



Night Time Economy

Information Pack



Southend-on-Sea
City Council

Welcome

This information pack has been created for evening and night time economy businesses through Southend City BID and the Evening and Night Time Economy Group (ENTEG).

The ENTEG is formed of partners from across the city including local businesses, business representatives, licensing and safety organisations with the goal of collaborating to create a safe, diverse, and vibrant evening and late-night economy.

The ENTEG will work together to support, develop and encourage a safe night time economy offer that residents, visitors and businesses can feel proud of. Meetings are held the last Thursday of each month at 11am.

Email **Hello@SouthendBID.com** or **SouthendCSU@southend.gov.uk** to be added to the list of invitees.

Contents:

- Support services
- Southend Charter
- Resources available
- Venue expectations
- Frequently Asked Questions
- Initiatives



Support Services

The following list includes details on what organisations there are in Southend city that can assist you with a range of matters and how you can contact them.

Service	Location of Coverage	Description of services	Find out more	Contact details
Community Safety	All areas	The Community Safety Team are a high visibility patrol team with a mandate for complaints of anti-social behaviour (including street drinking, begging, rough sleeping). They work directly with Essex Police, Southend City BID and other partners to contribute towards making the city safer. They have a direct link to the unit's CCTV team via town link radio.	www.southendcsp.org.uk	01702 215000
Economic Development Team	All areas	The Economic Development and Skills Team offer a range of expertise and advice to support local businesses. We work closely with a whole range of Council Teams, local support providers and partners, and can put you in touch with just the right person to help your business succeed. We provide services such as, but not limited to: • Business support and/or referrals • Skills development – help train/recruit staff • Funding information – signpost to opportunities • Acting secretariat for Southend Business Partnership (SBP)	www.businessonsea.co.uk	Phone: 01702 215022 Email: economicd@southend.gov.uk

Service	Location of Coverage	Description of services	Find out more	Contact details
Environmental Health: Southend City Council	All areas	Enforcing all aspects of Environmental Health from food safety to statutory nuisances and the control of rat infestations. The team ensures a consistent level playing field for business in respect of compliance, and works with businesses and residents in a balanced and proportionate way to both aid and ensure compliance.	www.southend.gov.uk	www.southend.gov.uk/mysouthend
Licensing: Essex Police	All areas	Our role is to support the processing of applications for premises, persons and temporary events licenses made to the Licensing Authority in order to support Essex Police Force objectives which are impacted upon by the activities of the licensed trade. We work with licensed premises, partners and internal stakeholders to support statutory licensing objectives, taking positive action to achieve compliance where this is proportionate and necessary.	www.essex.police.uk	Licensing.southend@essex.police.uk
Licensing: Southend City Council	All areas	We process applications for licensing and permissions for Alcohol, Gambling, Animals, Sale of Fireworks (not Firework Displays), Pavement Licences, Massage and Special Treatments, Scrap Metal, Hypnotism, Sexual Entertainment Venues, Taxi and Private Hire vehicles, drivers and operators and Petroleum. We carry out enforcement of licence conditions and relevant legislation and provide guidance on the above.	www.southend.gov.uk/licences-permissions-trading-standards	01702 215005 licact2003@southend.gov.uk
Pubwatch: Leigh	Leigh-on-Sea: Leigh Road, Broadway and Old Leigh	An association of licensed businesses in Leigh-on-Sea which collaborates to achieve and promote a safe night time economy for the benefit of our businesses, employees and visitors. Working in partnership with local services including Licensing and Essex Police for a vibrant and responsible environment for all.	leighpubwatch@gmail.com	leighpubwatch@gmail.com

Service	Location of Coverage	Description of services	Find out more	Contact details
Pubwatch: Southend	Southend-on-Sea: city centre and seafront	A committee to improve the ambiance of the environment in and around premises in the Pubwatch area whilst enhancing the safety, security, comfort and well being of customers and staff for a pleasurable visit that they wish to repeat. Working closely with local partners and authorities to achieve these aims.	pubwatch@cityofsouthend.com	pubwatch@cityofsouthend.com
Southend Street Pastors	Southend-on-Sea: city centre and seafront	We offer help to the homeless and visitors as well as to our community. For example, we give out hot drinks, chocolate bars, water, and flip-flops. Operating on Friday nights (from approx. 21:30 – midnight).	www.southendstreetpastors.org	southend@streetpastors.org.uk
Southend City BID	Southend-on-Sea: city centre	Southend City BID was established in 2013 to provide levy paying businesses a range of projects and additional services to the BID zone, including the Street Ranger team. The team patrol the BID zone seven days a week; supporting businesses with incidents of crime, tackling anti-social behaviour, helping visitors, and working with partners in the Town Centre Police and Community Safety teams for a safe and inviting Southend.	www.southendbid.com	Street Rangers: Townlink Radio StreetRangers@SouthendBID.com Office: 01702 212053 Hello@SouthendBID.com
Visit Southend website	All areas	The official destination website for Southend, providing residents and visitors with information on events, things to do, places to eat, shopping and more. Get your business listed by emailing culture&tourism@southend.gov.uk	www.visitsouthend.co.uk	Culture&tourism@southend.gov.uk

Southend Safety Charter

The Southend Evening and Night Time Safety Charter is a voluntary pledge that unites businesses, venues, and organisations across Southend's evening and late night economy. It is a commitment to safer, inclusive, supportive nights throughout the city.

Our Southend pledge

"We believe everyone deserves to enjoy a night out free from harassment, fear, or violence. By signing this charter, we commit to taking practical steps to promote safety, foster a culture of respect across our city, and demonstrate that Southend-on-Sea stands united against violence."

This charter draws on best practise from cities like London and Manchester, while reflecting the unique needs of our coastal city with a vibrant tourism economy and diverse communities.

Eight commitments for safer nights

All charter venues agree to uphold the following commitments:

- 1. Lead with accountability-** Senior staff champion safety and set clear expectations for their teams.
- 2. Design safe spaces-** Venues create environments that reduce risk and support wellbeing.
- 3. Train and empower staff-** Teams receive regular training to identify, prevent, and respond to harm.
- 4. Zero tolerance to harassment-** Harassment, discrimination, and violence are not tolerated in any form.

5. Support reporting- Venues encourage and assist customers and staff to report concerns safely.

6. Work together- Businesses collaborate with partners, police, and support services.

7. Champion inclusion- Venues promote a welcoming environment for all communities.

8. Be transparent- Venues communicate openly about their safety measures and improvements.

Becoming a charter venue

Venues can join the charter by completing a short self assessment form to identify what actions they need to take. Once the required steps are completed and the form is submitted, the venue will be listed publicly as a Southend Safety Charter Venue.

To maintain standards, random spot checks will be carried out throughout the year by the Evening and Night Time Economy Group (ENTEG).

Full details including the self assessment form, guidance, and submission process are available at: www.SouthendNights.co.uk

The website showcases the work happening across the city to keep workers, residents, and visitors safe.

Resources Available

There are a number of resources available in the city that can help keep yourself, your staff and your customers safe.

1

Town Link Radio

2

ALERT Crime Reduction System

3

Travel Services

1 Town Link Radio

The Town Link radio system is used by businesses across Southend-on-Sea to help develop a safer trading environment.

Venues can instantly share information with neighbouring venues to warn others of incidents, share intel, prevent crime, and keep people safe. The system links directly into the city's CCTV control room as well as safety personnel such as the police.

The radio service is provided through ShopSafe. For further details call 0870 600 2006 or email support@shopsafe.uk

Call Priority

There is a hierarchy in terms of importance when monitoring calls over the radio.

- 1.** Panic alarm
- 2.** Police, CCTV, CS Officers and Street Rangers
- 3.** Active incidents
- 4.** Broadcast calls
- 5.** Radio checks

If there is an incident occurring higher in the priority list, i.e. panic alarm or police incident, the lower priorities should stand by until airway is clear.

Operating Guidelines for Radio Use

- 1.** Identify yourself
- 2.** Pause before you speak
- 3.** Advise who you want to talk to e.g CCTV or general call
- 4.** Keep your comms short and concise
- 5.** Speak clearly with a normal tone
- 6.** Give directions using landmarks in the city e.g towards the Odeon
- 7.** Avoid interrupting others
- 8.** Always remember others can hear you
- 9.** Do not transmit confidential information
- 10.** No negative or derogatory comments regarding any agency to be aired over the radio

Identification

In order to alert partner agencies to a specific person/persons remember to convey the following:

- 1.** Location
- 2.** Direction of travel
- 3.** Sex
- 4.** Age
- 5.** Description of clothing
- 6.** Peculiarities e.g. appear drunk
- 7.** Ethnicity

IC1 White Skinned European Appearance

IC2 Dark Skinned European Appearance

IC3 African/Caribbean Appearance

IC4 Asian Appearance

IC5 Chinese/Japanese Appearance

IC6 Arabian/Egyptian Appearance

2

ALERT Crime Reduction System

The ALERT Crime Reduction System is Southend's digital platform for real time information sharing between businesses, security teams, CCTV, and Essex Police. It enables venues to quickly report incidents, receive updates, and work collaboratively to reduce crime and anti social behaviour (ASB) across the city. ALERT helps user's self manage low level crime, identify risks early, and create a safer, more responsive environment for staff and customers.

What is ALERT used for?

- Identify individuals involved in crime or ASB
- Warn neighbouring businesses about live incidents
- Receive updates on targeted or banned individuals
- Share information about vulnerable persons
- Access safety advice and updates
- Support radio communications with additional detail

Benefits of using ALERT

The system supports all users of the night time economy with:

- Faster response times to incidents
- Improved staff confidence and safety
- Stronger collaboration between businesses and police
- Enhanced crime prevention and offender tracking
- Supports Southend's Purple Flag accreditation and safety goals

Who should use ALERT

The following roles should have access:

- Venue managers and supervisors
- Security and door staff
- Duty managers
- Designated safeguarding leads
- Senior bar staff (where appropriate)

Each user must have their own login to maintain accountability.

How do I get set up?

1. Email pubwatch@cityofsouthend.com
2. Include:
 - Your name
 - Job title
 - Venue name
 - Email addresses for all staff requiring access
3. Each user must:
 - Have an individual email address
 - Agree to GDPR protocols
 - Complete the onboarding steps provided

Generic business emails (e.g., info@, manager@) cannot be used.

Troubleshooting & Support

Common issues:

- **Login problems** → Reset password via the login page
- **User leaving the business** → Email Pubwatch to remove access
- **New staff** → Request new accounts via Pubwatch
- **Technical issues** → Contact Pubwatch for support

ALERT is not a replacement for emergency services.

Always call 999 for emergencies or immediate threats.

3 Travel Services

Below are links to some of the travel services operating in the city with details of operating times you can share with your staff and customers.

Train

c2c **greateranglia**

Bus

 **arriva**
a **DB** company

First  **Bus**

Venue Expectations

from the Southend Police Team

A summary of what the Southend Police Team expect from you as a licensed night time economy premises.

- Uphold their licensing objectives (for any queries on this contact the licensing teams on the “support services” section)
- Support other licensed premises
- Have confidence in reporting matters to police and other appropriate services
- Work positively in creating and promoting a safe night-time economy across Southend-on-Sea, including support of local Pubwatch schemes.



Frequently Asked Questions

When should I dial 999?

At any time when someone's welfare or property is immediately threatened, or when a situation is developing that otherwise requires the immediate attention of emergency services.

How do I report a crime online?

Visit www.essex.police.uk and click on 'Report'. You can then click to report crime, anti-social behaviour, Fraud, lost or found property, a breach of coronavirus measures, a road traffic incident, missing persons, civil disputes or lost or stolen vehicles.

What should I do if I have a vulnerable person in my premises?

Depending on the specific vulnerability and the urgency of the situation depends on what you should do. If you believe that someone's life is in danger, or they are likely to come to significant harm, then call 999. If the situation is not urgent (for example you have growing concerns for a regular patron that appears to be significantly neglecting their own wellbeing over time) then this can be reported by calling 101, and the appropriate services will be instructed.

What to do if we find illicit drugs on a customer or in the premises?

If a person is found in possession of substances that you suspect are controlled drugs AND you think they are in a quantity that indicates they may intend to supply them to someone else, detain them and call the police. When you call the police make clear what it is you have found, how much of it there is, and how it's packaged. The police will want to know who you are, where you are and how to contact you. They will want to know something about the person you have detained including their name and description. They will want to be able to assess what kind of risks may be involved including the behaviour of the person detained.

To eliminate confusion and limit the number of staff becoming potential witnesses it would be wise to nominate a single person from your team to manage the incident and to speak to the police when they arrive. Ask the police operator for an incident number and when to expect police to arrive. Clarify what you should do if the police don't arrive when expected or if circumstances deteriorate.

How about a small quantity?

If you recover a small quantity of material that you suspect to be controlled drugs you should try to obtain the details of the person involved and capture their image on CCTV. You should refuse entry to the customer and ban them. Drugs legislation provides a defence to the possession of such material for the purpose of preventing another from committing an offence and one must take all reasonable steps as soon as possible to deliver them to the police. You should put the material into a tamperproof evidence bag completing appropriate detail. You should record details of the matter in your premises incident records (Recommended: keep a copy of this document with your incident record).

In the absence of an immediately available police office to whom you can pass these materials they should be stored in an approved safe like an Essex Police Safety Deposit Box for which only the police have a key. You should contact your local Licensing Officer and ask them to arrange collection and disposal of contents in due course. Details of these materials and practices may be obtained from your local Licensing Officer. You should later discuss such seizures with your Licensing Officer as they may provide valuable intelligence/information.

How do I apply for a Temporary Events Notice (TENs)

Apply for this via MySouthend, more details can be [found here](#).

How do I apply for a pavement license?

Apply for this via MySouthend, more details can be [found here](#).

Where do I find what events are happening in the city?

Check out the listings at www.visitsouthend.co.uk/whatson

How do I get my own events promoted to a wider audience?

Head to www.visitsouthend.co.uk/promote-your-event for details.

Initiatives

There are local pubwatch schemes operating across Southend including Southend Pubwatch and Leigh Pubwatch. These schemes ensure businesses are working together for a safer night time experience for all and give venues a united voice.

There are a range of safety initiatives which can make staff and customers feel at ease.

Some example are below:



CHALLENGE

25

IF YOU LOOK UNDER 25 YOU WILL BE ASKED TO PROVE YOU ARE OVER 18 WHEN YOU BUY ALCOHOL

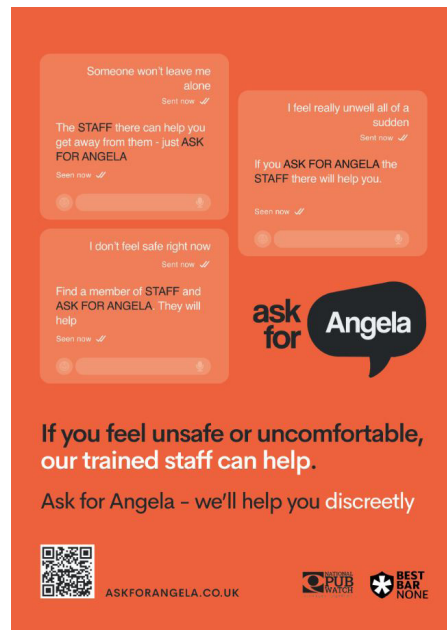
IF YOU ARE UNDER 18 YOU ARE COMMITTING AN OFFENCE IF YOU ATTEMPT TO BUY ALCOHOL

THE ONLY ACCEPTABLE FORMS OF PROOF ARE:

- PHOTOCARD DRIVING LICENCE
- PASSPORT
- PROOF OF AGE CARDS BEARING A PASS HOLOGRAM
- MILITARY ID

challenge25.pub

BPA
THE VOICE OF BREWERS & PUBS



Someone won't leave me alone
Sent now ✓

The STAFF there can help you get away from them - just ASK FOR ANGELA
Sent now ✓

I feel really unwell all of a sudden
Sent now ✓

If you ASK FOR ANGELA the STAFF there will help you.
Sent now ✓

I don't feel safe right now
Sent now ✓

Find a member of STAFF and ASK FOR ANGELA. They will help
Sent now ✓

ask for Angela

If you feel unsafe or uncomfortable, our trained staff can help.

Ask for Angela - we'll help you discreetly

 [ASKFORANGELA.CO.UK](https://askforangela.co.uk)

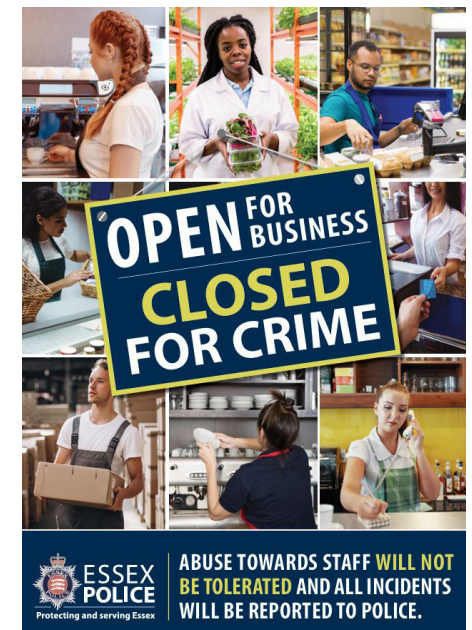


STREET SAFE

Anonymously report areas you don't feel safe

www.police.uk/streetsafe





**OPEN FOR BUSINESS
CLOSED FOR CRIME**

ESSEX POLICE
Protecting and serving Essex

ABUSE TOWARDS STAFF WILL NOT BE TOLERATED AND ALL INCIDENTS WILL BE REPORTED TO POLICE.

