



A Safer St Helier
your community matters

Safer St Helier

Report on

NITENET™

(Radio Surveillance system)

October 2008

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Executive Summary

This evaluation of the NITENET™ Radio Surveillance System (NITENET™) centred upon a qualitative assessment of the initiative. Quantitative data from police i-log calls from NITENET™ users were also collated but these showed no significant effect over the period of trial. The aim was to examine whether the initiative met the needs of patrons, bars, clubs and Safer St. Helier (SSHCP) in its six week trial¹.

NITENET™ is a two-way radio system that links all participants in a town centre to each other, the police, and, where appropriate, the CCTV unit. It enables the rapid dissemination of information on criminal activity throughout the area, so that security staff are fully aware of their movements, descriptions etc. Door staff of participating venues can communicate with each other in order to rapidly disseminate information on potentially troublesome individuals and groups.

Results from the evaluation showed that the majority of NITENET™ users believed that it is, or has the potential to be, an effective deterrent to those wishing to cause trouble. Enhanced communication, information-sharing and links to the Police can make trouble-makers think twice about causing a disturbance and ultimately make for a safer environment.

A large consensus of those interviewed agreed that the level of communication provided by NITENET™ goes some way towards making their job easier. They iterated the importance of the quickness and convenient nature of NITENET™ which gives them instant access to other establishments and agencies, especially the Police.

Sixty-seven per cent of NITENET™ users stated they were very satisfied, highly satisfied or satisfied with the initiative, whilst thirty three per cent felt they could not comment at this time because NITENET™ was “only in its initial stages. Despite this, they still urged that NITENET™ was a positive scheme

¹ For a list of participating venues please see appendix 2.

A number of recommendations for improvement were identified:

1. The need for monthly or quarterly meetings;
2. Additional training;
3. Increasing publicity of NITENET™ to enhance public awareness;
4. Additional hours worked by CCTV operators;
5. A logging system to record the number of incidents each week;
6. A full membership of all bars and clubs in St. Helier to the NITENET™ system.

Further monitoring and evaluation of the ongoing scheme will provide more data on its usefulness.

There was a consensus that if everybody met their responsibilities, i.e. the Police, the Managers and Door staff, the Taxi marshals and the public, the multi-agency approach would work to make St. Helier Safer.

Introduction:

This evaluation was undertaken in order to assess the extent to which the NITENET™ Radio Surveillance System (NITENET™) trial has been effective in meeting the needs of the patrons, pubs, clubs and Safer St Helier.

The needs of patrons were defined as ensuring that they have an enjoyable evening in a safe drinking environment in the pubs and clubs of St. Helier and that as a whole they feel safer in the knowledge that NITENET™ is in place to reduce any potential trouble.

The needs of the pubs and clubs were recognised as promoting a stronger image of corporate social responsibility, as well as creating a safer environment for both staff and patrons.

The Safer St Helier Community Partnership (SSHCP) aims to address issues that concern the community of St Helier with regards to crime and anti-social behaviour. For the purposes of NITENET™, the needs of Safer St. Helier are to ensure that there is a safe drinking environment for all in St. Helier by preventing harm, and diminishing anti-social behaviour, promoting partnerships and facilitating communication.

The evaluation took a largely qualitative approach to gathering the data. Semi-structured interviews were conducted with the managers and door staff of the licensed premises participating in NITENET™². Overall seven bar managers and two head of security managers were willing to participate. These were recorded and transcribed for further analysing. In addition to this a focus group was held in order for the door staff of the licensed premises to answer questions and give feedback on the progress of NITENET™ so far. Regrettably, only one member of door staff out of the seventeen invited attended the focus group and therefore it was decided to interview him in the same format that the managers and heads of security were

² Please see Appendix 1 for a list of the interview questions.

interviewed. Due to the voluntary nature of participating in research, the decisions of the door staff not to attend, although unfortunate, were respected.

The questions for the interviews were based around the following themes:

1. Assessing the impact of the NITENET™ Radio Surveillance initiative on behaviour of patrons
2. Assessing whether the initiative is meeting the needs of the pubs and clubs
3. Assessing whether the initiative is meeting the needs of SSHCP

This report includes:

1. Background Research – This provides a rationale for the project, and looks at best practice both in the UK and other jurisdictions.
2. The findings of the report.
3. Recommendations.
4. Conclusion.

Background:

A key objective for the States of Jersey is to promote a 'safe community protected against crime and disorder'³.

Of particular concern for policy makers is the degree of alcohol related harm within society and particularly in vulnerable groups. Although night-time economic growth has, on one hand, been positive to the local economy, social problems are attached to this. This includes an unacceptable level of late-night alcohol-related violence and anti-social behaviour.

UK research shows that the busiest period for alcohol-related injuries is between 9pm and 3am with the peak time for assaults coinciding with closing times of licensed premises (Hobbs et al 2003).and, in 80% of assaults occurring in nightlife, the offender is deemed to be under the influence of alcohol (Budd,2003). This is commensurate with findings from local research conducted on behalf of Safer St Helier.

A UK Home Office Report published in March 2005⁴ mentioned the importance of community responsibility in the various strategies to ensure a safer night-time economy. It firstly states that corporate responsibility is an essential to the smooth-running of the night-time economy.

“Licensed premises must operate legally, and social responsibility by the Industry must be supplemented using the range of enforcement measures available to us to deal with problem premises as noted above. These should include promoting and celebrating best practice through local and national accreditation schemes linked to compliance with an industry wide code of practice.”

(Managing the Night-time economy, p.5, 2005.)

The report also stresses the importance of individual responsibility for safe consumption of alcohol and government's role to ensure that they provide individuals

³ The States of Jersey Strategic Plan 2006-2011

⁴ 'Managing the Night-time Economy' Home Office – see references

with adequate information and awareness about this in order for each individual to make informed decisions about their actions when under the influence of alcohol.

In Jersey, there is a growing body of evidence that shows that consumption of alcohol continues to be in excess of that of the UK.⁵

In 2005, The States of Jersey introduced the 'Building a Safer Society' strategy (BaSS).⁶ One of the main priorities under this strategy was to "create a safer environment by reducing crime, public disorder and anti-social behaviour".

The strategy identifies that although recorded crime has reduced by over 16% since 1999, public perception is that crime is increasing. In order to rectify this perception the strategy urges the importance of engaging with the community. One of the initiatives which have been put in place is the *Safer St. Helier Community Partnership* (SSHCP).

SSHCP is aimed at reducing crime and creating a safer environment in the town centre where the night-time economy plays an influential role in crime in that area. It is hoped that the multi-agency approach provided by NITENET™ will provide better communication between all the pubs/clubs in St. Helier as well as direct access to the police, CCTV and the Q-Safe taxi marshals⁷. The outcome of improved communication is that trouble-makers will think twice about their behaviour as they could potentially find themselves being refused entry from all the licensed premises in St. Helier.

The numbers of licensed premises in the Island, and particularly in the Parish of St Helier, are exceptionally high. The table below shows that the numbers of licensed premises in Jersey (rate per 10,000 people) is double that of England for both on- and off-licences.

⁵ Jersey Annual Social Survey 2007

⁶ A strategy aimed at "minimising the harm caused by crime, anti-social behaviour and substance misuse".

⁷ The Q-safe taxi marshal scheme was developed following discussions between the Safer St Helier Community Group and the Jersey Taxi Drivers Association. The aim is to provide supervision for the late night taxi queues at the Weighbridge, ensuring that queues are orderly and that queue-jumping and associated disorder are minimised. In turn it is hoped that this will make residents and visitors feel safer by preventing associated anti-social behaviour.

Table 1 – Rate of licensed premises per 10,000 population (based on estimated resident population in 2006 of 96,300)

Jersey 2008	on-licences	off- licences	
number	400	147	
rate per 10,000 population	44.8	16.5	61.3
England 2003/04	21.2	8.7	29.9
South West Region 2003/04	27.8	9.7	37.5
Differences v England	x2.1	x1.9	x2.0
v South West Region	x1.6	x1.7	x1.6

The 2007 States of Jersey Policing Plan states that one of its main priorities is to “reduce violence and disorder associated with Jersey’s night time economy.”

In 2007, there were 185 assaults recorded between January and June. These assaults took place in the streets, pubs and clubs of St Helier between 8pm and 4am. This showed a 20% increase compared with the Police statistics for the same period in 2006. This increase was due almost entirely to a rise in assaults on door staff. However there was other evidence which suggests there was an improvement with regard to a reduction in crime and violence. For example people attending the hospital Accident and Emergency Department after receiving injuries as a result of assault showed a 7% decrease than the previous year. In addition to this the number of arrests for street violence and disorder showed a 5% decrease than that of 2006.

It is hoped that the introduction of NITENET™ will lead to a further reduction in reported assaults. However there is the possibility that statistics will on the surface show an increase in reported assaults, due to the fact that the NITENET™ facilitates an easier and quicker way to report a disturbance.

Initiatives such as NITENET™, and its daytime equivalent STORENET™, can play a key role in addressing crime and disorder. NITENET™ is a two-way radio system that links all participants in a town centre to each other, the police, and where appropriate, the CCTV unit and/or town wardens. It enables the rapid dissemination of information on criminal activity throughout the area, so that security staff are fully aware of their movements, descriptions etc. Door staff of participating venues can

communicate with each other in order to rapidly disseminate information on potentially troublesome individuals and groups.

The NITENET™ system also has a direct link to CCTV control rooms, which means that when an incident does occur the police can start gathering evidence immediately and if necessary follow the miscreants on the network of CCTV thereby greatly increasing the chances of an arrest being made. NITENET™ and StoreNet have more than 5000 users across the UK. It is used in over 160 towns, cities, retail and leisure parks. It is also connected to over 120 CCTV control rooms.

NITENET™ provides a multi-agency approach of information sharing between participating licensed premises, taxi marshals, the police and CCTV. This approach should enable a more efficient system of reporting and dealing with anti-social behaviour. The communication between all the afore-mentioned participants is extremely important to a small community such as Jersey.

St. Helier is a relatively small town compared with the towns and cities participating in NITENET™ in the United Kingdom; which makes it ideal for this kind of community partnership. NITENET™ in Jersey allows for all the licensed premises to assist one another through the communication of relevant, important information that will prepare door staff receiving the information for any up-coming trouble approaching their establishment.

It is hoped that this co-operation will lead individuals of the participating establishments and members of the public to feel safer and help promote a stronger sense of community. The additional participation of taxi marshals and CCTV can also aid in the running of a more efficient information sharing system. The marshals can be made aware of those likely to cause trouble when waiting for taxis and CCTV can receive reports of anti-social behaviour made over the NITENET™ radios and use the cameras to follow alleged miscreants through town and so assist the police in detaining them if necessary.

NITENET™ has already been established in the United Kingdom for a few years and evidence from a number of towns and cities shows that it has been successful in

providing a quick and efficient tool for communication among the different agencies participating.

Evaluation against the identified criteria:

Does NITENET™ meet the needs of the patrons? Assessing the impact of the NiteNet Radio Surveillance initiative on behaviour of patrons

The needs of patrons were defined as ensuring that they have an enjoyable evening in a safe drinking environment in the pubs and clubs of St. Helier and that as a whole they feel safer in the knowledge that NITENET™ is in place to reduce any potential trouble.

The majority of NITENET™ users believed that NITENET™ is or has the potential to be an effective deterrent to those wishing to cause trouble. The explanation for this was that the communication, information-sharing and direct link to the Police would make trouble-makers think twice about causing a disturbance and ultimately make for a safer environment.

Door staff commented that the level of communication provided by NITENET™ was not necessarily key to *their* feeling of safety but more so with the safety of the public due to the systems quickness and convenience.

“...I think Joe public as a whole will feel a lot safer knowing that we’ve got not like a direct link there...but a stop gap where we can contact.”

However, despite the overall consensus that NITENET™ is an effective system, many participants had not seen any impact on the public’s behaviour. It was suggested that the main explanation for this was a lack of public awareness about NITENET™ either due to a lack of publicity or due to the fact that it is early days in a new initiative. One manager of a NITENET™ premises stated:

“It hasn’t had any impact yet because the general public aren’t aware of it...nobody knows. I think you should hit it with a big advertising campaign and just make the general public aware that these premises that are covered by NITENET™ can get an instant response if need be”.

The lack of publicity and the resulting lack of awareness was a key issue throughout the interviews in relation to changing public behaviour. Many participants pointed out that a change in behaviour would not happen unless the public are made fully aware of such an initiative. Another manager stated:

“Unless the general public are aware of it then there’s going to be no significant impact in reducing disorderly behaviour”.

NITENET™ users commented that if the public are not made fully aware of NITENET™ and what it means for them, then there is less of a chance of it working as a deterrent.

“I think eventually yeah, I mean the stickers on the door are a visual deterrent, at the moment people don’t really know what they are...in the long term as we get positive results from it then it will have a knock on effect.”

“Yeah, I believe as soon as you get knocked back from one club they know that it’s going to ruin their night as they are not going to be able to get into another establishment.”

There was a general consensus that it was the lack of publicity that was hampering NITENET™ from being as much of an effective deterrent as it could be.

Recommendation 1: More publicity to create more public awareness⁸

A few NITENET™ users stated that although NITENET™ could work as a useful deterrent, it would not eliminate trouble entirely due to the effects of alcohol. For example one NITENET™ user commented:

“To some degree yes, but some people are like Jekyll and Hyde when they have a drink and regardless of whatever you put down that little devil in someone will come out to play.”

Another explanation for the lack of impact on behaviour was the view from some participants that NITENET™ will be unable to change behavior. Some argued that

⁸ For a full list of recommendations see page 22

even if people knew about the initiative, alcohol consumption will be more of an impact on an individual's behaviour as "you can't reason with a drunk". One manager stated that behaviour would depend on:

"what mood they're in...they could be the most placid person in the world and someone bumps into them or something and they've had a bad day and then just spills a drink over them and the next minute they are fighting with each other so there isn't a deterrent as such"

Unfortunately, it was not possible to gain ethical approval for interviewing patrons within the 6 weeks time frame of the trial and so it was not possible to gather their opinions. Therefore we are unable to represent their views in this report.

Does NITENET™ meet the needs of the pubs and clubs?

The needs of the pubs and clubs were recognised as promoting a stronger image of corporate social responsibility, as well as creating a safer environment for both staff and patrons and generally making their job easier.

When NITENET™ users were asked if NITENET™ makes their job easier, a large consensus agreed that the level of communication provided by NITENET™, goes some way towards making their job easier. They iterated the importance of the quickness and convenient nature of NITENET™ which gives them instant access to other agencies, especially the Police. Users also commented that being able to provide other establishments with descriptions of potential troublemakers provides more awareness of potential trouble, which means that door staff are more prepared; this is therefore a more effective way to be vigilant against the potential threat of assaults taking place.

“It could be potentially...when guys come to the door the doorstaff need to make a quick decision on what they look like, what they are wearing, how old do they look, do they look too drunk...(NITENET™ enables) to be pre-warned...so we can make an informed decision as opposed to be being put on the spot...”

When NITENET™ users were asked if they felt NITENET™ was beneficial to their business, many commented that the lack of publicity was an obstruction to NITENET™ being as beneficial for their business as they would like

“...there hasn't been enough press release on it...there needs to be more awareness...to get it out there that we do have this system.”

“Again at this point in time because it's in such a journey stage, it's not yet, but its potential is there...”

Another comment was made that NITENET™ is beneficial to business as it helps protect employees (i.e. bar persons and door staff) from harm.

“(having) inexperienced staff or female staff, if something does happen they have got the added safety of the radios...that's why I got it, to protect my employees.”

Other NITENET™ users felt that the NITENET™ system helped boost their image of having a safe drinking environment due to its deterrent nature.

“Yes 100%, it’s a deterrent, stops people from misbehaving or stops people getting in and misbehaving somewhere else...”

When participants were asked how satisfied they were with the NITENET™ system, 67% stated they were very satisfied, highly satisfied or satisfied, whilst 33% opted to make no comment because NITENET™ was in a trial period. Despite this, they still urged that NITENET™ was a positive scheme, one individual commenting that:

“Potentially it could be a really good thing...it would be unfair to comment just now...as NITENET™ is in its initial stages.”

Representatives from participating venues were given initial training in the use of the system. However, some NITENET™ users were concerned that not all of the participants of NITENET™ were using the radios to inform other venues of trouble. They felt there was reluctance to use the radios which they felt could be due to a lack of confidence and a need for more training. The NITENET™ users who mentioned this, also added that if this was addressed appropriately then NITENET™ had the potential for them to carry out their jobs in a more efficient manner. As one NITENET™ user commented:

“Well it probably does yes, in that the communication between the clubs, but the usage has got to be increased because I doubt...that people after they’ve had an incident have got on the radio...cos’ I’m not getting that many radio calls at all...it’s educating people to pick up the radio...”

Training was also quite prevalent when participants were asked for any suggestions for improvements. One interviewee stated:

“I think getting everybody who is participating together or a representative from each place to do some sort of training and just make them talk about what’s happened so far and how we go forward...some sort of formal training just to get across to people that why it’s there”.

Training was an issue for some people because they believed that the system was sometimes not used correctly or used for the wrong reasons. One manager stated about his doormen;

“They like listening to it and having a laugh...there’s a couple on it that make you laugh cause some of the comments...obviously it’s a new system and sometimes...instead of using their call sign they actually said where it is”.

Concerns about inadequate training of door staff who use the NITENET™ system was highlighted due to the method of training. One interviewee stated:

“what’s happened in some places is that the manager has been the guy that has attended all the briefings...then he is giving it to a door man without any explanation and the door man is looking at it thinking great what do I do with that”.

The importance of training doormen to understand the system fully and use it in a disciplined fashion was an established point throughout the interviews.

Recommendation: 2 – Implement further training to ensure that the system is used correctly.

Does NITENET™ meet the needs of the Safer St Helier Community Partnership (SSHCP)?

The Safer St Helier Community Partnership (SSHCP) aims to address issues that concern the community of St Helier with regards to crime and anti-social behaviour. For the purposes of NITENET™, the needs of Safer St. Helier are to ensure that there is a safe drinking environment for all in St. Helier by preventing harm, and diminishing anti-social behaviour, promoting partnerships and facilitating communication.

In general, NITENET™ users believed that the better sharing of information concerning troublemakers would result in a reduction in problems not only in their premises but in the streets of St Helier. Safety was another key theme mentioned by NITENET™ users. A key factor in making “the streets and bars safer” is that managers, door staff and the Police are kept aware of any potential trouble. Such themes are demonstrated in the following quote by one interviewee:

“Greater communication between all the establishments all the nightclubs and pubs in St. Helier, information sharing so we can warn each other of people who are under age or any experience’s we feel or that other people should know about”.

Participants commented that the quickness and convenience of NITENET™ was a positive influence on the smooth running of the night-time economy. In addition to this, NITENET™ users mentioned that the co-operation and information-sharing was a highly positive feature.

“...just being able to inform each other of trouble makers that are out and about in town and forewarning us if they are heading down in our direction...being able to be aware that they have caused trouble elsewhere... and refuse them entry instead of them coming into the club and then causing problems.”

“...on a safety issue it is good as well, because if something happens and the right information is put out directly it could save life or limb.”

“...everybody being in touch with one another and perhaps feeling sort of affiliated to each other as opposed to in the past obviously it was very much them and us...and the sharing of information will be the biggest positive.”

Type and effectiveness of communication were key points discussed by NITENET™ users when asked about the reporting of anti-social behavior. All interviewees stated that previous to NITENET™ they would phone the police if they couldn't deal with the anti-social behavior themselves by using their mobile phone or the venue's telephone. Almost all NITENET™ users felt that using the NITENET™ radio was a more effective way of reporting anti-social behavior due to its convenience and quickness. One participant mentioned that:

“if anything is gonna happen we've got to mess about on a phone...the radio is instant isn't it you go straight up to the call station pass the information on to them which gets distributed to whoever plus everybody's on line anyway and they hear the exact same information”.

The easy access to police and CCTV was also a significant point. One manager stated:

“It's nice to know we can get hold of the CCTV control room, ask them to focus their camera's to our venue and immediately they can spot whether it's a big enough problem for them to send a squad down”.

However there seemed to be a slight concern in relation to the CCTV operation hours. An interesting argument made in relation to taxi marshals was that CCTV “*seems to disappear once the night clubs are closed*” although taxi marshals are still working to get people away from town well after that. A suggestion was that: “*on Fridays or Saturdays...to put an extra hour in (CCTV operatives)*”.

It was suggested that it would be useful for CCTV operators to work additional hours on Fridays and Saturdays as although they finish when the night clubs close, taxi marshals are still working to ensure the public get home safely.

Recommendation 3: Longer CCTV coverage

The quickness of the information sharing, communication and cooperation between all the parties involved were the key factors in the positive opinions about the multi-agency approach that NITENET™ adopts. One manager declared;

“It will give everyone a good view of what’s going on if there are certain troublemakers on that night or wandering about...everyone should work together in that respect”

The advantage of CCTV being part of the multi-agency approach was also discussed in relation to not only the protection of the public, but also the protection of door staff. Often door staff are accused of using too much force but with the ability to ask the CCTV operators to turn the cameras towards their door, these problems can be easily nullified. One interviewee stated:

“luckily enough the camera is pointing our way and it proved that the door staff wasn’t wrong in doing what we did”.

A significant amount of participants (54%) suggested holding meetings where all the users got together to talk about *“any issues that people have”* and *“to go through the pros and cons of it”*. A quarterly or monthly meeting was suggested so that NITENET™ users could *“air any concerns...and pass on tips to each other”*. One manager stated that it would be *“beneficial if all the heads of all the doors met up maybe once a month”* as they are the people who use the system first hand and are therefore the best people to discuss how to move forward.

To improve the effectiveness and efficiency of NITENET™, a regular meeting of NITENET™ users to discuss any issues or air any concerns, pass on tips and discuss the pros and cons of NITENET™ should be commenced.

Recommendation 4: Quarterly Meetings

Although most comments were positive, there was emphasis from some interviewees that the multi-agency approach will only work if all parties used

NITENET™ properly and not “just as some sort of fun device that the door man can have a chat amongst each other”.

A logging system was suggested where all details of incidents could be recorded which would give an indication of how much the system was used over each weekend and could be of further assistance to the enquiries made by the Police. Having a written log of incidents could also be beneficial for NITENET™ users when attending the previously suggested meetings.

Recommendation: 5 – Logging System

A few concerns were expressed that some people were reluctant to use the NITENET™ system because of shyness. One interviewee stated that the multi-agency approach was:

“a good thing, as long as everybody communicates with each other”.

One interviewee commented that all licensed premises should be a part of the NITENET™ system. It was felt that if all establishments participate it is less likely that displacement will occur.

“...the bigger it is the stronger it is”.

If only some premises participate it enables people who have who have been barred from these places to go to bars and clubs which are not members of NITENET™ and as a result the system does not have the potential to be as effective.

Recommendation: 6 – Increase the participation in the NITENET™ system

There was a consensus from the interviewees that if everybody met their responsibilities, i.e. the Police, the Managers and Door staff, the Taxi marshals and the public, the multi-agency approach would work to make St. Helier Safer.

List of Recommendations:

Page No:	Rec. No:	Recommendation	Rationale
13	1	: Publicity for NITENET™	<p>In general, a wide consensus agreed that NITENET™ required more publicity to create more public awareness.</p> <p>It was felt that the public were largely unaware of the existence of NITENET™ and its possible repercussions. This could be a possible explanation for its lack of impact on the public so far to date. A lack of publicity surrounding NITENET™ and the repercussions it has on an individual's behaviour will obstruct the effectiveness of the use of NITENET™ as a deterrent to causing anti-social behaviour. Additional publicity could include television and radio advertising campaigns, segments in Channel Television News and the Jersey Evening Post.</p> <p>Additionally, In order for NITENET™ to be used as a successful deterrent, it would be perhaps useful to make the public aware of when an individual is detained as a result of using NITENET™.</p>
17	2	Supply Training to ensure that the NITENET™ system is used correctly.	<p>It was indicated by some NITENET™ users that additional training would be of use as they felt that the system was at times used incorrectly or for the wrong reasons. It was felt that doorstaff should take priority when receiving training, rather than the manager or owner passing on instructions of how to use the radios. It is important that the doorstaff understand how to use the system correctly as they are ones who use the radios in most circumstances. Data protection was also an issue</p>

			<p>with NITENET™ users, as some commented that other users were not using the correct terminology and instead passing on sensitive information. This is an issue which could be addressed with additional training, as well as ensuring that NITENET™ users use the radio in a disciplined fashion, rather than for non-professional reasons. The Institute of Alcohol Studies website (2008) states that research has shown that door staff training programmes can be effective in giving individuals the skills they require to successfully carry out their role and prevent violence.</p>
19	3	Longer CCTV coverage	<p>It was suggested that it would be useful for CCTV operators to work additional hours on Fridays and Saturdays as although they finish when the night clubs close, taxis marshals are still working to ensure the public get home safely. Therefore, the assistance of CCTV operators may still be needed if incidents occur after this time.</p>
20	4	Quarterly Meetings	<p>A monthly or quarterly meeting was suggested by a significant number of NITENET™ users on the basis that they could meet to discuss any issues or air any concerns, pass on tips and discuss the pros and cons of NITENET™. It was thought that this would help to improve the effectiveness and efficiency of NITENET™. Such meetings could also diminish any concerns of reserve at reporting incidents across the radio; as communicating regularly face-to-face could help build a better working relationship between NITENET™ users.</p>

21	5	Logging System	<p>A logging system, which would record the number and type of incidents and descriptions broadcasted across the radios each week was suggested. This would provide a good indication of how often the system is used each week and could be of further assistance to the enquiries made by the Police. Having a written log of incidents could also be beneficial for NITENET™ users when attending the previously suggested meetings.</p>
21	6	Increase the participation in the NITENET™ system	<p>A final recommendation was the possibility of increasing the participation of licensed premises, so that all the bars and clubs in St. Helier use NITENET™. This would increase the effectiveness of NITENET™ as without full membership displacement may occur as individuals who are barred from places who use NITENET™ still have the option of accessing bars and clubs which are not part of the initiative.</p>

Conclusion:

The aim of this evaluation was to assess the extent to which the NITENET™ Radio Surveillance System trial has met the needs of the patrons, pubs, clubs and the Safer St. Helier Community Partnership.

The research showed that the majority of participants felt that in general the system is or has the potential to be an effective deterrent to those wishing to cause trouble. It was felt that the initiative had not received sufficient publicity to make the patrons aware that it was in place and thus a correlation between changes in behaviour linked to NITENET™ presence was not made. Nor was it possible, within the parameters of the trial, to ascertain the views of the patrons.

The majority of the interviewees felt that NITENET™ was a positive scheme in terms of its concept and it was also deemed to be a useful communication system for the sharing of information and for its instant access to the Police and CCTV, which contribute, to some extent, to creating a safer environment for staff and patrons.

It was also felt that NITENET™ has the potential to create a stronger image of corporate social responsibility with users saying that the system would help boost their image of having a safe drinking environment.

The advantages of a multi-agency approach to facilitating a safer drinking environment was highlighted as a positive feature together with quickness and convenience of the co-operation and information sharing which was seen as a key feature in keeping the streets and bars of St Helier safer.

Almost all NITENET™ users felt that using the system was a more effective way of reporting any anti-social behaviour.

Whilst the lack of publicity was seen as a major issue, as was the need for further training in the use of the system, overall, NITENET™ was viewed as a positive initiative. This is demonstrated by the high level of satisfaction among users. The

evidence from this report indicates that NITENET™ can play a key role in creating a safer night-time economy if all agencies continue to use it after the trial period has ended.

References

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Appendices

Appendix 1

Interview Questions

1. In your opinion, what will come out of the NITENET™ initiative?
2. What would you say are the positive features of NITENET™?
3. Do you think the introduction of NITENET™ will act as a deterrent to people causing disruptive and/or aggressive behaviour? In what ways?
4. How would you say NITENET™ has impacted upon the behaviour of your patrons?
5. Does NITENET™ make your job easier? How?
6. How did you report any ASB before NITENET™ was introduced? Is NITENET™ more effective than the system you had in place before? In what ways?
7. In what ways is NITENET™ beneficial to your business?
8. In what ways does NITENET™ impact upon your feeling of safety in town at night?
9. Are there any suggestions or improvements you would make to the NITENET™ system as it stands?
10. Are you:
Highly Satisfied, Very Satisfied, Satisfied, Very Unsatisfied, Highly Unsatisfied with the outcome of NITENET™ so far?
11. What is your opinion of the multi-agency approach that NITENET™ provides?

Appendix 2

List of Participating Venues:

Platinum Nightclub

Bar Rock

B-Bar

La Bastille Tavern

Chambers

Cock and Bottle

Havana Club

Royal Yacht Hotel

THE Bar

Liquid Nightclub

Fridays Café Bar

Squires

La Cala

Tipsy Toad Town House

Soleil Levant

Pure Nightclub