any potential data protection impacts as a result of this report	No
If Yes, please confirm that a Data Protection Impact Assessment (DPIA) has been carried out	N/A

5.0 Recommendations

5.1 It is recommended that the Forum note:

- The work undertaken by BBN Glasgow has been supported by GCC NRS staff and enhanced by a multi-agency approach.

- That activities described in this report provide additional value and assistance to the City Centre Policing Plan, which provides an overall approach to crime and safety in the City Centre.

George Gillespie
Executive Director of Neighbourhoods and Sustainability