Factors associated with alcohol-related problems within licensed premises
(Annex)

Appendices to Report to the Greater Glasgow NHS Board
(February 2005)

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Appendix 1: Postal Survey Questionnaire

**Pub Style Questionnaire**

1. On a busy Friday/Saturday/holiday night how many of each group of patrons do you think make up the clientele your premises? [please circle the appropriate answer for each type of clientele below]

<table>
<thead>
<tr>
<th>Type of clientele</th>
<th>none</th>
<th>few</th>
<th>many</th>
<th>most</th>
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<td>Tourists</td>
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<tr>
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<tr>
<td>Women</td>
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<tr>
<td>Young working people</td>
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<tr>
<td>After-work drinkers</td>
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<tr>
<td>Pre-club drinkers</td>
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<tr>
<td>Music/Sports fans</td>
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<tr>
<td>Diners</td>
<td></td>
<td></td>
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<tr>
<td>Pre-arranged Functions</td>
<td></td>
<td></td>
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<tr>
<td>Hen/Stag parties</td>
<td></td>
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<tr>
<td>Families with children</td>
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<tr>
<td>Passing trade</td>
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</tbody>
</table>

2. Which if any of the above groups would you like to attract more business from? [please write your answer in the box write below]

3. Are you aware of the city branding initiative “Glasgow: Scotland with style?” Yes

No
4. Have your staff undergone any formal hospitality or server training of the types described below? [please tick each appropriate box]

- Fire Safety Training
- Licensing Law
- Health & Safety
- Alcohol as a substance
- Social Responsibility
- Food Hygiene

Who carried out this training? [tick each appropriate box below]

- In-house Training
- The Parent Company
- The British Institute of Inn Keeping
  (Careers Scotland)
- ‘Serve wise’
  (Alcohol Focus Scotland)
- ‘Serve Smart’
  (College of Food Technology)

How many of your staff has undergone such training? [circle]

- don’t know
- few
- many
- most
- all

5. What measures do you, or your staff, currently take to attract new custom to your premises? [write below]

6. Any other comments? [write below]

Thank you for completing this questionnaire.
Appendix 2: Face-to-face Pub Staff Interview Schedule

<table>
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<tr>
<th>JOB ___________________</th>
<th>YEARS SERVICE ________</th>
<th>AGE __________</th>
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**Style of pub?**
- Why choose pub biz? (why this / other pub)
- Ownership (autonomy, membership)
- Capacity (busy night / times, turnaround)
- Product range (beverages, brands, food)
- Pub type (history, role, mission statement)

**Target Market?**
- Patrons (current, desired, variations over time)
- Pub features (décor, entertainment, music)
- Promotional activity (pricing, ads, specials)

**Staff Training**
- Staff recruitment (barstaff, security)
- What training involves?
- Who does staff training?
- What works / does not work?
- What else could be done / done better?
- Performance (monitoring and how addressed)

**Difficulties in job?**
- Health and safety issues (smoke)
- Local policy (licensing, byelaws)
- Other premises (shops, transport, clubs)
- Business targets (the company, hours)
- Clientele (troubleshooters, complaints)
- Getting worse / better (why?)

**Dealing with incidents?**
- House rules (entrance, service, closing time)
- Door policy (drunks, U18s, wolfpacks)
- Security (refusal / removal / barring)
- Calling emergency services / police
- Insurance (liabilities / breakage / legal)
- Incidents in vicinity
- Causes of above problems

**Do pubs get a fair hearing?**
- From the press / politicians
- From the police / licensing board
- Other businesses (shops, transport, clubs)
- Public attitudes (the patrons)?

**Future of Glasgow pubs**
- Where sees industry going
- What could be done to improve city

**Anything else?**
Appendix 3: Pub Observation Scores (Form 1)

**Note** - Factors known to be a risk for or preventive of disorder / violence are marked with an asterisk (*)

**Categorical data:**

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<th>Observation at each pub</th>
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<th>Unsure</th>
<th>$P$ (if sig.)</th>
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### Categorical data:

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#### Observation at each pub

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<th>18 – 21 years old</th>
<th>Over 30 years old</th>
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#### Observation at each pub

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Categorical data (continued):

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<table>
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<th>Observed more than once</th>
<th>P (if sig.)</th>
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<tr>
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<table>
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Categorical data (continued):

### Staff watch conflict *

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<td><strong>1</strong></td>
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### Staff allow aggression *

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### Staff not intervene to stop aggression *

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<td>Red Lion</td>
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<tr>
<td>Royal Oak</td>
<td>8</td>
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<th>( P ) (if sig.)</th>
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<table>
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<th>( P ) (if sig.)</th>
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<tr>
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<table>
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<th>Observed more than once</th>
<th>( P ) (if sig.)</th>
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<tr>
<td>**Staff ask for ID / proof of age ***</td>
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Categorical data (continued):

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<tr>
<td>*<em>Under-18s served at bar <em>)</em></em></td>
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<tr>
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<td>White Hart</td>
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<td>Royal Oak</td>
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<tr>
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<td>8</td>
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<tr>
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<th>Observed drinks taken in</th>
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<tr>
<td>Railway</td>
<td>7</td>
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<td>1</td>
<td></td>
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<tr>
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<td>0</td>
<td></td>
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<tr>
<td>White Hart</td>
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<td>2 (2)</td>
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<td></td>
</tr>
<tr>
<td>Royal Oak</td>
<td>6</td>
<td>2 (1)</td>
<td>2</td>
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</tr>
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Categorical data (continued):

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<th>Not Known or Applicable</th>
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<tbody>
<tr>
<td>Staff monitor door as patrons exit *</td>
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</tr>
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<tr>
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<td>6</td>
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<th>Several with manager</th>
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<tr>
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### Continuous data:

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<th>Max.</th>
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<th>Max.</th>
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<th>Max.</th>
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<th>95% Conf. Intervals</th>
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<th>Max.</th>
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<th>Max.</th>
<th>P (if sig.)</th>
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44
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<th>95% Conf. Intervals Upper</th>
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45
Percentage data (continued):

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<td>4.00 0.007</td>
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<td>Red Lion</td>
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<td>4.1154</td>
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<td>Railway</td>
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<td>.5890</td>
<td>2.9110</td>
<td>.00</td>
<td>4.00</td>
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<td>White Horse</td>
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<td>2.5000</td>
<td>1.4054</td>
<td>3.5946</td>
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<tr>
<td>White Hart</td>
<td>8</td>
<td>2.3750</td>
<td>1.0390</td>
<td>3.7110</td>
<td>1.00</td>
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<tr>
<td>Royal Oak</td>
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<td>2.1250</td>
<td>1.1836</td>
<td>3.0664</td>
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<td>4.00</td>
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<td>Swan</td>
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<td>.5892</td>
<td>1.6608</td>
<td>.00</td>
<td>2.00 0.032</td>
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<td>.1773</td>
<td>1.5727</td>
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<td>64</td>
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<td>1.7298</td>
<td>2.3952</td>
<td>.00</td>
<td>5.00 0.003</td>
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</table>
Appendix 4: Aggressive Incidents Witnessed (Form 2)

Incident #1 (The White Horse, Team A, Female Observer)

<table>
<thead>
<tr>
<th>ID</th>
<th>Gender</th>
<th>Age</th>
<th>Unique identifier</th>
<th>Role in conflict</th>
<th>Relationship / Role in Bar</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1</td>
<td>Male</td>
<td>25</td>
<td>5ft 8, 11 stone</td>
<td>Target of aggression</td>
<td>-</td>
</tr>
<tr>
<td>S1</td>
<td>Male</td>
<td>30</td>
<td>6ft 2, 15 stone</td>
<td>Initial aggressor</td>
<td>Steward</td>
</tr>
</tbody>
</table>

“Near bar – very crowded – bouncer doing circuit – patron says something (unsure what) – bouncer squares off to him – face-to-face – pushes him back. Patron lifts arms defensively – bouncer continues his circuit... Bouncer (S1) looked edgy all night. Couldn’t stop moving – being mouthy (bragging body gestures) with other bouncers (my opinion: looked like a steroid user)...Later, when observing exit procedures, saw #2 involving S1.” (AF)

Incident #2 (The White Horse, Team A, Both Observers)

<table>
<thead>
<tr>
<th>ID</th>
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<th>Age</th>
<th>Unique identifier</th>
<th>Role in conflict</th>
<th>Relationship / Role in Bar</th>
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<tbody>
<tr>
<td>P1</td>
<td>Male</td>
<td>22-25</td>
<td>Dark clothing</td>
<td>Target of aggression</td>
<td>Partner of P2</td>
</tr>
<tr>
<td>P2</td>
<td>Female</td>
<td>20-24</td>
<td>Very long hair</td>
<td>Aggressive 3rd party</td>
<td>Partner of P1</td>
</tr>
<tr>
<td>P3</td>
<td>Female</td>
<td>26</td>
<td>Light jeans &amp; top</td>
<td>Peaceful 3rd party</td>
<td>?</td>
</tr>
<tr>
<td>S1</td>
<td>Male</td>
<td>26-30</td>
<td>Same as #1</td>
<td>Initial aggressor</td>
<td>Steward</td>
</tr>
<tr>
<td>S2</td>
<td>Male</td>
<td>24</td>
<td>5ft 10, 11 stone</td>
<td>Peaceful 3rd party</td>
<td>Steward</td>
</tr>
<tr>
<td>S3</td>
<td>Male</td>
<td>23</td>
<td>5ft 8, 10 stone</td>
<td>Back up / cover</td>
<td>Steward</td>
</tr>
</tbody>
</table>

“Overheard entire conversation (had been observing bouncer). Young patron called the bouncer over and said, “Don’t you remember me?” Bouncer, “Why? Should I?” Patron, “Not at all?” Bouncer, “No, should I give a fuck?” Patron looked confused by response and without warning the bouncer grabbed him by shoulders and rammed him into a wall. Then he shoved him outside forcibly.” (AF)

“The time was 00.10 and the security staff had just previously begun to enforce drinking up time by verbally encouraging patrons to drink up and leave. The atmosphere before the incident was calm. There was no indication of anything about to happen. The incident began, as I saw it, when a member of the security staff (S1) was interacting with a male patron (P1) verbally (patron was seated,
steward was standing). I did not hear what was being said. Very suddenly the male steward (S1) grabbed the male patron (P1) by the shoulders and aggressively pulled him from his chair, with some force. The steward (S1) then, with some force, bashed patron (P1) into the right hand door standard/pillar. During this steward (S1) was hitting and thumping (punching) patron (P1), the final blow to the back of the patron’s head bashing his face into the pillar. The steward (S1) forcefully ejected patron (P1) out of the premises and down the stairs on to the street. Patron (P1) put up very little resistance. After the door steward (S1) bashed patron (P1) into the pillar, steward (S2) intervened, shouting, “that’s enough”, and attempting to break the hold that S1 had on P1. The hold was broken when P1 was ejected from the premises. There was also other verbal interacting from bystanders, but I was too focused on the incident to note their details and description. An argument then occurred between P2 and S1. P2 slapped S1 across the face. S1 did not react aggressively to this. P2 being a female seemed to be the reason for this. S3 intervened to back-up S1 in an attempt to calm the situation down. P3 then approached to voice her opinion to S1 in a reasonable calm way, but her body language indicated much disapproval of his (S1) actions. P2 then reappeared shouting and slapping S1 across the back of the head, as S1 turned his back on them and left S3 to deal with it and protect him from further attacks by her. S1 then proceeded to justify his actions to various other bystanders, by this time he (S1) had changed back to a relaxed manner. The situation ended when the doors were shut by S1 after everyone was outside.” (AM)

“Girlfriend started screaming and ran after her boyfriend. Bouncer explained his actions to other patrons who had observed the ‘scene’. Girlfriend ran in and slapped him twice around the back of the head. Bouncer shrugged and walked into bar. Other bouncers prevented patron and girlfriend from re-entering. One other member of the door staff stood looking amused by the whole scene” (AF)

“On the street I could hear P1 telling other people that all he did was say to S1 that he thought he knew him and that he was in the year above him at school. Also he was making some requests to get the police. The police were not called. There was a number of people (approx. 15-25) standing outside until they began to disperse. In my opinion S1 was very happy looking for most of the night and pleasant on the door, but seemed also to be unable to stand still for any length of time. He kept pacing and moving his arms etc. unusually. He seemed to be extremely alert to his surroundings” (AM)
Incident #3 (The White Hart, Team B, Female Observer)

<table>
<thead>
<tr>
<th>ID</th>
<th>Gender</th>
<th>Age</th>
<th>Unique identifier</th>
<th>Role in conflict</th>
<th>Relationship</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1</td>
<td>Female</td>
<td>30</td>
<td>Nurses outfit</td>
<td>Target of aggression</td>
<td>Hen party ‘hen’</td>
</tr>
<tr>
<td>P2</td>
<td>Male</td>
<td>25-35</td>
<td>?</td>
<td>Mutual aggressor</td>
<td>‘Wolfpack’</td>
</tr>
<tr>
<td>P3</td>
<td>Male</td>
<td>25-35</td>
<td>?</td>
<td>Mutual aggressor</td>
<td>‘Wolfpack’</td>
</tr>
<tr>
<td>P4</td>
<td>Male</td>
<td>25-35</td>
<td>?</td>
<td>Mutual aggressor</td>
<td>‘Wolfpack’</td>
</tr>
</tbody>
</table>

“About 11.00 a hen night of nurses came into bar – nurses all wearing scrubs except hen who was wearing ‘carry on’ nurses outfit. Nurses moved to drink in area of bar near dance floor. Big group of 25 – 35 year-old males standing drinking ‘in pack’. Some nurses (1 or 2) interact with males. One or two males lift up hen’s skirt 2 or 3 times. Hen looks pissed off and moves away from them. Guys all laughing. Hen party decides to leave.” (BF)

Incident #4 (The Swan, Team B, Both Observers)

<table>
<thead>
<tr>
<th>ID</th>
<th>Gender</th>
<th>Age</th>
<th>Unique identifier</th>
<th>Relationship / Role in Bar</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1</td>
<td>Male</td>
<td>21-38</td>
<td>Silver shirt</td>
<td>Initial aggressor</td>
</tr>
<tr>
<td>P2</td>
<td>Male</td>
<td>21-35</td>
<td>Nirvana t-shirt</td>
<td>Target of aggression</td>
</tr>
<tr>
<td>S1</td>
<td>Male</td>
<td>30-32</td>
<td>5ft 10, 13 stone</td>
<td>Monitoring</td>
</tr>
</tbody>
</table>

“In last hour of bar watch, group of 5 males were drinking heavily at the bar... and were also quite rowdy, though no patrons seemed to mind and bar staff and bouncer didn’t mind. At one point I saw P1 pick up a friend and give him a fireman’s lift and swing him round a couple of times... At 11.40 – group were leaving and I noticed that P1 was talking to P2 and the bouncer who was standing very close holding the door open. P1’s friends are standing round watching. P1 held the back of P2’s head (almost like an embrace, but at same time could head butt it). This exchange lasted about 5 minutes – Couldn’t hear what they were talking about – at the end they kind of hugged and P1 and his friends left. P2 went back to the sofa and carried on romancing with his bird.” (BF)

“Changed vantage point to see one patron (P2) who had been playing pool being reassured by two females and looking scared. The aggressor (P1) was heatedly discussing something with doorman (S1) who was blocking him from re-entering bar. After some discussion with doorman (S1) and friends the two people involved embraced and the aggressor left the bar. May have been disagreement relating to pool between friends.” (BM1)
Incident #5 (The Plough, Team B, Both Observers)

<table>
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<tr>
<th>ID</th>
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<th>Role in conflict</th>
<th>Relationship / Role in Bar</th>
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<tr>
<td>P1</td>
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<td>40-45</td>
<td>Spiky hair</td>
<td>Initial aggressor</td>
<td>Partner of P3</td>
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<tr>
<td>P2</td>
<td>Male</td>
<td>43-45</td>
<td>South Asian, bald</td>
<td>Mutual aggressor</td>
<td>Partner of P4</td>
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<tr>
<td>P3</td>
<td>Female</td>
<td>38-40</td>
<td>Peroxide hair</td>
<td>Aggressive 3rd party</td>
<td>Partner of P1</td>
</tr>
<tr>
<td>P4</td>
<td>Female</td>
<td>40</td>
<td>Fat, overweight</td>
<td>Aggressive 3rd party</td>
<td>Partner of P2</td>
</tr>
<tr>
<td>P5</td>
<td>Male</td>
<td>45</td>
<td>Big glasses</td>
<td>Other aggressor</td>
<td>Karaoke</td>
</tr>
<tr>
<td>P6</td>
<td>Female</td>
<td>50</td>
<td>5ft</td>
<td>Other aggressor</td>
<td>Karaoke</td>
</tr>
<tr>
<td>S1</td>
<td>Male</td>
<td>39</td>
<td>13-16 stone</td>
<td>Enforcing rules</td>
<td>Steward</td>
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<tr>
<td>S2</td>
<td>Male</td>
<td>35</td>
<td>5ft 11, 11 stone</td>
<td>Back up / cover</td>
<td>Steward</td>
</tr>
<tr>
<td>S3</td>
<td>Male</td>
<td>35</td>
<td>6ft, 15 stone</td>
<td>Back up / cover</td>
<td>Steward</td>
</tr>
<tr>
<td>S4</td>
<td>Male</td>
<td>?</td>
<td>Ginger, 6ft</td>
<td>Back up / cover</td>
<td>Steward</td>
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</table>

“11.35-ish – Karaoke compere rushes quickly downstairs to get the bouncer before song finished. Bouncers (S1 and S2) come upstairs and ask P1 to stop sitting on speaker and move away from the ‘performance space’” (BF)

“Attention was being focused on a middle-aged, spiky haired, male who was clearly drunk. He was sitting on a high stool that appeared to be positioned on the ‘stage’ that was being used for the karaoke entertainment. Why this stage had to be completely clear of patrons I don’t know, but spiky-male was breaking the rules by being there. A doorman (S1) was having words with him and people in the immediate vicinity stood up and drew their attention to the two men that seemed to be discussing where P1 could/couldn’t sit. After a short while (2 to 3 minutes) it looked as though it was getting serious when P1 suddenly smiled and tapped S1’s shoulder with an outstretched arm – some kind of apologetic / appeasement gesture. He rejoined P2, P3, P4 and several others in the area next to the main server bar. S1 left the room and presumably joined S2 and S3 on the main door downstairs. P1 and P2 then blended back into the throng and were not really noticed again (although P2 was standing up, dancing, as his peers, sat drinking) until approximately 11.40PM.” (BM2)

“Ten minutes later S1 escorts P1 out of the bar. P5 and P6 singing [on the karaoke] “I got you babe”. At the doorway P2 throws a bit of drink on S3. S3 looks like he’ll thump him but remains professional. P3 screams at bouncers (not sure what about). See her flicking pipes [a rude gesture]. S1 to S4 ushers P1 to P4 out of upstairs and outside. P5 and P6 don’t seem bothered.” (BF)

“At 11.40PM, P1, P2, P3, P4 and others were moving towards the exit in a backstep and sidestepping movement when holding a very heated discussion with each other and S1 marshalling them towards the door. S1 was joined by S2 and S3 who joined as back up and did little in terms of talking to the patrons of people taking interest in the proceedings. S1, S2 and S3 then formed the classic arrowhead defensive attack position in order to move the crowd towards the exits.
Once at the doorway at the top of the stairs the heated discussion seemed to be focused upon S1 than whatever the original point had been. At this point P3 and P4 (two overweight women aged 40) were taking a much more active role in the discussions. P3 in particular was critical/in disagreement with P1 (possibly partners) who seemed agitated by her involvement… During this exchange S1, S2 and S3 held their formation that prevented the four patrons from re-entering the bar and the gathering crowd lost interest and returned to their drinking / dancing / singing. One member of the bar-staff had joined the throng but quickly left as she saw that S1, S2 and S3 were in control. As S1, S2 and S3 began to move the party downstairs, S3 was given a bottle by one of P1 to P4 and he didn’t look happy with this. He snatched the bottle and slammed it on a shelf/counter outside the toilet. Suddenly an arm was seen to fly out and struck P3 across the bare chest (By P? and P3 was unhurt - oblivious to the slap!). Everybody was now outside my line of vision (around a corner) so we made attempts to follow the party downstairs. Following P1 to P4 and S1 to S3 were approximately four to five other females all of which were carrying bottles or glasses of alcohol that they continued to drink as they went downstairs… Once downstairs the doorman stood their defence in the doorway in the arrow position as P3 and P4 continued to harangue S1. P1 and P2 were lingering in the foreground and eventually continued to discuss the problem with S1 once P3 and P4 left the scene completely. Whereas P3 and P4 were more confrontational in their stance with S1, P1 and P2 seemed more amiable but just as angry. P1 was the most aggrieved and P2 appeared to be acting as some kind of go-between pacifier between P1 and S1. At around 11.50 / 11.55 we watched P1 and P2 leave the scene on the CCTV above the bar. (BM2)

“In street P3 and P4 scream at bouncers – generally arguing. S1 to S4 stand in doorway and don’t rise to it. P1 and P2 alter between joining in and wandering up and down the street. 11.50 P to P5 have left street.” (BF)

I have no idea what the incident was about, although P1 appeared to be at the centre of the situation with P3 adding fuel to the fire. The door-staff remained calm throughout and could easily have reacted physically / violently to the protestations of P1 and P2 throughout, but they didn’t! If I had to guess I would say P1 was annoyed about something, P3 antagonised his annoyance and they were asked to leave - which antagonised all!” (BM2)
Incident #6 (The Red Lion, Team B, Both Observers)

<table>
<thead>
<tr>
<th>ID</th>
<th>Gender</th>
<th>Age</th>
<th>Role in conflict</th>
<th>Relationship</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1</td>
<td>Female</td>
<td>20-22</td>
<td>Pregnant, peroxide</td>
<td>Target of aggression</td>
</tr>
<tr>
<td>P2</td>
<td>Female</td>
<td>19-20</td>
<td>Big hoop earrings</td>
<td>Bystander</td>
</tr>
<tr>
<td>P3</td>
<td>Female</td>
<td>19-20</td>
<td>Revealing top</td>
<td>Bystander</td>
</tr>
<tr>
<td>P4</td>
<td>Male</td>
<td>20</td>
<td>Green/white top</td>
<td>Initial aggressor</td>
</tr>
</tbody>
</table>

“P2, P3 and P4 sitting drinking bottle of wine round table. P1 had been sitting on end of table with group of males but didn’t look like he was with them. P1 goes over to next table and talks to P2 to P4. P1 pours/throws beer from bottle at P2, P3 and P4 and walks away to leave. P2 stands up and lobs empty wine bottle after him. P2 asks group of males on next table (who P1 had originally been sitting with) if P1 was their friend. Onlookers didn’t seem to know him” (BF)

“My attention was drawn to the raised/shouting voice of P2 who was standing up and shaking her hands and brushing her clothes as if she was wet. She was shouting at male (P1) who was walking away and headed for the exit. His gait suggested he was drunk and as he left to the shouting of the P2 (pregnant female) he became the target of a bottle (lager – Stella/Bud empty) thrown by a now ANGRY P2. He left and did not return to the scene; no bar staff intervened and I do not think they even noticed the incident. P3 and P4 remained passive and uninvolved throughout... P2 then became very animated with P3 and P4 and began discussing the event with all those sitting at adjacent tables (and continued to do this downstairs one hour later). I attempted to tune-in to her discussion but was unable to hear everything due to the background noise. My conclusions are however that this male (P1) had joined P2, P3 and P4 unannounced and did not know the three women. I had seen him enter the bar but did not take much attention of his actions as he was alone. However, at some point he seems to have taken offence at the distribution of cigarettes by P2 at their table and responded by pouring beer over the table and P1, P2 and P3! He then left the bar and wasn’t seen again. Once he was gone, P2, P3 and P4 discussed the event and in about 10 minutes it was forgotten about by all in the bar... Incidentally P2 was 7 to 8 months pregnant and was smoking and drinking throughout the night. By 12.00 Midnight she was drunk. When the three girls first entered the bar we wondered if they were under 18, but gradually realised that they were all older than they appeared (20 to 24). P2 was approximately 20… Finally, about 15 minutes after the bottle throwing incident a number of the bar staff came to clean a pool of vomit from a table near to the incident. As I had not seen anybody throw up I can only assume it had stood there for some time prior to being cleaned!” (BM2)
Incident #7 (The White Hart, Team A, Female Observer)

<table>
<thead>
<tr>
<th>ID</th>
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<th>Age</th>
<th>Unique identifier</th>
<th>Role in conflict</th>
<th>Relationship / Role in Bar</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1</td>
<td>Male</td>
<td>23</td>
<td>Spiky hair, 11 st.</td>
<td>Rule breaker</td>
<td>Friend of P2-3</td>
</tr>
<tr>
<td>P2</td>
<td>Male</td>
<td>23</td>
<td>Spiky hair 9 stone</td>
<td>Peaceful 3rd party</td>
<td>Friend of P1</td>
</tr>
<tr>
<td>P3</td>
<td>Male</td>
<td>23</td>
<td>Spiky hair 5ft 7</td>
<td>Peaceful 3rd party</td>
<td>Friend of P1</td>
</tr>
<tr>
<td>S1</td>
<td>Male</td>
<td>28</td>
<td>6ft</td>
<td>Enforcing rules</td>
<td>Steward</td>
</tr>
<tr>
<td>S2</td>
<td>Male</td>
<td>30</td>
<td>5ft 11</td>
<td>Back up / cover</td>
<td>Steward</td>
</tr>
</tbody>
</table>

“Very busy part of bar. Drunken patron sits down. Closes his eyes – clearly inebriated. Friends behind him chatting up woman. One buys him (P1) a drink which he puts on the table... Bouncer (S1) arrives and taps him (P1) on shoulder and tells him he’ll have to leave. He (P1) raises his hands defensively and claims not to be drunk. Bouncer (S2) arrives. Both look stern. Patron (P1) rallies his friends up – one of whom is very involved in talking to a girl. Both friends (P1 and P2) deny that he is drunk. Bouncer signals that they are all to leave. One man (P2) (with girl) looks hesitant. P1 mouthing off, looks angry, bouncers tower over him. He gets up. I then follow them to exit, bouncers leading all three out. P1 still being mouthy. P2 and P3 shake bouncers hands at exit and leave. All three stand on pavement outside debating what to do. Bouncers restrained and professional.”

(AF)

Incident #8 (The Swan, Team B, Both Observers)

<table>
<thead>
<tr>
<th>ID</th>
<th>Gender</th>
<th>Age</th>
<th>Unique identifier</th>
<th>Role in conflict</th>
<th>Relationship / Role in Bar</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1</td>
<td>Male</td>
<td>20-23</td>
<td>Black shirt, belt</td>
<td>Target of aggression</td>
<td>Friend of P2-3</td>
</tr>
<tr>
<td>P2</td>
<td>Male</td>
<td>21-23</td>
<td>Smart shirt</td>
<td>Peaceful 3rd party</td>
<td>Friend of P1</td>
</tr>
<tr>
<td>P3</td>
<td>Female</td>
<td>22-23</td>
<td>Pink skirt</td>
<td>Peaceful 3rd party</td>
<td>Friend of P1</td>
</tr>
<tr>
<td>P4</td>
<td>Male</td>
<td>20-25</td>
<td>Black shirt, tattoo</td>
<td>Mutual aggressor</td>
<td>Pool player</td>
</tr>
<tr>
<td>P5</td>
<td>Male</td>
<td>20-21</td>
<td>Hoop polo shirt</td>
<td>Mutual aggressor</td>
<td>Pool player</td>
</tr>
<tr>
<td>P6</td>
<td>Male</td>
<td>18-20</td>
<td>White polo shirt</td>
<td>Mutual aggressor</td>
<td>Pool player</td>
</tr>
<tr>
<td>S1</td>
<td>Male</td>
<td>30-35</td>
<td>5ft 2, 11 stone</td>
<td>Monitoring</td>
<td>Steward</td>
</tr>
<tr>
<td>S2</td>
<td>Male</td>
<td>28</td>
<td>6ft, 10 stone</td>
<td>Peaceful 3rd party</td>
<td>Bar server</td>
</tr>
<tr>
<td>S3</td>
<td>Male</td>
<td>28</td>
<td>Bald, 10-13 stone</td>
<td>Peaceful 3rd party</td>
<td>DJ</td>
</tr>
<tr>
<td>S4</td>
<td>Female</td>
<td>28</td>
<td>Blonde</td>
<td>Peaceful 3rd party</td>
<td>Bar server</td>
</tr>
</tbody>
</table>

“Incident began when we had left the bar but were able to watch events through the window. P1 was drunk when he entered bar at 11.00ish with girlfriend and friend. All 3 were quite sharply dressed and sat drinking leisurely at window. P4, P5 and P6 played pool for most of the evening with another friend. As the evening
wore on P4, P5 and P6 were becoming steadily more intoxicated and several times P6 (possibly underage) dropped his pool cue... At 11.50PM P1 was standing at the bar - facing the pool table - and I could lip read “fuck...” and gestures / body language were hostile. P4, P5 and P6 stayed where they were (back to window) and were clearly shouting back. P5 was sitting on the pool table. Shortly after this S1 (bouncer) ushered P4, P5 and P6 out the door and allowed P1, P2 and P3 to stay inside. S2 (barman) and S3 (DJ) tried to calm P1 down. P4, P5 and P6 left with a few more insults and began wandering [towards Sauchiehall Street].” (BF)

“We moved outside the bar to watch through the large glass windows. By now P1 was being physically held back by three people (S1, S2 and S3) while P4, P5 and P6 were more hostile and threatening in their stance / behaviour as both parties stood opposite each other in the bar. P1 appeared to be very drunk and very abusive / angry whereas P4, P5 and P6 were only showing signs of being drunk. Although I did not see the start of the disagreement I do not believe that P4, P5 and P6 originated the event, and suspect P1 was responsible for this... Eventually P4, P5 and P6 ambled hesitantly out of the bar and crossed the road where they loitered for about 5 minutes before sauntering down the road towards [Sauchiehall Street]. Meanwhile P1 was being pacified by staff and was seen monitoring the whereabouts / actions of P4, P5 and P6. Although he was drunk I got the impression he was a little apprehensive about having 3 people waiting for him outside. Despite this he eventually left the bar with P2 and P3 with him – walking behind him. As he crossed the road he removed his leather belt and curled it around his right fist. Once on the pavement he turned to face P4, P5 and P6 and stood arms akimbo with the belt dangling in a very threatening manner. As he began shouting at P4, P5 and P6 (general insults and threats) P2 and P3 attempted to move him on and leave the scene. He refused and eventually they stood in silence (in single file) behind P1. Meanwhile P4, P5 and P6 were clearly aware of the threats / abuse being thrown at them but seemed to be leaving the scene – although reluctantly. At this point I suggested we walked to a less conspicuous point and continue observation from a point not so close!! As we were heading towards a bus shelter we heard P1 cry “ya Fenian bastards” and this had the instant effect of breaking P5’s resolve to leave the scene. Whereas prior to this he seemed satisfied to walk, on hearing this he immediately turned and marched towards P1. P4 and P6 followed accordingly. Their intent was clearly violence. We observed the party march the hundred metres to P1, and saw them cross the road back to the bar. P1, P2 and P3 were clearly running / leaving / heading for the safety of the bar. What followed was a fury of fists, P1 fell to the floor and P4, P5 and P6 surrounded him and all laid into P1. This lasted less than a minute and eventually P4, P5 and P6 stopped the assault as P3 screamed hysterically for them to “stop and go”. They did, with P5 carrying the belt of P1 and wrapping it up, placed it in his back pocket. The three left the scene, heading towards the city centre talking amongst themselves.” (BM2)
“About 5 minutes later P1 and P3 were also on the street. P3 stood smoking quite blasé, P2 walked by P1 over the road. P3 wandered behind them. P1, P2 and P3 now stood outside [early evening live entertainment venue] opposite ‘the Swan’. P1 had taken off his belt and wrapped one end around his knuckles ‘ready to fight’. He then shouted down the road to P4, P5 and P6 “c’moan then”. P4 seemed to loiter behind P5 and P6 and turned around more. P1 kept shouting ... on the last “c’moan then” he (apparently – Pubwatch partner said) shouted “c’moan then ya Fenian Bastard” at which point P4 to P6 turned round and headed back towards pub. I then looked round and saw P1 had crossed back over the road to outside pub – P3 followed. We had moved down towards bus stop and looking up – view was obstructed by sixthformers (patrons). P4, P5 and P6 kicked P1 (could not see, but could hear P3 shrieking). P4, P5 and P6 walked away past us swaggering a little, but also eyeing us suspiciously – hastily, no loitering. P5 also had P1’s belt. We walked back up to see P1. Three patrons from our pub and some next door helped him up. People tried to calm P3 down. P2 was ringing ambulance.” (BF)

“As we approached P1 was still on the floor, but as we got nearer was being helped to his feet by a person who had been travelling in a car. P3 was screaming, P2 calling an ambulance. No bar staff were seen – despite outside the door of ‘Swan’. P1’s head was bleeding badly, he had a cut to his right temple and blood covered all of his head, ear, neck and was running down his eyes over his cheeks. He looked dazed and for some reason had no shoes on! The incident was not representative of the night in the bar. This flared up at closing time and appears to have centred on the actions of P1. I had no sympathy for him, he got what he asked for and was clearly out of his depth attempting to take on three people whilst being very drunk.” (BM2)

“In my opinion there was not much more bar staff could do. They had tried to split two groups leaving together. P1 asked for fight and got one. P4, P5 and P6 however gave him fairly savage beating. Staff at ‘Swan’ could only have taken preventative steps such as locking P1 in the pub. They did not stop fight which happened directly outside bar.” (BF)
**Incident #9** (The Royal Oak, Team A, Female Observer)

<table>
<thead>
<tr>
<th>ID</th>
<th>Gender</th>
<th>Age</th>
<th>Unique identifier</th>
<th>Role in conflict</th>
<th>Relationship / Role in Bar</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1</td>
<td>Male</td>
<td>23</td>
<td>Stripy t-shirt</td>
<td>Target of aggression</td>
<td>Partner of P2</td>
</tr>
<tr>
<td>P2</td>
<td>Female</td>
<td>22</td>
<td>Big jacket</td>
<td>Initial aggressor</td>
<td>Partner of P1</td>
</tr>
<tr>
<td>P3</td>
<td>Male</td>
<td>26</td>
<td>6ft, 11 stone</td>
<td>Peaceful 3rd party</td>
<td>Friend of P1-2</td>
</tr>
<tr>
<td>P4</td>
<td>Female</td>
<td>23</td>
<td>5ft 5, 9.5 stone</td>
<td>Peaceful 3rd party</td>
<td>Friend of P1-2</td>
</tr>
<tr>
<td>S1</td>
<td>Male</td>
<td>25</td>
<td>5ft 7, 10 stone</td>
<td>Monitoring</td>
<td>Bar server</td>
</tr>
</tbody>
</table>

“Earlier in the evening at approximately 10PM to 10.30PM P1 was drunkenly dancing. He danced closely in a ‘sexy’ manner with P2, P3 and P4. He was clearly very drunk as he repeatedly spilt his beer – including on others who did not look happy. P3 actually bought another round for the group and P1 had a new full pint to spill everywhere no staff intervened...I am uncertain as to whether an incident took place in between but the next notable point occurred at around 11.15 when P2 put on her jacket and made to leave. All of these patrons were by then sat in the corner. P3 and P4 tried to stop her. She angrily returned and shoved P1 and started arguing with him, gesticulating wildly. He defensively argued back but looked annoyed. This continued for some time and P3 and P4 tried to reason, but to no avail. P2 stormed off and left the pub, but returned within a few seconds and grabbed P1’s arm. They left together (he by force) and stood arguing in the street. He had left his jacket and P3 and P4 opened the fire door in order to return this and intervene in the argument (verbal only, although looked tense) and the couple came back into the pub. They then went back out the fire doors and only this time did S1 intervene. He was not concerned about the argument – only the use of the fire doors. All four patrons ended out on the street arguing. They moved out of sight so I did not see the conclusion. (I was able to see outside as the bar is glass fronted).” (AF)
**Incident #10** (The Royal Oak, Team A, Male Observer)

<table>
<thead>
<tr>
<th>ID</th>
<th>Gender</th>
<th>Age</th>
<th>Unique identifier</th>
<th>Role in conflict</th>
<th>Relationship</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1</td>
<td>Male</td>
<td>21</td>
<td>Light hair, 5ft 4</td>
<td>Initial aggressor</td>
<td>Stranger to P2</td>
</tr>
<tr>
<td>P2</td>
<td>Female</td>
<td>20</td>
<td>Dark hair 5ft 7</td>
<td>Target of aggression</td>
<td>Stranger to P1</td>
</tr>
</tbody>
</table>

“P2 was standing alone the corner of the bar near the dance floor. Her friends had left to go somewhere. P1 was dancing alone across the dance floor. P1 noticed P2 and danced across to her. He attempted to catch P2’s attention with no reaction. P1 reached out and grabbed P2’s arm and attempted to pull her on to the dance floor. P2 pulled away aggressively – clearly upset that P1 had reached out and touched her. P1’s ego was badly dented and he danced away somewhat less confidently. P1 was looking a bit upset but did not pursue the matter any more.” (AM)

**Incident #11** (The Royal Oak, Team A, Male Observer)

<table>
<thead>
<tr>
<th>ID</th>
<th>Gender</th>
<th>Age</th>
<th>Unique identifier</th>
<th>Role in conflict</th>
<th>Relationship</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1</td>
<td>Male</td>
<td>20</td>
<td>Brown hair, 5ft 7</td>
<td>Initial aggressor</td>
<td>Partner of P2</td>
</tr>
<tr>
<td>P2</td>
<td>Female</td>
<td>20</td>
<td>Black hair, 5ft 4</td>
<td>Mutual aggressor</td>
<td>Partner of P1</td>
</tr>
</tbody>
</table>

“P1 and P2 were sitting together having a discussion. Then both of them began to show signs of disagreement. P1 was the initiator of the behaviour. It seemed like a jealous attack on towards P2. P2 began to retaliate (could not hear what was being said). It became a tit for tat argument between the two of them – until it eventually ended with the two of them snogging and making up. It would seem to have been fuelled by the changing mood states as a result of alcohol effects.” (AM)
Incident #12 (The White Hart, Team B, Both Observers)

<table>
<thead>
<tr>
<th>ID</th>
<th>Gender</th>
<th>Age</th>
<th>Unique identifier</th>
<th>Role in conflict</th>
<th>Relationship / Role in Bar</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1</td>
<td>Male</td>
<td>24</td>
<td>Shaved head</td>
<td>?</td>
<td>?</td>
</tr>
<tr>
<td>P2</td>
<td>Male</td>
<td>25-30</td>
<td>Open shirt, belt</td>
<td>Mutual aggressor</td>
<td>?</td>
</tr>
<tr>
<td>P3</td>
<td>Male</td>
<td>?</td>
<td>?</td>
<td>?</td>
<td>?</td>
</tr>
<tr>
<td>P4</td>
<td>Male</td>
<td>?</td>
<td>?</td>
<td>?</td>
<td>?</td>
</tr>
<tr>
<td>P5</td>
<td>Male</td>
<td>?</td>
<td>?</td>
<td>?</td>
<td>?</td>
</tr>
<tr>
<td>P6</td>
<td>Male</td>
<td>?</td>
<td>Bandaged</td>
<td>?</td>
<td>?</td>
</tr>
<tr>
<td>S1</td>
<td>Male</td>
<td>25</td>
<td>6ft 1-3, 15 stone</td>
<td>Enforcing rules</td>
<td>Steward</td>
</tr>
<tr>
<td>S2</td>
<td>Male</td>
<td>25</td>
<td>11-16 stone</td>
<td>Enforcing rules</td>
<td>Steward</td>
</tr>
<tr>
<td>S3</td>
<td>Male</td>
<td>25</td>
<td>12-15 stone</td>
<td>Enforcing rules</td>
<td>Steward</td>
</tr>
<tr>
<td>S4</td>
<td>Male</td>
<td>?</td>
<td>Nightclub staff</td>
<td>Back up / cover</td>
<td>‘Janus’ steward</td>
</tr>
</tbody>
</table>

“The incident began at 9.20 when I noticed three doormen literally storm into the bar SWAT style, bursting into the crowd and obviously in a hurry. The three men went in separate directions, two towards the dance-floor, one towards the toilets. They were following instructions / directions using earpieces. Shortly afterwards the door-staff were pushing P2 out of the bar. Two doormen held an arm each with the third walking behind. It had a policing “snatch squad” feel to the incident as the door-staff dealt quickly and efficiently with a threat in the bar. P2 was excited and continued to argue with the door-staff once outside, eventually he removed his belt in a threatening manner and was clearly angered by something. Shortly afterwards he was joined by three others who were escorted off the premises by S1, S2 and S3. They (patrons) reorganised outside the bar and left the scene at about 9.35PM.” (BM2)

“Saw bouncers run into pub towards dance floor area at 9.25PM. Bouncer had grabbed patron and put him outside. Another three patrons were thrown out. Bouncers were heavy handed, but handled patrons (same as police on Friday night) firm – not over the top. P2 had shirt undone and belt off (perhaps ready to fight). They [the stewards] crowded [the] entrance to prevent them [the patrons] returning. Males who were thrown out hung around outside – seemingly not bothered and waited for rest of group. Also due to headsets (earpieces) one security staff member ran up from downstairs.” (BF)

“At 9.40 an ambulance pulled up outside the bar and two paramedics entered the bar and went downstairs to the toilets. Ten to 15 minutes later I saw them leaving the bar by a back entrance with a customer whose head was bandaged (front and back).” (BM2)

“About 20 minutes later an ambulance showed up. Two paramedics entered bar and went to ‘staff room’ down stairs. Ten minutes later male with bandaged head (walking, perhaps bottled) and female left in ambulance through fire exit / back
door. I initially thought that the incidents were not related because I saw bouncer go into male toilets before male patrons got kicked out.” (BF)

“At 9.50 two police officers entered and also went downstairs. They remained in and around the bar until 10.10PM. All of this MAY HAVE been connected. I am only assuming a logical chain of events here.” (BM2)

“Fifteen minutes after police entered bar to talk with duty manager. Duty manager appeared to have record of events on notepad. I did not see the incident and I can only assume that perhaps a male received head injury caused by males who were thrown out.” (BF)

“Overall the incident was dealt with rapidly, efficiently and with military precision! I have no idea what caused / started it – as it originated out of sight from our observation point. I am also unable to comment on the extent of the injured patron’s injuries as I only saw the bandage as he was being led away (unaided) by the paramedics.” (BM2)

Incident #13 (The Railway, Team A, Female Observer)

<table>
<thead>
<tr>
<th>ID</th>
<th>Gender</th>
<th>Age</th>
<th>Unique identifier</th>
<th>Role in conflict</th>
<th>Relationship</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1</td>
<td>Female</td>
<td>35</td>
<td>5ft 6, Big boobs</td>
<td>Initial aggressor</td>
<td>Partner of P2</td>
</tr>
<tr>
<td>P2</td>
<td>Male</td>
<td>35</td>
<td>5ft 8, 12 stone</td>
<td>Target of aggression</td>
<td>Partner of P1</td>
</tr>
</tbody>
</table>

“The couple (P1 and P2) had been sat at a table near us with a group of friends (or workmates). There were no notable incidents, table seemed amiable, I heard some laughing...I went downstairs to the bathroom at around 10.30PM and at the bottom of the stairs P1 and P2 were in the middle of an argument. P1 looked drunk and had ‘a face on’. P2 was making futile attempts to calm her. When I came out of the toilet P1 was shouting and finger wagging. It would have been rude to observe anymore of the situation, so I returned to my partner... Some minutes later the couple returned to their table. One of their acquaintances was aware of the tension / argument and insisted on getting drinks to improve the situation. P1 was given a large glass of wine and drank it sulkily before seemingly forgetting the argument and getting involved in a conversation with someone else (not P2 who she ignored). The table left 30 minutes after. There were no other incidents.” (AF)
Incident #14 (The Plough, Team A, Both Observers)

<table>
<thead>
<tr>
<th>ID</th>
<th>Gender</th>
<th>Age</th>
<th>Unique identifier</th>
<th>Role in conflict</th>
<th>Relationship / Role in Bar</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1</td>
<td>Female</td>
<td>50-60</td>
<td>Grey hair</td>
<td>Initial aggressor</td>
<td>Mother of P2</td>
</tr>
<tr>
<td>P2</td>
<td>Female</td>
<td>21-23</td>
<td>Pregnant</td>
<td>Mutual aggressor</td>
<td>Daughter of P1</td>
</tr>
<tr>
<td>P3</td>
<td>Female</td>
<td>20-30</td>
<td>Blonde hair</td>
<td>Mutual aggressor</td>
<td>Friend of P1-2</td>
</tr>
<tr>
<td>P4</td>
<td>Female</td>
<td>19-25</td>
<td>Black hair</td>
<td>Mutual aggressor</td>
<td>Friend of P1-2</td>
</tr>
<tr>
<td>P5</td>
<td>Female</td>
<td>18-23</td>
<td>Blonde hair</td>
<td>Target of aggression</td>
<td>Stranger to P1-2</td>
</tr>
<tr>
<td>P6</td>
<td>Female</td>
<td>18-24</td>
<td>Light hair</td>
<td>Target of aggression</td>
<td>Stranger to P1-2</td>
</tr>
<tr>
<td>P7</td>
<td>Female</td>
<td>25</td>
<td>Blonde hair</td>
<td>Target of aggression</td>
<td>Stranger to P1-2</td>
</tr>
<tr>
<td>P8</td>
<td>Female</td>
<td>23-30</td>
<td>Dark hair</td>
<td>Target of aggression</td>
<td>Stranger to P1-2</td>
</tr>
<tr>
<td>S1</td>
<td>Male</td>
<td>26-30</td>
<td>5ft 6-11, 13 stone</td>
<td>Other intervention</td>
<td>DJ</td>
</tr>
<tr>
<td>S2</td>
<td>Male</td>
<td>26</td>
<td>6ft</td>
<td>Enforcing rules</td>
<td>Bar server</td>
</tr>
<tr>
<td>S3</td>
<td>Male</td>
<td>25</td>
<td>5ft 10</td>
<td>Back up / cover</td>
<td>Steward</td>
</tr>
<tr>
<td>S4</td>
<td>Male</td>
<td>28</td>
<td>5ft 8</td>
<td>Back up / cover</td>
<td>Steward</td>
</tr>
<tr>
<td>S5</td>
<td>Male</td>
<td>30</td>
<td>5ft 10</td>
<td>Back up / cover</td>
<td>Steward</td>
</tr>
<tr>
<td>S6</td>
<td>Male</td>
<td>?</td>
<td>?</td>
<td>Back up / cover</td>
<td>Steward</td>
</tr>
</tbody>
</table>

“It is very difficult to say what was actually happened or who caused the incident. P1 seemed to be the one with the problem. Her problem seemed to be with whatever P5 and P6 were doing on the dance floor area. Although this is only my guess, P5 was dancing provocatively with P6 and P1 seemed to take exception to this. P1 made a move towards the dance floor and the incident began. This was followed by the three having words. After that it was a total ‘mish mash’ of females including P2, P3, P4, P7 and P8, huddled together exchanging words” (AM)

“There is no dance floor yet many people were dancing (some on the speakers). The DJ was egging people on and it seemed to be more of a disco than a karaoke at times. I am uncertain of what happened and saw no obvious incident but suddenly P1 ‘waded in’ to the dance floor and started having a go at P5. Perhaps P5 had in some way insulted P2 (pregnant and drunk). P2 then started ‘having a go’ and P5’s friends got involved. There was lots of noise and name-calling and some pushing. (AF)

“She [the DJ] seemed to know P2 and tried taking to her to the side to talk to her. S1 seemed to try to calm the situation with the others too. S2, the barman, rushed from the bar in an attempt to calm the situation and shortly thereafter S3, S4 and S5 [stewards] arrived on the scene. There was a lot of pushing and shoving going on until the incident seemed to calm down and come to an end. Most of the other patrons in the pub had confused looks on their faces. The night then went back to normal.” (AM)
Meanwhile the DJ was clearly taking pleasure in this and was stood in the middle of the women making comments like “this is better than the X Channel” (a porn channel). S2 a youngish bartender came over and started pushing them apart and suddenly there were four burly bouncers calming it down. The women retreated to different sides of the room. No one was asked to leave. There was still some animosity between the two parties and lots of talking and looking over. About ten minutes later P5, P6, P7 and P8 left. They walked with a lot of attitude. P1, P2, P3 and P4 seemed not to care and carried on dancing and drinking. The DJ revelled in it all and seemed to be energising the whole thing and gave us all a fantastic Robbie Williams rendition to make us all feel better again” (AF)
Appendix 5: Typology of Glasgow City Centre Pubs

**Nomenclature of pubs in this report**

In order to maintain their anonymity each of the eight pubs observed in the course of this research project were assigned a pseudonym. The pseudonyms chosen were the eight most common pub names in England & Wales according to the *Campaign for Real Ale* (CAMRA). Fortunately, none of these names were the names of pubs in central Glasgow (they have a somewhat ‘Rupert Bear England’ village feel to them, rather than what one might find in a Scottish city). Also, four of these fictitious names were single word and four ‘double barrelled’. This was convenient in order to separate the four branded chain pubs from the other pubs, with the branded chain premises chosen being allocated the double barrelled names, so that one word indicated the pub name the other the chain name. This also allowed the two pubs in the same chain to be identified through a common brand name, as two of the eight most common pub names in England & Wales had the same first name (“White”).

Whenever other pubs, not formally observed, were named during the course of this research, these too were given pseudonyms from subsequent names on the commonest pubs in England & Wales list (except in cases where a pub of that name existed in Glasgow city centre). For example, the ‘King’s Inns’ branded chain pubs called the ‘King’s Head’ and ‘King’s Arms’ in this report. Only premises that had ceased trading by the time of this research project are identified (i.e. those which had lost their licenses owing to problems associated with disorder). The same CAMRA list also details selected unusual pub names and some of the other premises (not pubs) or companies mentioned during the course of this research were given a pseudonym from this to retain anonymity (e.g. ‘Hole-in-the-Wall security’).

To act as a quick reference guide, vignettes providing a typology of each of the eight pubs formally observed are now provided:
Vignettes of eight pubs observed

The Plough – This is a traditional ‘old Glasgow’ pub, tied to a ‘pubco’, with a clear gender split between a predominantly male bar and a predominantly female lounge, attractions including televised sports (bar) and karaoke (lounge). The clientele of this pub included more older (i.e. over 30 years) and many less affluent drinkers. Disorder Risk: High (Type-A).

The Red Lion – This is a budget / economy branded chain pub, providing no entertainment, other than pool tables and TV (all the other pubs had a DJ on at least some occasions), but many cut-price drinks offers and promos. The pub had a very varied transient clientele, including a great many much less affluent drinkers and it employed stewards from a different security firm than other pubs. Disorder Risk: High (Type-A).

The Railway – This is a style bar (bar-restaurant), independently owned with an atmosphere created by candlelight and soft music. Drinks here tend to be expensive or premium priced, especially cocktails, and the clientele included many more affluent drinkers. There was more food provision here than in other pubs and it also made use of external server training providers. Disorder Risk: Low.

The White Horse – This is a club-like branded chain pub (in the same chain as the White Hart and located across the street from the Royal Oak, see below), with heavy consumption of new drinks (e.g. alcopops) and bottled lager, many stag / hen nights. Disorder Risk: High (Type-B).

The White Hart – This is a club-like branded chain pub (in the same chain as the White Horse), located in Sauchiehall area, with heavy consumption of new drinks (e.g. alcopops, shots) and bottled lager, also more younger drinkers compared to the other pubs. Disorder Risk: High (Type-B).

The Royal Oak – This is another club-like branded chain pub (located across the street from the White Horse), with heavy consumption of new drinks (e.g. alcopops) and bottled lager. This was the only pub with a mostly female clientele and the only branded pub to make use of external server training providers. Disorder Risk: Medium.

The Swan – This is a student pub, tied to a ‘pubco’, located in Sauchiehall area. The pub’s attractions included a pool table and rock music (including live bands) and it had a predominantly male clientele in comparison to the other pubs. This pub also made use of external server training providers. Disorder Risk: Medium.

The Crown – This is another style bar (café-bar) independently owned, in an off-road location. This pub varied more by day of the week / time of the evening than any of the other pubs, with many after-work drinkers (young professionals) on Fridays and many pre-clubbers (rave style nightclubs) on Saturdays. This was also the pub that made the most use of external server training providers. Disorder Risk: Low.
Glossary of terms

**Branded (pubs or drinks)** – A brand is a symbolic construct that signifies a particular service or product, in this case type of pub or quality of drink. All franchised pubs in a brand are uniform (e.g. to the extent that an interviewee in this research commented that in each of the pubs that comprise his branded chain you will get the same meals, each with the same number of peas, on the same plate). Branded drinks tend to be more expensive than ‘house’ drinks, as part of the price paid is for the brand identity, signified by the logo (e.g. on a bottled beer). Relationships built between consumer and brand are thought to be particularly powerful, habit forming and hard to break.

**Binge drinking** – This term refers to drinking excessively in a single session (as opposed to drinking regularly), usually at the weekend (Friday and Saturday nights). There are many definitions of ‘binge’, ranging from subjective states of intoxication to quantitative measures of alcohol consumption (e.g. drinking more than the government’s recommended ‘safe’ weekly intake in one session).

**Budget (or economy) (drinks, brands or pricing)** – This refers to products or services marketed by their low cost, in this case ‘no frills’ cheap alcohol drinking. This form of marketing may be used, as a ‘loss leader’ to attract custom, to sell in bulk, to serve those who cannot afford standard prices or to make ‘premium’ (see below) priced products seem more desirable to those who can.

**Chain** – This refers to a number of pubs owned by a single company. This can include both branded pubs and other licensed premises. Often, though by no means always, pubs in the chain may have the same brand (see above) name.

**Club-like pubs** – This refers to large pubs (usually in branded chains) that have been designed to resemble nightclubs, complete with purpose built dance floor, DJ, lighting, themed (party) promotions and all the other trappings associated with dance (formerly rave) culture. These have become commonplace since the end of the 1990s, in part because of changes to licensing policy, in city / town centres across the UK.

**Door (policy)** – This refers to who a pub’s management allow entry to, or rather who they exclude (for whatever reason). This role is often taken up by (door) stewards (see below) who, as such, control ‘the door’.

**Dress code** – This refers to a standard of dress allowed in a pub. Persons who do not meet this standard may be refused entry at ‘the door’ (see above) or refused service at the bar if there are no stewards on duty. This policy can be used either to encourage a certain type of clientele or to exclude others, who may be viewed as potential troublemakers, solely on the grounds of the way they dress (see ‘neds’ below).

**Floor staff** – These are pub employees who work away from the bar area, mainly in some of the larger licensed premises. Their duties may include drinks service, but are usually restricted to table clearing and food service.
Flyers – These are advertising handbills, popularized during the rave scene (see below) used to promote products or services, in this case drinks, pubs or nightclubs. These can be distributed outside premises or within pubs at the management’s discretion.

Football colours – This means the wearing of scarves, hats, shirts or other regalia signifying allegiance to a football (soccer) team. Unfortunately in Glasgow the two main teams, Celtic and Rangers, have become associated with sectarianism (see below).

Goths – This is a youth subculture or counterculture which originates from the early 1980s ‘post-punk era’. The term is derived from the Victorians’ fascination with Gothic architecture (itself named after a post-Roman Germanic culture) and with morbidity, following the funeral of Prince Albert. Gothic is easily distinguishable from other subcultural styles in that Goths tend to wear black (sometimes augmented by purple, red or green), often accompanied with white make-up and (base metal) jewellery (e.g. ankhs, crosses, pentangles or skulls), body-piercing and chains. In recent years there has been a revival of this style amongst younger people, in particular in association with ‘nu metal’ or ‘mosher’ rock music. Goths are seen as the rivals, even as the enemies, of ‘neds’ (see below), although the two subcultures seldom inhabit the same areas.

Happy hours – These are periods of time when certain drinks (or all alcoholic drinks) are sold at the bar at a reduced price (e.g. half price or two-for-one). These are usually timed for when business would otherwise be quiet (e.g. in the early evening) and are thought to encourage binge drinking. This may happen either by the happy hour offer enticing people in to licensed premises who may not otherwise drink at these times or by accelerating their rate of alcohol consumption during this time period, ultimately resulting in these patrons becoming intoxicated and remaining in the pub beyond the happy hour’s duration, none of which may have been the drinkers’ intention while sober. Such promotions are currently either being banned by local authorities (as was the case in Glasgow during this research) or are being phased out or replaced by other kinds of promotions by the publicans / drinks companies themselves.

Independents – In this study this term refers to pubs that are neither part of a branded chain (see above) nor tied to a pub company or ‘pubco’ (see below). Such pubs are usually relatively small and tend to be owned by an individual person (who may own more than one licensed premises) or as a ‘family business’.

Meat (or cattle) market – This refers to pubs or other venues where one of the main activities of the clientele is ‘pulling’ (see below).

Neds – Ned is a word used chiefly in the West of Scotland to describe a type of youthful troublemaker, ‘hooligan’ or ‘yob’. The word has a rich history, though at present its use has become analogous to terms such as ‘scally’ (North West England), tracker’ (North East England), ‘spidey’ (Northern Ireland), ‘radge’ (Edinburgh), ‘millie’ (Wales) or ‘townie’ elsewhere in the UK. The word ned dates back to at least the 1950s, when it was applied to the ‘teddy boys’ (i.e. from the name Edward) who allegedly slicked back their
hair with paraffin. Alternative, perhaps much older, origins of the word include the corruption of the term ne’er-do-well and the slang expression ‘nae idea’ (i.e. clueless). More recently, several highly improbable alternative explanations of the derivation of this word have arisen. These have included the reversal of the word ‘den’ (as with English term ‘yob’ and backward ‘boy’), the Australian villain ‘Ned Kelly’ (in part from the ‘cockney’ rhyming slang for ‘jellies’, i.e. temazepam, said to have been the neds’ ‘drug-of-choice’ in the late 1980s / early 1990s) and the acronym ‘non-educated-delinquent’ (as with ‘yob’ and ‘youth-of-Britain’). This latter explanation of ned is controversial and has been misappropriated to stigmatise all ‘less affluent’ young people by ‘Standard English’ speakers. As a result some politicians and other moral entrepreneurs have sought to have the word ned banned. This is unfortunate as the word is chiefly used by ‘Scots’ speakers (i.e. the less ‘advantaged’) to refer to all such troublemakers, including those from more ‘affluent’ backgrounds (neds often drive customised cars, featuring expensive sound systems or dress in branded, see above, leisure/sportwear or designer label clothing). Currently the ned dress code (see above) is the same as that of the ‘chavs’ of England, which stereotypically includes Burberry® (nova check) skip-caps, (white) Kappa® tracksuits and Timberland® boots, with accessories such as bull-terrier dogs and ‘goldie-looking’ jewellery, chains (male) or big hoop earrings (female). Like ‘chav’ (which was the buzzword of 2004, according to the Oxford English Dictionary) the word ned is currently being used in both the pejorative sense and with pride. However, it is important to stress that unlike the word ‘chav’ which has social ‘underclass’ and racist connotations (as do many of the other currently interchangeable terms listed above), the word ned refers to people who behave in a certain way rather than to persons from a particular social class or ethnic group (the word ‘chav’ dates from at least the mid-nineteenth century and is thought to be derived from chavi, the Romany word for child, though predictably in recent times the improbable acronym ‘council-housed-and-violent’ has been proposed). Perhaps as a result of the misuse of the word ned, in recent times it has also been re-appropriated by some young people themselves (as was the case with the word ‘punk’ 30 years before) into a youth culture in its own right, one which associates with hip-hop, R & B or rave music and is a foil to the Goths (see above).

**Pre-loading** – This is the practice of drinking (usually cheap) alcohol purchased from off-licenses and consumed at home immediately prior to participation in the night time economy. Pre-loading is thought to be a consequence of the ongoing trend in recent years towards relatively much lower ‘real cost’ alcohol being available from off-trade outlets (especially supermarkets) than on-trade and also because of the recent preference towards the conspicuous consumption of branded (see above) premium (see below) priced drinks within licensed premises. This practice has several implications for alcohol-related disorder associated with licensed premises, including that pubs may be unfairly blamed for the consequences of this drinking behaviour and that any price increases imposed on pubs to reduce binge drinking (see above) may only serve to encourage such activity.

**Premium (drinks, brands or pricing)** – This refers to products or services marketed by their high cost, implying high standards, giving them a feeling of exclusiveness and allowing, perhaps encouraging, the consumer to indulge in conspicuous consumption.
Though inferred, this does not necessarily mean that the product, in this case alcoholic drink, is superior to ‘standard’ or ‘budget’ priced brands (see budget and branded above).

**Pubcos** – This term is shorthand for pub companies. That is companies that lease out pubs to tenants. This means that the tenant can only sell certain products (alcoholic drinks) supplied by the ‘pubco’, a system known as ‘the tie’. In the recent past this role was performed by the brewery company (e.g. the ‘pubco’ Punch Taverns was formed by the acquisition of the Bass brewery’s portfolio of pubs).

**Pulling** – This refers to the act of looking for ‘casual’ sex. In the context of this research, people ‘on the pull’ are those who, among other reasons for participation in the night-time economy, are hoping to procure a sexual partner for that night.

**Rave scene** – This refers to the night-time economy of the late 1980s to 1990s, which was characterised by greater use of the drug ‘ecstasy’ (MDMA) and by less conspicuous alcohol consumption than is apparent amongst today’s younger revellers.

**Sectarianism** - In the West of Scotland this means the Catholic / Protestant divide. This is both similar and related to that found in Northern Ireland. Although, in Scotland, this problem is far less extreme or politicised, than in Ireland, it has been linked to violence (dubbed as “Scotland’s shame”, by the First Minister). This tends to manifest itself through Glasgow’s two main football teams, Celtic and Rangers, who at the present are involved in the implementation of counter-sectarian polices.

**Servers** – In this study, this term refers to the bar staff who actually serve pub patrons with alcoholic drinks.

**Stewards** – This is a Scottish term for ‘door supervisors’ or pub security staff (formerly known by the archaic term ‘bouncers’). In the present day stewards may be positioned or patrolling throughout some of the larger pubs, as well as being in control of ‘the door’ (see above).

**Style bars** – These are pubs that have their own individual character, very different from the traditional pub design. These are usually small and have a café-like appearance. Such premises were popular during the late 1980 to 1990s when many revellers chose not to (binge) drink alcohol on night out (see Rave scene, above).

**Table hopping** – This means the practice of a person (or people) joining others at a table without being invited to do so. Such people may do so repeatedly moving from table to table, throughout the night, in search of conversation or commodities (e.g. cigarettes).

**Wolfpacks** – This term refers to large groups of males who drink together in a pack and who are ‘on the pull’ (see above).