Glasgow City Council

Local Licensing Forum

Item 7

6th September 2022

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 January and 30th June 2022.

Recommendations:

It is recommended the Forum note:

- The work undertaken by BBN Glasgow has been fully recommenced after the previous COVID 19 situations.
- 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 On Thursday 12th May 2022 we officially relaunched Best Bar None Glasgow at the Grand Central Hotel. The Launch Event was attended by representatives of 20 Licensed Premises, 10 Partnership Agencies and included 6 information stands from partners. We had 2 Guest Speakers, Grahame Clark from Westborne Solutions who gave an overview of the Best Bar None Assessment Process and Nicola Walker, National Champion from Driftwood who enthused about her journey with Best Bar None Glasgow and outlined the benefits of participating in the Initiative.

1.2 Since the Launch event we have received 58 applications to date and are continuing to promote Best Bar None to Licensed Premises across the city. We have 4 Training Seminars planned from August to December 2022 with topics including Bystander Training, Crime Scene Preservation, Hate Crime, Human Trafficking, ACT Awareness, First Aid, LGBTQI+ Awareness & Crisis Intervention and Festive Planning / Support. We are currently in the process of creating a new Social Media Plan for BBN Glasgow and we are updating our promotional Banners to include #BBNGlasgow.

1.3 In partnership with Scottish Drugs Forum, we have undertaken a Safer Nightlife Training Pilot with Holdfast Entertainment with a mix of staff from The Garage & Cathouse Rock Club. The training consisted of 3x2hr twilight Sessions, topics delivered were Substance Awareness, Dealing with the Adverse Physical and Mental Impact of Substances and Responding to Sexual Harassment and Safe Spaces. The second phase of the Training Pilot will take place with staff from SWG3 in October.

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 figures demonstrate a rise in usage of the ranks, with a 320% increase in footfall post COVID Restrictions. The ranks have been operating without restriction from January – June 2022, with Albion Street and Byres Road operating between 10pm – 2am, Gordon Street, West George Street and Sauchiehall Street have been operational between 11pm – 4am. The NiteZone at Shawlands has again been operational from January -June 2022 from 11:30pm – 3:30am.

2.2 Statistics for the reporting period against the same period last year are as follows:

NiteZone	**Jan 21**	**Jan 22**	**Feb 21**	**Feb 22**	**Mar 21**	**Mar 22**
Albion Street	0	333	0	1153	0	1245
Byres Road	0	460	0	1798	0	1694
Gordon Street	0	1450	0	5222	0	5935
Sauchiehall Street	0	902	0	2379	0	2586
Shawlands	0	177	0	519	0	648
West George Street	0	660	0	2769	0	2525
NiteZone	**Apr 21**	**Apr 22**	**May 21**	**May 22**	**June 21**	**June 22**
Albion Street	36	1258	521	951	945	884

Byres Road	122	2186	1432	1111	1776	1617
Gordon Street	532	8755	4304	5964	4919	6612
Sauchiehall Street	64	3713	90	2983	1058	2702
Shawlands	0	1179	0	619	0	691
West George Street	203	3267	1653	2527	1830	2527

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. During the reporting period, GSP were restricted in their operations but delivered a service from August 2021 till the End of December 2021. The service was operational from 22:00 – 04:00 on a Friday and Saturday night. During this period, they engaged 215 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 footfall from August to December increased with lots of 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. Stuart Crawford the CSP Co-ordinator finished with service at the end of December and recruitment is under way for his replacement.

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.

Data relating to this reporting period has been requested and still to be included.

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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

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
	N/A

Please highlight if the policy/proposal will help address socio economic disadvantage.	
Climate Impacts:	
Does the proposal support any Climate Plan actions? Please specify:	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:	N/A

5.0 Recommendations

5.1 It is recommended that the Forum note:

- The work undertaken by BBN Glasgow has been limited due to the COVID 19 situation
- 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