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Health and Safety Standards in nightlife.

Data from the assessment

CLUB HeaLTH 2011 PRAGUE

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Objectives

1. To prepare, test and disseminate a set of selected health and safety standards for nightlife recreational venues;

2. To evaluate the selected standards among recreational industry;

3. To promote the incorporation of these standards into legislation and licensing procedures for venues and events.

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1: Preparation of health and safety standards for venues

- **Scientific background:** literature review on risk behaviour related to recreational context and drug use/abuse. (Review presented to SC in December 09 – Published)

- **Selection of standards:**
    - Information collected was organized around three main entries:
        1. **Conditions of the venue**
        2. **Staff and management implication**
        3. **Regulation of sale and alcohol promotions**
    - Standards were **broken down into key components** to facilitate monitoring

- **Evaluation** made by comparing:
    - **'effectiveness'** (evidence shown in literature)
    - and **'implementation'** (industry acceptability)

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2: Assessment of the standards

1. **Key informants were selected and contacted:**
    - **1.1. Industry representatives (80%)**
        - Representatives of industry umbrella organizations
        - Managers of clubs and discos
        - Promoters
    - **1.2. Other key stakeholders (20%)**
        - Policy makers working in the field
        - Public health representatives
        - Police representatives working in the field
        - Other key informants: health service representatives, prevention representatives…

2. **Assessment among key informants carried out in:**
    - 25 European cities
    - 14 European countries

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Step 2. Assessment of the 'Standards'

Each team **reviewed the set of standards**
with selected **key stakeholders**

WP6 – Health and Safety Standards
Annex 2: Set of standards to improve health and safety in recreational nightlife

1. CONDITIONS OF THE VENUE
1.1. Access and security admission
- To inform patrons of the house rules
- To prevent the admission of minors under the established minimum age for admission
- To prevent the admission of those likely to be conflictive
- To prevent the admission of those carrying weapons or drugs
- To prevent overcrowding
- To prevent conflict among people waiting to get in.

Key Components	Description	Evidence / Effectiveness *	Best / Promising practice	References / Research support	Take into consideration / Be aware that
Signs with policy statements	Patrons should be informed in advance of the house rules (under-age drinking, age code, dress code, serving intoxicated people, etc.)	**	Development of written house policies. Evidence shows that having written house policies increase the chances to implement RBS in the establishment.	Gruenewald, P.J, Ponicki, W.R, Treno, A.J., GRube, J.B., Saltz, R.F., et al (2000) Wagenaar, A.C, Murray, D.M and Toomey. T.L (2000) Mosher JF, Toomey TL, Good C, Harwood E, Wagenaar AC. (2002) (Measham & Hadfield, 2009)	It has been shown that, though complex processes of exclusion door staff (along with club management, events promoters and public relations and 'spotters') identify those deemed suitable or unsuitable for entry. Signs with house policies will avoid frustration when denying access to patrons who have been waiting on line to get in.
	Check for proof of age identification to	*	Enforcement checks to	Foster, S.E., Vaughan,	Although ID checking has

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2. Assessment of the 'Standards'

Each team **filled out the assessment questionnaire**
with **key stakeholders information**

WP6 – Health and Safety Standards
Annex 3: Stakeholder Assessment Questionnaire

1. CONDITIONS OF THE VENUE

1.1. Access and security admission

Key Components	If implemented				If not implemented, should be...				Implementation Very easy < > Very hard					Cost to implement and sustain			Effectiveness			Acceptability (1 = very sensitive; 5 = not sensitive)	Rank key components of the standard (1 = most important; 6 = less important)
	Operational	Regulated by law	Enforced	By whom? (i)	Guidance for whom?	Regulated by law?	By whom? (ii)	1	2	3	4	5	Low	Medium	High	Low	Medium	High		
Signs with policy statements																				
Under-age checkouts																				
Limits on patron numbers																				
Intoxication and drug checkouts																				
Weapon checkouts																				
CCTV monitoring																				
Monitoring of people on line (opening)																				
Monitoring of people gathering outside the venue																				
Entrance fee																				
Avoidance of special passes																				
(a)	Comments:																			
(b)																				

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3. Elaboration of final version of the manual and guidelines

With all the **information collated and analysed**:

3.1. A manual with guidelines and recommendations to tackle risk behaviours in nightlife has been prepared

3.2. Fact sheet on health and safety standards in nightlife has been produced.

→**To promote incorporation of these standards among the industry**

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Data from final assessment

Organized around **6 main standards**:

- No selling of alcohol to those under the legal age
- Staff training and management factors
- Involvement of key stakeholders and collaboration with police
- Create a safe physical environment
- Promote a safe social environment
- Regulation of alcohol sale and promotions

Data from **industry representatives**:

- Representatives of umbrella organizations
- Managers of clubs and discos
- Promoters

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1. No selling of alcohol to those under the legal age

Preventing underage access to alcohol is a core element of harm reduction in drinking environments.

- Severe effects of alcohol use on youngsters

- Youth alcohol consumption is also associated with increases in risky behaviours:
  - Alcohol-related injuries
  - Violence
  - Risky sexual behaviour
  - Drug use
  - Unsafe driving under the influence of alcohol.

CH Research data:

✓ Industry representatives rate underage checkouts:
  - Key element to ensure health and safety
  - Easy to be implemented
  - Low cost

✓ However **just 68.4% carry them out** and in most cases they are not done routinely but at door staff discretion

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Key components – Industry representatives assessment

Key component	Operational	Regulated		Implementation		Cost		Effectiveness		Acceptability		Key	
		Yes	No	Easy	Hard	Low	High	Low	High	Low	High	+	-
Signs with policy statements	79%		x	x		x			x	x		x	
Under age-checkouts	**68.4%**	X		X		X		X		X	X		
Limits on patron numbers	69%	x			x	x		x		x	x		
Intoxication and drug checkouts	74%	x	x		x								
Weapon checkouts	47%		x		x	x		x	x		x		
CCTV monitoring	**92%**		X		X		X		X	X		X	
Monitoring of people on line	65%		x	x		x			x		x	x	
Monitoring of people outside venue	64%		x	x		x		x			x	x	
Entrance fee	64%		x	x		x			x	x			x
Avoidance special passes	35%		x		x	x		x		x			x

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2. Staff training and management factors

A venue's staff is an integral part of the environment of any licensed premises. Their behaviour and attitudes impact greatly on the social environment and atmosphere.

- Aggression in bars has been found to be positively associated with:
  - Staff serving customers to high levels of intoxication
  - Staff behaving in a hostile or aggressive manner
  - Staff being poorly trained and poorly coordinated
  - Staff lacking the ability to identify and solve problems.

- Door supervisors and security staff have been highlighted as the main target group for training since :
  - They are (in most cases) responsible for preventing and dealing with patrons aggressive behaviours
  - they have also been documented in several research studies as sometimes being the instigators and perpetrators of violence

CH Research data:

Of the industry representatives sought, **82.1% report** to have undergone **server training at operational level**.

- The fact that they rank it:
  - Low as a key component
  - Big discrepancies among informants on 'ease of implementation', 'cost' and 'acceptability'
  - **Just 58.9%** states training **includes RBS**

- Seems to indicate the **presence of a number of divergent approaches** to the training.

- Having a **set ratio/number of door and security staff is a legal requirement** in most countries:
  - No specific training requirements for licensing are required.

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Key components – Industry representatives assessment

Key component	Operational	Regulated		Implementation		Cost		Effectiveness		Acceptability		Key	
		Yes	No	Easy	Hard	Low	High	Low	High	Low	High	+	-
Sever Training	82.1%	x		x		x		x			x	x	
Door and Security Staff Training	81.1%	x		x			x		x		x	x	
Entertainment Staff Training	38.9%		x	x		x		x				x	
RBS – Responsible Beverage Service	58.9%		x	x		x		x	x		x		

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3. Involvement of key stakeholders and collaboration with police

The involvement of key stakeholders, through the creation of working collaboration groups with other agencies, to tackle problems and find solutions from a broader perspective, enhances the success of interventions.

- These coalitions include representatives from **local authorities, police, health services, probation services, drug and alcohol action teams, education services, local businesses and residents** and have been using a broad variety of interventions to reduce alcohol related disorder and crime in drinking environments.

- This integrated or **multi-component approach** usually combines aspects of: **community mobilisation, policing and law enforcement, a scheme for local licensed premises to work together and share information with police, and a training programme for staff** that provides skills for responsible service and conflict resolution.

CH Research data:

✓ **57.1% of all the industry stakeholders** stated that they **worked in collaboration with other stakeholders** - but in most cases these collaborations were not formalised.

- The fact that they rate it as:
  - Key element (52%)
  - But as rather difficult to constitute (52%)

- Seem to indicate that unless mandatory difficulties foreseen act as a disincentive

✓ Although **82.1% of industry representatives stated that they collaborated with police at an operational level** in their premises, in most cases, with the exception of the UK (due to licensing requirement), this seems to be limited to occasional calls when problems arise.

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Key components – Industry representatives assessment

Key component	Operational	Regulated		Implementation		Cost		Effectiveness		Acceptability		Key	
		Yes	No	Easy	Hard	Low	High	Low	High	Low	High	+	-
Code of practice	60%		X		X	X			X	X			X
House policies and management	78.9%		X	X			X		X		X	X	
Collaboration with police	82.1%	X		X		X			X		X		X
Patrons health care	71.9%		X	X		X			X		X	X	
Involvement of key stakeholders	57.1%		X		X		X		X		X		X

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4. Create a safe physical environment

Evidence suggests that by improving the physical conditions of a venue, health and safety conditions for clients and staff are also enhanced.

While certain characteristics of the drinking environment itself, independent of drinkers' behaviour, also predict the likelihood of disorderly behaviour. These include:

- Overcrowding and bumping
- Smokiness
- Poor lighting and ventilation
- High noise levels and loud music
- Obstacles restricting patrons movement
- Competition for access or service in bar or toilet areas.

CH Research data:

✓ **Between 75% and 95% of industry representatives** informed that they **have procedures (at operational levels)**
  - Room temperature and ventilation
  - Ensure cleanliness and maintenance are kept
  - Carry out random check of toilets
  - CCTV monitoring
  - Signs with policy statements to inform clients of the house rules

✓ **Just 44.7% of industry representatives deploy a glassware policy.**

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Key components – Industry representatives assessment

Key component	Operational	Regulated		Implementation		Cost		Effectiveness		Acceptability		Key	
		Yes	No	Easy	Hard	Low	High	Low	High	Low	High	+	-
Layout and design	73%	X			X		X		X		X	X	
Room temperature & ventilation	78%		X	X			X		X		X	X	
Glassware policy	45%		X		X		X	X		X		X	
Clearing away glasses & bottles	94%	X		X		X			X		X	X	
Cleaning spills & other hazards	96%	X		X		X			X		X	X	
Music volume	80%	X			X	X		X		X			X
Food & Snacks availability	42%		X		X		X		X		X		X
Chill out & seating areas	62%		X		X		X		X		X	X	
Avoidance queuing bar/toilet areas	60%		X		X		X		X		X	X	
Random check of toilets	89%		X	X		X			X		X	X	
Good ration staff/patrons	88%		X		X		X		X		X	X	
Identification intoxicated patrons	96%	X		X		X		X	X		X		
Avoidance dark/hidden areas	65%		X	X		X			X		X	X	
Free water available	67%		X	X		X			X	X		X	

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5. Promote a safe social environment

The degree of overall 'permissiveness' in an establishment has been identified as one of the four main factors that increase rates of aggression and violence.

- Certain characteristics of management have been shown to be predictors to increase rates of problem behaviours from clients:

  - Over-permissive atmosphere
  - Serving drunk or under-age customers
  - Allowing drug use and/or other illegal activities

CH Research data:

✓ **76.8% of industry representatives** sought **use signs with codes of conduct**; **73.9% informed** that the **level of permissiv**eness in their venue **was controlled**. **Almost all** of the industry informants (98.2%) **report that intoxicated patrons are identified** at operational levels; although **other participant stakeholders disagreed** (54.5% reported that this was not being done in venues).

✓ **The fact that:**
  - Just 58.9% of industry respondents reported RBS training
  - Often handling of patrons is done by security staff (whom just 20% of the industry informants reported as being trained

✓ Might be a problem for effectively managing the flow of people and intervening before problems arise.

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Key components – Industry representatives assessment

Key component	Operational	Regulated		Implementation		Cost		Effectiveness		Acceptability		Key	
		Yes	No	Easy	Hard	Low	High	Low	High	Low	High	+	-
Level of permissiveness	**74%**		X	X		X			X	X		X	
Codes of conduct	77%		X	X		X			X		X	X	
Same rules apply to everybody	88%		X	X		X			X	X		X	
Entertainment	88%		X	X			X		X		X	X	
Music Policy	65%		X	X			X		X	X		X	
Mix of patrons	54%		X	X		X			X	X		X	

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6. Regulation of alcohol sale and promotions

Research findings suggest that high concentrations of alcohol outlets, longer opening hours and cheap alcohol prices can all contribute to increases in alcohol-related problems.

This evidence should be used to revise actual control measures to prevent the development of drinking environments that contribute to alcohol related harm.

- Limit special drinks promotions
- Limit happy hours
- Limit hours of service
- Enforce a responsible beverage service
- Legislate minimum drink prices
- Limit outlet density

CH Research data:

✓ Most of the industry representatives stated that **availability of alcohol is regulated by law** (Greece and Belgium enjoy free trading) and **57.2% declared it is legally enforced** (by a licensing authority and/or police).

✓ **89.7% of industry respondents** answered **pricing should not be regulated by law**.

✓ **And about 88% of industry representatives** affirm special **promotions should not be regulated by law.**

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6. Regulation of alcohol sale and promotions

Pricing and Availability

UK and Belgium → **Pricing controlled**
UK → **Availability controlled**
(restrictions on hours/days and outlet density)

Rest of countries → **Freedom to set up their own policy / strategy ???**

Special promotions

UK and Belgium → **Avoided / Regulated**

Rest of countries → **Freedom to have promotions as a marketing strategy**

As a summary

In general, **industry representatives**:

- Are **aware of the risk and protective factors** shown by literature
- Show a **high compliance at operational level** on most of the key health and safety components (enforced or not)
- Use **key components as an added value** (to stand out from competition)
- Apply them discretionally **according to their interests/needs**
- Express **doubts on further regulation** (paperwork/costs)

As a summary

But, the **question that remains open** is:

- **How to guaranty consistency on strategies and procedures if they are not regulated or enforced?**

Experiences in regulated countries show that **to ensure standard quality:**

- ✓ Venues must **provide evidence (and record)** of the strategies implemented
- ✓ Trainings have to be **certified by the responsible licensing agency**
- ✓ Voluntary policies **unless mandatory or combined with enforcement are not very effective**

→ **Therefore, regulating and enforcing the standards highlighted both by literature and industry should be a priority to ensure homogenization in practices working towards health and safety in nightlife premises.**

Thank you !

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