

Best Bar None

An Award Scheme promoting responsible and safe management of licensed premises

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Chapter 1

Best Bar None – Award Scheme promoting responsible and safe management of licensed premises

Introduction – aims and objectives of the Initiative

Health Challenge Wales

1. The key themes of Health Challenge Wales have been selected because they are considered to be those issues that constitute a significant proportion of the ill health that could be avoided. The reduction of accidents and injuries and the prevention of harm from alcohol and other substance misuse are both key themes of Health Challenge Wales. This Award Scheme, based on a scheme launched by Manchester City Centre Safe in 2001, used multi- agency inspections to encourage licensees to adopt a responsible and safe approach to managing their premises, looking after their customers and discouraging binge drinking which is often a precursor to crime and violence.
2. There are a number of drivers behind this scheme, those relevant to Health Challenge Wales are :
 - To reduce the risk of alcohol related harm, crime and disorder,
 - To promote understanding of how good management of licensed premises can reduce alcohol related crime and disorder, minimise the harmful effects of binge drinking , and also improve the profitability of an individual business and the attractiveness of an area,
 - To raise public awareness of the benefits of choosing to socialise in well run premises, there by increasing reassurance and the promotion of social inclusively, and promoting mental health and wellbeing through social interaction
3. Other benefits, not directly related to Health Challenge Wales are:
 - To identify and reward responsible operators and share good practice,
 - To improve knowledge and skills of enforcement and regulatory agencies, licensees and bar staff to deal effectively with issues relating to management of licensed premises,
 - To create a positive vehicle for all sectors of the night time economy to work together in partnership.
4. As noted the abuse of alcohol and the reduction of accidents and injuries are key themes of Health Challenge Wales. The Licensing Act 2003 provides Local Authorities with an opportunity to tackle theses issues through conditions attached to licences and through enforcement activity. The 2004 British Crime Survey showed that 51% of recorded assaults took place in licensed premises and further that a significantly high proportion of crime was directly and indirectly related to poorly managed licensed premises.
5. The costs of dealing with alcohol fuelled incidents both to the police and to the NHS are considerable. Estimates from the police for dealing with violent crime

incidents range from £1,440 for an incident of common assault to £21,442 for an incident of serious wounding. A police force estimate for the cost of dealing with a 'glassing' incident is £150,000¹.

The table below show police cost² of dealing with single incidents, typically arising when either the perpetrator or the victim or both are under the influence of alcohol. (2003-4 figures)

Offence	Cost
Violence against the person (average)	£10,100
Serious Wounding	£21,442
Wounding	£ 8,852
Other	£ 8,056
Common Assault	£ 1,440
Theft (from a person)	£ 634
Criminal Damage	£ 866

6. The cost to the NHS of dealing with alcohol related accidents and injuries is estimated at £1.7 billion per year³. In Wales this estimate is £750 million per year⁴. 1.2 million incidents of alcohol related violence are treated in accident and Emergency departments in England and Wales per year, and 40% of admissions to Accident and Emergency departments are alcohol related, rising to 70% between the hours of midnight and 5 am. It is estimated that the cost to the emergency services and to the NHS of dealing with crime and disorder relating to alcohol related behaviour was £ 7.3 billion in 2003⁵.
7. In addition to addressing the Health Challenge Wales themes of accident and injury reduction and alcohol and substance misuse this intervention also addresses some of the issues arising under the Clean Neighbourhood and the Crime and Disorder Strategies in which local authorities will be partner organisations. In local surveys the creation and maintenance of a pleasant, clean environment is generally second only to crime on the list of residents' concerns. Alcohol has an effect on many aspects of the local environment, including
 - Consequences of overindulgence of alcohol such as urination and vomiting in public places,
 - Cans, bottles and other alcohol related paraphernalia being left in public places,
 - Alcohol related criminal damage.

Where the local environment is degraded there is an effect on the mental health and well being of residents, in extreme cases residents may be afraid to leave

¹ Heddu Dyfed Powys Police estimate 2006

² The Economic and Social Costs of crimes against Individuals and Households 2003/4. The Home Office www.homeoffice.gov.uk/rds/pdfs05/rdsolr3005.pdf

³ Prime Ministers Strategy Unit, ' Alcohol Misuse – how much does it cost? London: The Stationary Office 2003

⁴ Ibid

⁵ DR R Hussey, Cheshire and Merseyside Strategic Health Authority- paper to IPSM Conference 20 Jan 2004.

their properties during the hours of darkness, leading to social isolation and stress.

7. This initiative directly addresses two key themes of Health Challenge Wales, being the misuse of alcohol and the reduction of accidents and injuries and indirectly addresses a third, being mental health and well being. It also addresses issues of community safety and anti social behaviour.

Chapter 2

Best Bar None – Award Scheme promoting responsible and safe management of licensed premises

Running an Initiative

1. Initial considerations

Initial considerations for this project have to be addressed, including;

- What is the target group?
- Will the outcome have the desired outcome?
- How can the target group be reached?
- Who are the key partners in the initiative?
- How will the initiative be evaluated
- Will the initiative deliver value for money?

2. Target Group

The target group for this intervention are those licence holders of licensed premises. In the pilot project in Rhondda Cynon Taff these were pubs, bars and nightclubs, but those running the initiative may also wish to include premises such as sports clubs as a separate category.

3. Achieving the desired outcome

The purpose of the initiative is to reduce the number of individuals drinking alcohol to excess in the participating premises, to reduce the alcohol related accidents and injuries and to reduce antisocial behaviour.

There are difficulties in measuring whether the desired outcome has been achieved, since it is often the case that it is impossible to say whether an individual has been drinking to excess at one premise, or had e.g. taken alcohol at home or in a number of premises before becoming intoxicated. The extrapolation of this is that it is also impossible therefore to claim definitively that accidents and injuries sustained through being in drink, or anti social behaviour committed in drink are directly linked to a particular premise. It is also the case that residents who are concerned about particular premises may continue to be concerned about it even after considerable improvements have occurred there and having experienced anti social behaviour arising from the premises or from those who frequent it may erroneously link non-associated anti-social behaviour with the premises.

The desired result will be achieved if there are fewer reported incidents, including arrests, for behaviour that is drunk and disorderly, fewer individual presented themselves at Accident and Emergency Clinics or to their GP suffering from injuries sustained whilst drunk, or caused to them by an individual in drink, and fewer incidents and criminal damage and anti social behaviour are reported to Police and Community Wardens from premises which are participating in the Award Scheme.

4. Reaching the Target Group

The target group are identified by the local authority. The local authority will have details of all of the licensed premises in its area on its own databases, which makes identification of those premises simple.

The partners to this initiative may wish to take a view about how many premises should be included in the Scheme. Including all of the licensed premises in an area may be greater than resources will allow, hence a decision may have to be made about which to include. There will also be an element of self selection, since those premises which are well managed are likely to see the benefits of being involved and wish to take part, even though the potential gains from their inclusion may be relatively smaller than if a less well run premises were to join. It is also the case that those premises that are less well run may choose not to participate.

The premises to be invited to take part will be a local decision based on local knowledge of the area and determination of where targeting of the scheme will have the greatest potential impact.

5. Who are the key partners in the initiative?

In the pilot project the partners were the local authority, the police, the local Pub Watch group, the Fire Service, Community Safety Partnership, Environmental Services and the Security Industry Authority (SIA) and the local licensing forums. Each of the partner organisations had a unique interest in the scheme and could derive benefit from being partners to it.

Those carrying out this initiative may wish to include other groups, such as the local Community Safety Partnership , or local Neighbourhood Watch or community groups. The membership of the group will be a matter for local decision.

6. How will the initiative be evaluated?

There are considerable difficulties to evaluating this initiative.

The initiative seeks to reduce binge drinking. It is accepted that there is considerable under reporting of accidents and injuries sustained by individuals who are drunk. This is in some cases due to failure to recognise the accident or injury due to the state of intoxication, and not to present until sober, giving an alternative explanation for the injury. In others it is due to a reluctance to present for treatment when the injury is 'self sustained'. In order to ascertain whether there has been a reduction in numbers of intervals presenting with injuries sustained whilst drunk it is necessary for the partners to the initiative to have access to figures relating to those accidents and injuries prior to the commencement of the initiative. Whilst accident and emergency departments may keep records of those presenting at the unit under the influence of alcohol it is extremely unlikely that they will record the premises at which the person presenting claims to have been drinking. It is also the case that persons who are injured whilst drinking may not present until some days later, when the seriousness of the injury becomes established, or may present to

other health professional, such as to practice nurses at GP surgeries. 'Before ' and 'After ' figures are therefore unlikely to be traceable, and further are unlikely to be recorded in such a manner as to make their use practical or comparison meaningful.

Those running this initiative may find that it is easier to compare reports of criminal activity and numbers of arrests for drunken behaviour in a geographical area surrounding participating premises. The local police should have records of calls made to them regarding alleged incidents and will have records of arrests relating to the time period to the running of the initiative, which can be compared with a like period after the initiative has been conducted. Again it may be difficult to attribute incidents to particular premises, particularly where there are two or more premises in close proximity, but a reduction in reported incidents can be used as a measure of success for the initiative.

Should the project partnership members wish to do so it is possible to carry out survey work to establish whether residents living in areas served by premises taking part in the scheme feel that local environmental conditions have improved, and that it is 'safer' in the area since the inception of the scheme. This will be based on subjective judgements, which will be coloured on the interface that the person questioned may have had with those under the influence of alcohol, or damage sustained to property etc, and will also be subject to lag phase before improvement is recognised and acknowledged, but can be used as measure of success, particularly where individuals feel safer at night, or may feel that they can go into premises which they previously self-excluded from due to fear, real or perceived of violence.

7. Will the initiative deliver value for money?

The approximate cost of the pilot project was approximately £6,000. Funding in part was received from the Community Safety Partnership. This was the cost for the hire of venues and refreshments for the training events and printing of material and certificates, the cost of the plaques which were awarded to the winning premises and the cost of the Awards evening. Officer time is not included in this sum. Licensing Officers and police officers were used to assess the premises but given that the criteria for the Award Scheme met the agendas of both parties they were willing to be involved and no costs were incurred in this regard.

It is suggested that the costs of running the event for other initiative users will be in the order of £ 6,000. Other costs may be generated by successful by placing advertisements for the Scheme in local newspapers, but even allowing for such variations the cost is relatively small. Given the costs to the police and to the NHS of dealing with accidents and injuries arising from alcohol related incidents, as discussed in Chapter 1 the investment required to run this course is small, and it is therefore concluded that this intervention does deliver value for money.

Chapter 3

Best Bar None – Award Scheme promoting responsible and safe management of licensed premises

The campaign

The running of an Award Scheme, using multi- agency inspections to encourage licensees to adopt a responsible and safe approach to managing their premises, looking after their customers and discouraging binge drinking which is often a precursor to crime and violence.

Preliminary steps

The Award Scheme Cycle:

The Award Scheme cycle has seven distinct stages

Stage 1	Preparation, Launch and Publicity
Stage 2	Application Phase
Stage 3	Inspection Phase
Stage 4	Marking Phase
Stage 5	Judging Phase
Stage 6	Awards Night
Stage 7	Feedback and Development Phase

Preparation, Launch and Publicity

The first stage of the award scheme is vital. Before the award can get up and running support has to be gathered, key partnerships built and finance secured.

In the pilot project the local police, local authority licensing department, Community Safety Partnership, Town Centre Managers and local Pub Watch Schemes all supported the Awards. Finance for the Awards was provided by the Community Safety Partnership and the local authority. There may be merit in developing a Steering Group or Working group made up of the key partners who are crucial to the delivery of the awards.

Sponsorship

As the award scheme is to make the night time economy safer it should help to make local trading environment stronger, and has the potential to attract new residents, tourists and consumers who may come into the area to shop or socialise.

Supporters of the award, therefore, need not be drawn solely from representatives of the local alcohol industry. Local radio station, Hotels, retail outlets, cinemas, theatres and restaurants can all be considered for sponsorship of the award scheme.

Sponsorship in kind can also be pursued from organisations and business. For example, in Manchester, where the Awards originated, a local radio company provided sponsorship in kind by organising the entertainment and music for the awards dinner and by promoting

the awards on their local radio station. In return, the company were able to display their logo on the awards stationary.

The award may also receive status from being endorsed by the local council, police force and pub watch. These organisations will confer status and recognition on the awards which will add value in itself.

Pre-Launch Publicity

Ideally the publicity will start one month before the launch date, any longer and the attention may get diverted elsewhere, and momentum is lost.

Experience in other areas where local award schemes have been launched shows that it may be difficult to excite and achieve a high level of interest and participation in these initial stages, particularly if the award is in its first year of operation. It is therefore recommended that publicity should commence with mail shots to all eligible licensed premises within the target area. Two mail shots are probably necessary to begin to raise awareness of the awards. An example of the mail shots used to advertise the launch of the award scheme in the pilot area is shown as [Appendix 1](#). A further means of publicity is to produce an advertising leaflet that explains and promotes the award. The left hand side of the leaflet explains the purpose of the awards whilst the right hand side gives a 'what's in it for me?' slant – [Appendix 2](#) shows the leaflet used in the pilot project.

The Awards Launch

The objective of the launch event is to publicise the awards process and hand out the first application forms. It is also an opportunity to explain and sell the awards to the invited audience and to answer any queries applicants may have. The launch will be another opportunity for networking and partnership building between all interested parties.

Application Phase

Stage One: Application Form

The Award Schemes application form addresses a wide range of issues that well-managed licensed premises should have a considered policy about.

Each applicant will complete a booklet answering a number of key questions about the operation of the premises in respect of a variety of topics including the 4 Licensing Act objectives mentioned above. [Appendix 3](#) is the booklet to be completed. The form is a living document that will change on an annual basis after consultation, in order that it may address issues of concern; reflect changing best practice and slowly 'raise the bar' for standards year on year. The application form also asks the applicant to categorise themselves as a 'bar' 'pub' or 'night club'. This mechanisms ensures that premises are only compared like with like.

When completed, it will have taken the venue through all the issues it should have considered in compiling a meaningful operating schedule. Ultimately it has the potential to deliver consistency of standards throughout a given area.

The awards launch will be the first occasion at which the application form is available. A record will be made on the day of the launch of those forms given out and to whom. As soon as possible after the launch, applications should then be mailed out to all the other licensed premises in the pilot areas. It is recommended that no more than a month should be allowed for the completion and return of the forms.

Allowances will be made in the award delivery timetable for the 'chasing up of applications. In the launch of similar scheme it was found that no matter how extensive the pre-launch publicity, take up rates may be lower than expected without building in some amount of telephone chasing time. It is recommended that calls to company regional and head offices may prove a useful tactic in encouraging some of the more slow licensees.

The partners to the initiative may wish to consider whether a small charge should be made for entry to the awards. A charge £30 per application is sufficient to recoup some of the costs incurred in printing application forms, publicity material, production of certificates, plaques, postage costs etc. It is suggested that payment of an entry fee, no matter how nominal, always serves to demonstrate the serious intent of the premises applying for accreditation. It also helps to underline that this is not a 'give away' award, but rather it is a meaningful recognition which has to be earned.

A comprehensive 'Guidance Notes' document will accompany the application form which will ensure that consistent marking and judging standards will be applied across the whole range of alcohol retail outlets from the town centre high volume bar to the small rural community, licensed premises. The Guidance Note used in the pilot project appears as [Appendix 4](#)

Stage Two: Assessment Process

Once the application forms have been completed and returned the next stage in the process is to visit each premise in order to verify the information supplied on the application form.

A team of two accredited assessors will visit premises applying for the award. The assessors will have been drawn from the ranks of the police and local authority.

Consistency of approach is ensured by the use of the common application form, guidance notes and marking schedule. The Scoring Booklet used in the pilot project appears as [Appendix 5](#). The use of these documents also allows assessors to record evidence of any new and innovative ideas that are making premises safer. Thus the guide not only aids consistency to ensure the validity of any benchmark, but also helps the award process to evolve and be dynamic by recording practices, which can be more widely disseminated and included in future application forms.

Each of the inspection visits can be expected to take at least an hour with another hour allowed for clearing up ambiguities, discussion and marking. If two assessors are used for each visit a rough schedule of expected demand can be produced. For example, if an area has 30 premises applying for accreditation, then the demand will be 60 hours (2 hrs x 30 premises) for 2 staff.

For this example it would be sensible to allow 3 weeks within the inspection phase for 30 premises to be inspected by two staff. There should also be at least one week contingency

time allowed to accommodate the difficulties that could be experienced in making appointments and matching up the licensee's and assessors' availabilities.

Inspection Visit

It is important that the assessors sit down together and go through the completed application form prior to a visit. They should begin to reference the application form to the scoring sheet and note down any questions they may wish to ask the licensee, noting omissions or ambiguities that need clarification.

Appointments to see a licensee and inspect their premises should be made during normal business hours (i.e. 9 am to 5 pm). This will help the licensee as it should be at a quieter trading time of their working day. In making an appointment it is not necessary to see the premises working at full tilt, nor to try and 'catch them out' by visiting at 2 o'clock in the morning.

The whole purpose is to undertake an audit of the management systems and process that are in place. The experience should be positive and educational one for the licensee and assessor alike. This is best done at a quiet time when the premises is not full of customers.

The structure of the visit should follow the step by step process outlined in the scoring booklet ([Appendix 5](#)), questioning the licensee, staff members and seeking out evidence as directed by the booklet and assessor's guidance notes.

Stage Three: Marking Process

After the assessment visits, the application forms should be marked and ranked according to their score. To ensure the award scheme is applicable throughout the wide range of retail outlets, premises should be compared only with those which are in the same category.

In the pilot project three categories of assessment were used to which premises self-nominated, being 'Night Club', 'Pub' or 'Bar'.

All premises that meet the minimum standard – i.e. those who have met all the 'essential criteria' listed in the marking Guidance Notes, should be awarded an accreditation. These premises are entitled to display the appropriate plaque and certificate ([Appendix 6](#)) outside their venue for the following twelve months advertising their official Best Bar None mark of accreditation.

The top five or however many in the opinion of the partners to the initiative is appropriate, premises (depending on how many apply) in each category are then collated and go forward to the judging night.

Stage four: Judging Process

Aside from ensuring objectivity, the idea of the judging night is to further the process of partnership and ensure key stakeholder involvement. The panel may include a councillor, local business people, local police, key sponsors, licensing officer and media.

It is a matter for local decision as to how the awards are determined but it is essential that the process is clear and transparent. It is suggested that it is necessary to award a best in category award for each of the 'pub', club' and 'bar' categories, and an over all award of Best Bar None. It is also possible to have more local awards for the best in a particular geographical areas for each category, but again, this will be a matter of local decision, and will depend on the availability of resource to fund the certificates and plaques to be awarded.

Stage 5: Awards Night

The awards will be presented at a high profile awards night to reinforce the importance and stature of the process. Again this is designed to be a landmark on the local social scene and a celebration of good practice and responsible alcohol retailing.

Feedback and Development Phase:

This stage is concerned with debriefing, extracting good practice and working with those premises which have missed out on accreditation. A formal mechanism for extracting examples of good practice uncovered during the inspections need to be considered. Examples of good practice should be disseminated locally for other licensed premises to consider.

Consideration should be given to holding a meeting between the award scheme organisers and the licensed premises that did not meet the required standard to work through those issues that prevented them from reaching the prescribed standard. It is envisaged that at the meeting the organisers of the award scheme will help the licensee develop an action plan in order to improve their performance for the next award cycle. This is all part of the developmental and educational process of the award scheme.

Appendix 1

Pre-launch publicity mail shot



DEAR LICENSEE

The Community Safety Partnership would like to invite you to Rhondda Cynon Taf's Best Bar None Awards launch on Friday 27th January 2006 at 12 noon. The Launch will be held at the Safety Zone, Treforest Industrial Estate. Come along to find out about the awards and how you can be a winner.

The 2006 awards are open to all licensed premises in Pontypridd, Aberdare and Porth town centres, with the venues competing to be the best managed.

The 2006 awards night itself will be held in March/April 2006.

Please confirm your attendance at the launch by calling Derek James on 01443 425367.

 Rhondda Cynon Taf
Community Safety Partnership
Partneriaeth Diogelwch Cymunedol

Appendix 2

Pre-launch publicity leaflet



WHAT'S IT ALL ABOUT?

Rhondda Cynon Taf Community Safety Partnership are launching the first Best Bar None Awards scheme in Wales that seeks to establish a standard of excellence within the licensing trade in Rhondda Cynon Taf Town Centres.

We want to reduce incidents of crime and disorder associated with the consumption of alcohol in Rhondda Cynon Taf venues. We also want to promote Rhondda Cynon Taf as a safe and professional environment in which to live, work, visit and socialise.

The aim is to operate a scheme, which rewards good and safe licensed venues, whilst providing a vehicle for the police and local authority to work in a positive partnership with the licensed trade.

The proposal is to introduce an annual high profile award scheme, initially focusing on those premises in Rhondda Cynon Taf Town Centres. The scheme will be launched on the 27th January 2006 at The Safety Zone, Treforest Industrial Estate at 12 noon. The first awards will be presented at a formal dinner on a date to be fixed in March/April 2006.

The administration process for the awards will consist of the completion of an application form, followed by an inspection visit of each premises in order to verify details. All applicants reaching a set objective standard will be presented to a high profile panel of judges.



WHAT'S IN IT FOR YOU?

The chance to be part of a ground breaking scheme with the potential for future national accreditation.

The chance to prove you run a safe and responsible licensed premises to high professional standards of customer care, by achieving independent recognition for your business.

The chance to qualify for cheaper business insurance; If you are a BEDA member and become accredited under the Best Bar None scheme you may be eligible for significant reductions in your insurance premiums.

The opportunity to use the scheme to promote your venue to retain and attract customers. Premises accredited under the scheme will receive a plaque and certificate for public display.

Accredited venues will also be able to include the Best Bar None award logo in their own promotional advertising and stationery.

The chance to prove that you are serious about working in partnership with others towards the creation of a safer, more inclusive Rhondda Cynon Taf.



Rhondda Cynon Taf

Community Safety Partnership
Partneriaeth Diogelwch Cymunedol

Appendix 3

Best Bar None Application Form

APPLICANT'S DETAILS

APPLICANT NAME	
PREMISES NAME	
PREMISES ADDRESS	
TELEPHONE NUMBER	
MOBILE NUMBER	
AREA MANAGER NAME	
AREA MANAGER ADDRESS	
TELEPHONE NUMBER	
MOBILE NUMBER	

Please tick one of the following boxes which you feel best describes your premises:

<input type="checkbox"/>	<input checked="" type="checkbox"/> PUB
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	BAR
	NIGHT CLUB

INDEX

SECTION A – PREVENTION OF CRIME & DISORDER

- capacity
- security
- drinks/drunkenness
- drugs
- thefts/burglary
- disorder

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- event control
- glass
- fire
- building safety
- transport

SECTION C – PREVENTION OF PUBLIC NUISANCE

- noise
- litter/waste

SECTION D – PROTECTION OF CHILDREN FROM HARM

SECTION E – GENERAL

SECTION A

PREVENTION OF CRIME & DISORDER

CAPACITY

A1 What is your estimated or actual capacity

A2 How do you manage your capacity?
(include details of comfort factor, clickers, head count, tickets)

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A3 How do you monitor and react to any particular areas of
your premises which may become overcrowded?

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SECURITY

A4 Do you hold regular meetings to review security?

Yes / No

If yes, describe how often and what format do they take?

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A5 Are these reviews documented?

Yes / No

If yes, where?

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A6 Do you employ doorstaff?

Yes / No

If yes, how do you ensure they are registered with the SIA?

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If you do not, how do you ensure that staff carrying out the duties of security staff are registered with the SIA?

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A7 Are any of the following incidents recorded by your staff? If yes, please indicate where

- Accidents
- Lost property
- Found property
- Thefts
- Banned Persons
- Ejected Persons
- Other incidents
- Injuries
- Allegations
against staff
- Other

A8 Which of the following have you adopted to ensure your staff are easily recognisable by customers, the police or others who may be required to inspect your premises?

- Name badge
- Photo id
- Uniform
- None
- Other

DRINKS / DRUNKENNESS

A9 How do you promote sensible drinking policies, giving careful consideration to the use of happy hours and drinks promotions which may encourage binge drinking?

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A10 On a day to day basis, what do you do to ensure your customers do not drink and drive?

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A11 It is an offence to permit drunkenness on your licensed premises. What measures do you take to ensure the safety of your customers in respect of this?

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A12 If drunkenness occurs within your premises, how do you minimise harm?

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A13 Describe your staff training package with regard to drunkenness. If this is documented, explain where

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DRUGS

A14 Describe what policies are in place to prevent the use or supply of illegal drugs in your premises

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A15 If illegal drugs were used in your premises, how do you minimise harm?

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A16 What procedures are in place to ensure any substances found which are believed to be illegal, are disposed of safely?

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A17 Are these procedures (described in A16) documented anywhere?

Yes / No

If yes, explain where

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A18 Describe your staff training package with regard to drugs. If this is documented, explain where

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THEFTS / BURGLARY

A19 Do you have any of the following which may assist you in reducing the number of thefts and burglaries from your premises?

- Mirrors
 - CCTV
 - Sufficient lighting in all areas
 - Audible alarm
 - Window locks
 - Staffed 24 hours
 - 24 hour security
 - Bag hooks under tables
 - Crime prevention survey
 - Roving security
 - Advice notices for customers in relation to thefts
 - Staff lockers
 - Cloakroom
 - DJ announcements
 - Property patrols
 - Regular documented toilet checks
 - Toilet attendants
 - Layout designed to ensure effective observations can be carried out by staff at all times
 - Other
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A20 Describe your staff training package with regard to crime prevention. If this is documented, explain where.

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DISORDER

A21 What do you do to prevent or keep incidents of disorder to a minimum?

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A22 What procedures are in place to ensure that any items, which may be classed as 'weapons', which may be found on your premises/customers are disposed of safely?

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A23 Are these procedures (described in A22) documented anywhere?

Yes / No

If yes, explain where

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A24 Describe your staff training package with regard to disorder/conflict management. If this is documented, explain where.

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SECTION B

PUBLIC SAFETY

FIRST AID

B1 What first aid facilities do you have in your venue?

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B2 Do you ensure at least one person is present during opening hours is trained in basic first aid?

Yes / No

If yes, explain who

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EVENT CONTROL

B3 If you have any events which may be different from your 'normal' trading, (e.g. live music event, St Patrick's or St George's Day celebrations or televised live football) would you give prior notice to the police, other agencies or neighbours?

Yes / No

If yes, give details of what information is passed, notice given and to whom

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GLASS

B4 How do you ensure the safe USE of glass is maintained at all times?

Inside your premises

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Any outside drinking areas

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B5 What formula do you use to ensure efficient glass collection at all times?

Inside your premises

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Any outside drinking areas

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B6 How do you ensure the safe DI SPOSAL of glass is maintained at all times?
(include details of procedures regarding any glass which may leave your venue
at closing time)

Inside your premises

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.....
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Any outside drinking areas

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.....
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FIRE

B7 Describe your fire detection / warning system?

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B8 Detail any equipment you have in your premises for fighting fire

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.....
.....
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.....

B9 Outline your premises means of escape in an emergency situation

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.....

B10 Who is responsible for carrying out any fire safety risk assessment?

.....
.....
.....

Where is this kept?

.....
.....
.....

When was this last completed?

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.....
.....

B11 Describe your staff training package with regard to fire safety training. If this is documented, explain where

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.....
.....

BUILDING SAFETY

B9 How are spillages, which can be hazardous, identified and managed to prevent injury to customers?

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.....

B10 How do you ensure your building is, at all times, in good order to prevent injury to any customer or staff member?

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.....

B11 How do you ensure all lighting is protected from customers and staff in relation to heat and burns?

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.....

TRANSPORT

B12 With regard to late night transport, do you make any of the following available to your customers?

- Public transport timetables/routes
- Information regarding reputable taxi services
- Booking service for taxis
- Other
-

**SECTION C
PUBLIC NUISANCE**

NOISE

C1 Do you do any of the following to ensure noise from your premises is kept to a minimum? (for ease of marking, please first describe your surrounding area)

.....
.....
.....

- Soundproofing
 - Close all doors and windows at set time
 - Display advice notices to customers re noise
 - Use lollipops or similar to reduce customer noise
 - Have place for customers to wait for taxis
 - Deliveries/services carried out with consideration given to neighbouring residents or businesses
 - Consult with local residents/businesses
 - Music policy adjusted to play 'chilled' music at the end of the evening to affect mood of customers
 - Use of external lighting
 - Other
-
.....

C2 Do you have a specific 'dispersal' policy with regard to customers leaving your premises at the same time?

Yes / No

If yes, give details

.....
.....
.....
.....
.....
.....

LITTER / WASTE

C3 What do you do with your waste?

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.....
.....
.....

C4 Who is your waste contractor?

.....
.....

C5 What percentage of your waste is recycled?

.....
.....

C6 Do you do any of the following to prevent or discourage customers from polluting the environment with waste/litter which may come from your venue?

- Litter bins at exits / outside
 - Advice notices to customers
 - Report offences to appropriate authorities
 - Clear surrounding area of litter/flyers
 - Other
-
.....

SECTION D

PROTECTION OF CHILDREN FROM HARM

D1 How do you identify under 18s?

.....
.....
.....
.....
.....
.....

D2 If you allow under 18s to enter your premises, how do you ensure they are protected from harm?

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D3 How do you ensure under 18s do not consume intoxicants from your bar?

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D4 How do you ensure under 18s do not purchase intoxicants from your bar?

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D5 Describe your staff training package with regard to age/alcohol related offences

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Appendix 4

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The Assessor's Guidance Notes should be used in conjunction with the Best Bar None scoring booklet and application form. These notes are intended to help assessors interpret the scoring booklet and are intended to act as a manual of guidance ensuring consistency, transparency and impartiality during the processing of each application.

Although the scoring booklet and guidance notes are intended to reduce any ambiguity, it is important to remember that the assessment process can never claim to be a completely exact science. Not least, this is due to the number and sheer diversity of licensed premises operating within Rhondda Cynon Taf. Whilst these guidance notes and a uniform level of training should help to establish consistent standards, each assessor will still need to use their own skills in exercising a degree of discretion.

Another task of the assessor is to apply the test of proportionality. An effective way to do this is to consider a venue's capacity and relate this to the scale and quality of the systems they have in place. For example, could a night club with a capacity for 2,000 people be "controlled" effectively without CCTV, door-staff or any crime prevention policy? If this control is not "ACHIEVED", and you do not think the systems in place are proportionate, and therefore not effective, then the score should reflect this.

A fundamental point underpinning the whole process is to remember that everything submitted in an application form should be evidenced in some way. It is crucial to the credibility of the Best Bar None process that no points should be awarded without the necessary evidence. If in doubt, the point should not be given!

Marking Criteria

Points are awarded against three standards: "ESSENTIAL", "DESIRED" and "BONUS". The applicant must score 100% of the "essential" criteria in order to be accredited under Best Bar None. At the present time, based on the application form, there are 23 "essential" points which ANY premises must satisfy before they can be accredited. The "essential" criteria are identified in the scoring booklet by the letter "E" in the first column under each of the headings.

The operating practices which are deemed to be "essential" effectively lay down the basic minimum standard required of a responsible operator in the day to day running of their

licensed premises. Anyone not achieving 100% in this section (23 out of 23) will NOT be accredited under the scheme.

The second criteria, “desired”, is represented by the letter “D” within each scoring sheet and sets out a higher standard of operation, one that sets out the level that a good licensee should be striving to achieve if they are to be truly socially responsible.

The “bonus” category covers any policy implemented by the applicant which is particularly outstanding and could include any of the points listed under each of the headings, or anything else which the assessor feels is worthy of extra bonus points. This criteria covers those venues who are truly “going the extra mile” to keep their customers safer.

Assessors will also see that there is a “notes” section under each of the categories within the scoring booklet. This space is an invaluable tool in which to record anything of interest. For example, the space could be used by the assessor to record evidence; details of excellent or poor operating systems, or anything else the assessor feels could be used in the final stages of the scoring/judging process.

Each item to be considered within the scoring booklet is also accompanied by two columns marked “ACHIEVED” and “EVIDENCED”. As stated previously, each of the criteria, whether “essential”, “desired” or “bonus” needs to be evidenced. The evidence can be obtained from either the application form or by questioning the applicant during the physical inspection of the premises. Throughout this document, you will see that some of the text has been highlighted. This information gives examples of the type of supportive information which could be obtained in order to evidence a particular point.

The final point to note is that Best Bar None is a rigorous test but a constructive one. The purpose of the inspection process is to undertake an audit of the operating systems and procedures that are in place. For this to be done effectively it is not necessary to see the premises working at full tilt, nor to try and “catch the premises out” by turning up unannounced at 2 o’clock in the morning!

The inspection visit should be a positive and educational experience for the licensee and assessor alike. This is best achieved during normal business hours when the premises are quieter and the licensee is not distracted by attending to a bar full of customers.

Example Scenario

The following sections lead the assessor step by step through the inspection process. As previously mentioned, the examples are especially useful as it provides helpful suggestions as to what may constitute evidence in support of any particular point.

To assist with the learning process, an extract from the scoring booklet has been set out below to show how it should be completed using the guidance notes.

GLASS		Achieved	Evidenced
E	Must have an effective glass collection	X	X
D	No open bottle skips or bins in public areas	X	

The applicant has indicated on the application form that there is an effective glass collection policy. From the detailed information within the completed application form, the assessor is satisfied that the “ESSENTIAL” criteria can be met and places an “X” in the “ACHIEVED” BOX. Furthermore, from a combination of the detail provided in the application form and questioning the licensee and a staff member during the inspection visit, the assessor feels that sufficient supporting information has been supplied to support this point, and an “X” is placed in the “EVIDENCED” BOX. The point is given.

The second part of the example relates to the use of open bottle skips within the venue. Firstly, the applicant has stated within the application form that they have no open bottle bins or skips within public areas and so an “X” could be placed in the “ACHIEVED” BOX. However, further evidence is needed to finalise the point and the guidance notes asks the assessor to CHECK THE BINS AROUND THE PREMISES during the inspection process. On checking the bins, the assessor notes that there are a number of bins which resemble open skips and in which any glass bottles would not be secure. Therefore, the point cannot be satisfactorily evidenced and the applicant does NOT score in this area.

To reiterate – in order to register a point an applicant must receive a tick in BOTH the ACHIEVED and EVIDENCED boxes.

SECTION A

PREVENTION OF CRIME AND DISORDER

Capacity

ESSENTIAL – CAPACITY MANAGEMENT

The capacity **MUST** be managed/controlled at all times. When considering whether the applicant can manage the capacity, the assessor must consider each of the points in relation to the estimated capacity to allow a judgement based on proportionality.

For example, a licensee who states that their premises is full when the “can’t” cram anyone else in” is not likely to be in control of the number of customers inside, and, therefore, would not be managing the capacity effectively.

The controls put in place by the applicant should be **PROPORTIONATE** to the size of the premises. For example, the capacity of a pub which can comfortably allow 40 customers inside will need less controlling methods to manage than a 2,000 capacity venue which may need numbered clickers or ticket sales to ensure the numbers do not exceed a set capacity. The manager of the 40 capacity pub may rely solely upon the fact that they can walk through the premises from the door to the bar and to the toilet area easily, and are therefore able to manage the numbers inside. **It will be up to the assessor to decide if the system in place is effective and proportionate or not.**

Remember also that, in the final analysis, “like” will only be compared against “like” so that a night club with an intricate system of capacity management will not be compared directly against a small community pub and vice versa.

DESIRED – COMFORT FACTOR

Applicants using the “comfort factor” should be rewarded with a higher score.

The applicant may have referred to this in the application form or it may come out during a discussion about the capacity. Example of where the “comfort factor” may be used is where the licensee or manager prevents any further customers from entering the venue for any of the following reasons:

- To ensure that customers do not feel hemmed in.
- To ensure customers do not have to queue for prolonged periods at the bar which may cause them to become agitated.

- To ensure the temperature does not rise to the point where the venue becomes hot and customers' agitation levels rise comparably.
- To make sure that the licensee/manager can retain control of all customers and all aspects of the general management of their premises.
- To prevent opportunist thieves taking advantage of any dense crowds which may make pick pocketing easier.
- To ensure that all routes to the bar, exits, toilets and other facilities are clear enough to allow easy access by customers, which may prevent outbreaks of disorder as customers bump into each other as they pass to get to these areas.

Applicants using mechanical clickers or numbered tickets, till sales or anything similar, may be considered to have an effective method of calculating the capacity and would meet the DESIRED criteria. **ASK TO SEE THE CLICKERS OR THE TILL SHOWING THE CALCULATION METHOD.**

BONUS – WRITTEN POLICY

If the applicant has a written policy with regard to capacity management, overcrowding, etc, and this is available for staff to use as a reference, then the applicant may be awarded a bonus point. **ASK TO SEE THE WRITTEN POLICY.**

Security

ESSENTIAL – SECURITY REVIEW

Each applicant must review security. This could take on any format from a full staff meeting in relation to an incident or a series of incidents, or could be an informal review by a sole licensee. The main point to be covered is that the applicant must be able to evidence that the venue has the ability to change in response to a particular problem or can implement changes to prevent potential problems from occurring.

If there is insufficient information on the application form, or if you are not sure, then ask the applicant if they have had any thefts or burglaries at the venue and then ask what the applicant has done. For example, if the applicant states that following a burglary, the locks were changed and additional bolts were added to the doors, then this could qualify as a “security review” as the problem identified (i.e. the burglary) has been considered and reviewed and positive action (i.e. the locks) has been taken. Another example could be to

ask the applicant about any fights or assaults at the premises. If the applicant discussed these incidents with the staff after the event, to raise awareness or to identify or deal with any training needs, then this could also be classed as a security review.

REMEMBER, do not lead the applicant towards a particular answer, but try to gain the additional information you need through constructive open questioning.

ESSENTIAL – ACCIDENT RECORDING

The applicant must conform fully with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995, which came into force on 1 April 1996. **ASK TO SEE A COMPLETED ACCIDENT REPORT. IF THESE ARE NOT STORED ON THE PREMISES BUT ARE SENT TO HEAD OFFICE WHEN THEY ARE FILLED IN, THEN, IF POSSIBLE, ASK FOR A COPY TO BE FAXED DURING THE INSPECTION. REMEMBER, NO EVIDENCE = NO POINTS**

DESIRED – DOOR-STAFF

It is not necessary for every licensed premises to use door-staff which is why this point is classed as a “desired” rather than an “essential” criteria. However, if the venue does employ dorstaff, then they **MUST** be registered in accordance with the Security Industry Authority (SIA) regulations. **ASK TO SEE ANY COPY DOCUMENTS THE APPLICANT STAES THEY KEEP WITH REGARD TO THE USE OF DOORSTAFF AND SIA REGISTRATION.**

If the venue has a large capacity and does not employ door-staff (or does not employ staff to carry out the tasks one would expect to be undertaken by door-staff), then this should be mentioned in the NOTES section and should be considered when deciding if the applicant can effectively “manage” the capacity.

To assist with this, here is a list of functions which may be performed by door-staff:

Check age of customers entering the venue

Check age of customers consuming/buying alcohol

Toilet checks

Ejecting customers

Dealing with injured persons

Dealing with vulnerable customers

Monitoring intoxication levels of customers
Dealing with lost and found property
Recording details of incidents at the venue
Carrying out any search policy
Emergency evacuation procedures
Detaining persons believed to have committed offences

Desired – Written Recording Systems

Any of the following, or similar, would be worthy of points under the DESIRED criteria:

- Written incident recording system **ASK TO SEE THE INCIDENT BOOK AND CHECK THE QUALITY OF THE ENTRIES.**
- Makes written record of any lost or found property **ASK TO SEE THE RECORDS AND CHECK THE LOST PROPERTY ITEMS AGAINST THE WRITTEN LIST.**
- Records details of ejected persons **ASK TO SEE THIS BOOK AND CHECK THE QUALITY OF THE ENTRIES.**

DESIRED – STAFF UNIFORMS

It is important that customers are able to identify staff easily, for advice, information or any other problem. **ASK THE LICENSEE TO SUPPORT THE INFORMATION PROVIDED IN THE APPLICATION FORM. VISUALLY VERIFY WITH ANY STAFF WHO ARE WORKING DURING THE VISIT.**

DESIRED – CCTV

Although it is not “ESSENTIAL” to have a CCTV system within a licensed premises, it can prove to be an invaluable crime prevention, detection and evidence gathering tool. That is, provided they are in full working order and the systems supporting the CCTV are of a high standard. The information gained by the assessor in this category can also be used to evaluate the crime prevention strategies in place to deal with drunkenness, drugs, thefts and disorder which are considered in other parts of the “Prevention of Crime and Disorder” section.

To gain any points in this section under DESIRED, the applicant must have either an accessible hard drive system or a vhs system which complies fully with the following criteria:

- There are a minimum of 28, preferably 31, tapes (one for each day of the month) and these are kept in a locked and secure cabinet.
- Some spare tapes are stocked within the premises in case videos are damaged or seized by the police.
- There is written documentation relating to who inserts the tape on each day, who removes the tape each day and also details of any seizures made by the police.

A CCTV system's integrity can be significantly compromised when the above system is not in place. This is why all aspects need to be fulfilled in order to gain a point under DESIRED.

For example, a man is punched during a fight in a licensed premises and bangs his head. Although he does not appear (or want) medical assistance or police involvement at that time, he later goes home and collapses. He wakes up two weeks later in hospital having suffered a brain haemorrhage. The police are asked to investigate at that time and attend at the licensed premises where they require details of who was responsible for recording the CCTV footage at the time of the incident. If these details are not available, then there is no continuity of evidence and the tape may be deemed inadmissible.

If there is a vhs system in place and no supporting procedure, then this should be passed to the applicant as an example of good practice. The assessor should also explain the importance of ensuring the vhs tapes are quality checked and changed regularly. In addition, any system which is recording images may need to be registered with the Office of Data Protection (contact details are telephone: 01625 545745 or

www.dataprotection.gov.uk). **DEPENDING UPON HOW LONG THE APPLICANT STATES IMAGES ARE KEPT, CHOOSE A TIME AND A DATE WITHIN THAT PERIOD AND ASK TO VIEW FOOTAGE OF THAT SPECIFIC TIME AND DATE. THE APPLICANT SHOULD NOT SCORE IN THIS AREA IF THE FOOTAGE CANNOT BE VIEWED, OR IF THE DOCUMENTED TAPE STORAGE SYSTEM DOES NOT FULLY COMPLY.**

BONUS – CCTV

An extra BONUS point may be considered, if, for example, the applicant has a dedicated CCTV operator or control room. **ASK TO SEE THE CONTROL ROOM IN OPERATION.** If an applicant states head cameras or sound recording is used, then a further BONUS point may be added. **ASK TO SEE THE HEAD CAMERAS OR HEAR THE SOUND RECORDING.**

BONUS – SEARCH POLICY

Once again this is an area of proportionality. It may not be appropriate for a small rural pub to employ a search policy in the same way that a city centre night club may do on a busy Saturday night. However, it would be good practice for all venues to consider the need for a search policy when holding a particular type of event, especially one targeted at a potentially vulnerable customer base such as a young person's disco. For example, an issue may be the "smuggling in" of a cheap bottle of vodka with potentially serious consequences for the drinker(s) and licensee.

It may also be appropriate to institute a search policy in the case of a potentially troublesome event such as the live screening of a contentious football fixture. However, it also has to be borne in mind that if the event is likely to lead to disorder then the licensee should not be holding it at all! (see later section on "Public Safety"). If a search policy is employed at any time it could consist of any of the following:

- The management reserves the right to refuse entry to any person who refuses to be searched during the operating times of a particular search policy (i.e. search as a condition of entry).
- If a full search of all customers' outer clothing and bags is carried out as a condition of entry then same sex staff should be employed.
- A random search of customer's bags is carried out prior to entry.
- Once inside a voluntary search of persons believed to be in possession of drugs or stolen items may be in force. This may be the subject of a permanent company policy.

Whatever the search policy, the assessor should be satisfied that the extent of the search is PROPORTIONATE to the objective, and that all staff carrying out searches are fully aware of the policies. If the policy is in the form of a notice at the entrance to the venue, then this will be relatively easy for the assessor to evidence. If not, then this information may need to be extracted by questioning during the inspection process. **ASK TO SEE**

ANY WRITTEN POLICIES OR GUIDELINES. Remember, this is not an ESSENTIAL point so that no venue will be penalised for not having a search policy.

BONUS – DOCUMENTED SECURITY REVIEW

If the applicant can show that these reviews have been documented and therefore can be used as a point of reference by staff or management when a similar problem reoccurs, then BONUS points can be added. This documentation should show details of the problem identified, any subsequent action taken and should also document any impact (positive or negative) upon the original problem or outline a protocol to be followed on future occasions. **ASK TO SEE THE WRITTEN RECORDS.**

BONUS – SECURITY REVIEW

Mapping systems, similar to the ones used by the police to analyse crime patterns, are becoming an increasingly popular way for venues to monitor the various types of incidents which may occur within licensed premises. They can be used to target resources to deal with a specific problem and monitor the impact a particular course of action has had. If an applicant states they use some kind of mapping system to identify crime incident hot spots within the premises, then bonus points may be added. **ASK TO SEE THE MAPPING SYSTEM.**

BONUS – WRITTEN RECORDING SYSTEMS

BONUS points may be awarded if a premise keeps its parent company, head office or area manager involved in the day to day issues concerning the premises. For example, if copies of any of the documents are sent to head office for information or storage. **IF THIS IS CLAIMED, THEN EITHER SPEAK TO THE AREA MANAGER OR HEAD OFFICE TO CONFIRM AND ASK FOR A COPY TO BE FAXED TO YOU FOR INSPECTION. IF THE SYSTEM IS COMPUTERISED, EVIDENCE OF THIS MAY BE OBTAINED WHILST AT THE PREMISES.**

Drinks/Drunkenness

ESSENTIAL – DRUNKENNESS

The applicant must be able to show that there are clear and effective policies in place with regard to the consumption of alcohol. We are looking for the applicant to demonstrate a

responsible attitude towards the sale and consumption of alcohol at all times and to show commitment to a reduction of alcohol related crime and disorder. An applicant must be able to show that they are aware of their own responsibilities with regard to the sale of alcohol and have sufficient procedures in place to monitor the levels of drunkenness of customers and take appropriate action where required.

AN ASSESSOR MUST SATISFY THEMSELVES THAT THIS POINT IS EVIDENCED BY QUESTIONING THE LICENSEE, THEIR STAFF AND/OR BY EXAMINING WRITTEN POLICIES. OR THEY MAY DECIDE NOT TO AWARD A POINT IF THERE IS EVIDENCE OF AN INAPPROPRIATE DRINKS PROMOTION ON DISPLAY. (See following section on drinks promotions for further detailed guidance).

Possible additional areas for consideration in gathering evidence to support this point are listed below:

Policy regarding the sale of large volume of drinks such as “pitchers” with a high alcohol content to single customers.

Policy regarding the sale of strongly alcoholic cocktails or multi shot drinks containing four or more units of alcohol. (Look at the cocktail list and the units of alcohol in their advertised mixed drinks).

Is there any encouragement to consume soft drinks, such as an offer for reasonably priced soft drinks or cheap drinks for designated drivers?

ESSENTIAL – STAFF TRAINING

All staff **MUST** be trained with regard to drunkenness. Staff need to be aware of their legal obligations, know what they should do if someone appears to be drunk and attempts to be served. Also, what steps they should take if a customer is found to be excessively drunk within their venue.

The way to evidence this section is to question a member of staff who, according to the application form, should have received training in this area. For example, if the applicant states the **EVERY** member of staff has been trained with regard to drunkenness and offences relating to this, then choose **ANY** member of staff. If the training is limited to the

licensee and manager, then the questions must be put to either the licensee or the manager. If this is the case, then the assessor will also have to decide if the premises does, in fact, have an effective drunkenness policy if untrained bar staff are placed in a vulnerable position of supplying alcohol to a person who may be drunk. This should be reflected on the scoring sheet and highlighted in the NOTES section.

Whilst conducting the “test”, the following definitions may prove to be useful:

- The Collins Dictionary definition is, “intoxicated with alcohol to the extent of losing control over normal physical and mental functions”
- The Oxford English Dictionary states that drunkenness is, “having drunk intoxicating liquor to an extent which affects steady self control”

A suggested method that assessors may wish to consider to evidence this point is provided below:

TEST FOR DRUNKENNESS

ASK THE CHOSEN MEMBER OF STAFF THE FOLLOWING QUESTIONS TO TEST THE EFFECTIVENESS OF THE STAFF TRAINING:

- 1. YOU FIND A MAN SLUMPED IN THE CORNER OF THE BAR WHO IS CLEARLY DRUNK. WHAT DO YOU DO?**

ANSWER: THE POINTS WHICH NEED TO BE COVERED ARE THAT THE MEMBER OF STAFF MUST BE ABLE TO IDENTIFY THE SIGNS OF DRUNKENNESS AND EXERCISE SOME DUTY OF CARE TOWARDS THE INDIVIDUAL (IE NOT JUST THROW THE INDIVIDUAL OUT)

- 2. A WOMAN INSIDE THE BAR HAS BEEN DRINKING WHISKEY ALL DAY AND IS CLEARLY DRUNK. IF BAR STAFF CONTINUE TO SERVE HER WITH ALCOHOLIC DRINKS, WHO COMMITS AN OFFENCE?**

ANSWER: IT IS AN OFFENCE FOR BOTH THE LICENSEE AND ANY OTHER PERSON WHO HAS THE AUTHORITY TO PREVENT DRUNKENNESS, TO PERMIT DRUNKENNESS WITHIN A LICENSED PREMISES

3. WHAT FORMAL TRAINING HAVE YOU RECEIVED REGARDING OFFENCES OF DRUNKENNESS? WHEN WAS THE LAST TIME YOU WERE TRAINED? HOW OFTEN ARE YOU TRAINED? AND WHO CARRIED OUT THE TRAINING?

ANSWER: THE ANSWER TO THIS QUESTION SHOULD CORRESPOND WITH THE TRAINING FORMAT THAT THE APPLICANT HAS DESCRIBED IN EITHER THE APPLICATION FORM OR DURING THE INSPECTION PROCESS.

DESIRED – DRINKS PROMOTIONS/CODE OF PRACTICE

The promotion and marketing of any commercial product is a legitimate and necessary means of developing business. However, the sale and marketing of alcohol is a sensitive area due to the potential dangers posed to an individual's health by inappropriate levels of consumption and the well documented problems associated with alcohol related crime and disorder.

For these reasons, drinks promotions are already subject to a framework of regulation, both statutory and self-regulatory. The Government and the alcohol industry are currently working together to draw up a definitive standard for the sale of alcoholic drinks in the UK. Until this standard is published licenses should be expected to conform to an existing and recognised industry code of practice.

An irresponsible drinks promotion may be considered to be one that does not conform to a recognised industry standard or government code. It is essentially any promotion which would in any way encourage drunkenness or anti-social behaviour such as:

- Promotions that are an incentive to speed drinking or encourage people to down their drinks in one.
- Promotions linked to unpredictable events. For example, a "free drink with every goal scored".
- Promotions that involve large quantities of free drinks. For example, "women drink free".
- Promotions that are linked to imagery which implies sexual success or sexual prowess.
- Promotions that involve driving in any way.
- Entry fees that are linked to unlimited amounts of drinks. For example, "drink all night for £10".
- Direct or indirect references to drug culture or illegal drugs.
- Promotions that encourage or reward the purchase or drinking of large quantities of alcohol in a single session. For example, "drink 8 pints and get a free t-shirt".

For further information, reference can be made to the following publications:

British Beer and Pubs Association – www.beerandpub.com

Point of sale promotions: Standards for the management of Responsible Drinks Promotions including Happy Hours”.

Portman Group – www.portmangroup.org.uk

“The Portman Group Code of Practice on the Naming, Packaging and Promotion of Alcoholic Drinks”.

Advertising Standards Authority – www.asa.org.uk

“British Code of Advertising, Sales Promotion & Direct Marketing”.

Assessor’s evidence gathering:

ASK TO SEE ANY DOCUMENTED COMPANY POLICY. ASK ABOUT RECENT DRINKS PROMOTIONS? DO THEY SEEM REASONABLE OR MANAGEABLE? CHECK THE VENUE FOR FLYERS/POSTERS ADVERTISING DRINKS OFFERS OR PROMOTING VOLUME CONSUMPTION

DESIRED – STAFF TRAINING

Any claim that staff training is documented should be investigated thoroughly. For example, if the applicant states that details of all staff training is recorded on the personal files of each member of staff, then whomever you choose to conduct the test upon **ASK TO SEE THAT PARTICULAR FILE.** You can then check to see if the dates given by the member of staff relating to the training programme correspond with the file. If the staff training reminders are shown on the calendar, **EXAMINE THE WALL CALENDAR TO GAIN THE NECESSARY EVIDENCE.**

DESIRED – DUTY OF CARE

Each licensee should have some kind of policy for dealing with customers who may become incapacitated or vulnerable due to drink or drugs. Again the policy could be a formal, documented policy, or could simply involve calling an ambulance. As long as each member of staff is aware of the policy and what is required. **ASK A MEMBER OF STAFF WHAT THEY WOULD DO IF THEY FOUND SOMEONE COLLAPSED IN THE TOILETS?**

The policy could include any of the following:

Identifying if the person is with anybody.

Identifying the cause of the symptoms, i.e. drink or drugs

Obtaining medical assistance if necessary.

Making contact with the police or relatives.

Arranging for the person to be taken home safely.

DESIRED – DRINK DRIVING

There are a number of initiatives to encourage people not to drink and drive.

These include:

- The “I’ll Be Des” campaign (a DESignated driver campaign, which encourages customers to always DESignate a non-drinking driver when you’re out drinking).
LOOK FOR LEAFLETS AND POSTERS ADVERTISING THIS SERVICE TO CUSTOMERS
- Offering free or reduced price soft drinks to the “driver” within a group. **CHECK TO SEE IF THIS OFFER IS ADVERTISED IN A WAY TO ENCOURAGE THE DRIVER TO DRINK SOFT DRINKS.**
- Offering free phone calls to local taxi firms or a pay phone displaying local taxi numbers or providing a service in arranging transport home for customers. **CHECK FOR LEAFLETS, POSTERS, ACCESSIBLE TELEPHONES ETC.**

Bonus – Drink Promotions

Drink promotions, especially at certain times of the day, can attract people who may have already taken advantage of another promotion or may have been drinking at home and may not be in a fit state to consume further alcohol. For these kinds of reasons, as well as the more general considerations of the health and safety of customers, it is good practice for premises to undertake a documented risk assessment of any drinks promotion at the venue. This should cover issues such as managing and refusing entry, serving drinks to customers and in what measures, monitoring customers and dealing with persons who are becoming drunk. **CHECK TO SEE SUCH A POLICY OR RISK ASSESSMENT WHICH SHOULD BE VIEWED IN ORDER TO SCORE BONUS POINTS.**

BONUS – STAFF TRAINING

Where an applicant states that staff perform written tests with regard to drunkenness then **ASK TO SEE THE WRITTEN TEST OR COMPLETED EXAM FOR THE MEMBER OF STAFF.**

Drugs

ESSENTIAL – ZERO TOLERANCE

The applicant must be able to demonstrate having a zero tolerance policy regarding the use of drugs on the premises. Even if the applicant states they have never had a single incident where drugs have been found, they must still be able to show that this has been considered and a formal policy should be in place in the eventuality that this may occur.

This could include any of the following:

- A notice outlining the venue's "zero tolerance" policy displayed in a prominent place.
- Advice notices explaining that "cannabis is still illegal".
- Drugs amnesty safe.
- Full search policy for drugs on entering the venue.
- Regular checks of toilets for drug taking or supplying.
- Removal of smooth surfaces within the toilet areas to make taking of certain drugs more difficult.
- Lubricant, such as Vaseline, wiped over smooth surfaces to make the taking of certain drugs difficult.
- Staff training with regards to drugs awareness
- The use of drugs dogs as a deterrent to users of the premises.
- A policy explaining what staff should do if they find any dubious substances, i.e. call the police.
- Membership of a partnership group such as "Pub and Club Watch" or "Club Safe" which undertakes regular initiatives to address drug use. (In this case the applicant should be expected to show evidence of active participation or regular attendance at such meetings.

It is not an acceptable answer for a licensee to state, "we've never had drugs in our venue and we don't need to do anything", which is really an unrealistic view of managing a licensed premises in today's society. If a licensee states they have never found drugs or evidence of drug taking in the venue it may be because they have not been trained or

made aware of these issues so that they do not know what to look for. It may be, however, that they simply don't want to know or they are covering up for their own lack of policy. One thing to remember when discussing drugs issues, is that controlled drugs also includes some prescription drugs.

ASK TO SEE THE TOILET CHECK LISTS, ADVICE NOTICES AND DRUGS POLICY NOTICES. CHECK TO SEE IF SURFACES ARE SMOOTH OR COVERED WITH LUBRICANT. THERE MUST BE SOME EVIDENCE OF A COMMITMENT TO PREVENT ILLEGAL DRUG TAKING.

DESIRED – DRUG/CODE OF PRACTICE

Whilst it is appreciated that not all premises will be able to score in this section, if a premises follows a documented code of practice with regard to safer drug use, then a point may be awarded for this. An example of a code of practice in this area is the Home Office publication "Safer Clubbing" guide which includes the following as a desired method of operating:

- Free drinking water available from the bar at all times.
- Isotonic drinks available from the bar.
- Signs advertising free water prominently displayed
- Defined seating areas away from the main dance area.
- Air conditioning/temperature management
- Drugs awareness/basic first aid training for all properly registered door staff.
- Venues will have a first aider trained to deal with basic drugs associated symptoms.
- Health promotion/harm reduction material will be available at the venue and occasional visits from outreach workers.
- The management reserve the right to conduct searches of customer's outer clothing by same sex door staff **for their health and safety** in order to prevent weapons/drugs from entering the club. There should be signs at the entrance stating this policy.
- Anyone refusing to be searched **will** be refused admission.
- Any seized drugs, which are for personal use, **will** be placed in a secure drug safe, in the view of the person from whom they have been taken. The safes should be located near the entrance to the premises and be regularly emptied by the police.
- Persons found in possession of drugs for dealing, or who are supplying drugs, **will** be detained for the police.

ASK TO SEE THE CODE OF PRACTICE. CHECK TO SEE IF THE PREMISES COMPLIES WITH THE CODE, EG CHILL OUT AREA, FREE DRINKING WATER SIGNS, DRUGS AMNESTY BOX, SEARCH POLICY DISPLAYED AT ENTRANCE, ETC.

DESIRED – DISPOSAL OF DRUGS

In the event of finding an unknown substance within a venue, which may be a controlled drug, an efficient premises should have a policy in place to ensure safe disposal. This “substance” could take many forms – perhaps the remains of a “spliff” or a prescription bottle containing liquid or tablets, or an empty polythene snap bag containing the remains of a powder. In order to score in this section the applicant must be able to evidence that there is an effective policy in place. This policy should include the following:

- A member of staff should seize the item and make a record of the seizure.
LOOK AT THIS DOCUMENT.
- The item should be placed into a sealed envelope with the description of the item and details of the date and time and person finding it written on the envelope (or drugs bag). **ASK TO SEE WHERE THESE BAGS/ENVELOPES ARE STORED AND CHECK QUANTITY HELD ON PREMISES.**
- The item should be put into a safe place, either in the office safe or drugs safe.
CHECK TO SEE IF SAFE IS SITUATED ON PREMISES.
- The police or any other agency who are authorised by law to collect and Dispose of controlled drugs, should then be contacted and a record made of the removal of the item from the premises. **CHECK WRITTEN RECORD RE REMOVAL/COLLECTION.**

Any applicant stating they “flush” or “bin” any such substances should be advised that this is not the appropriate way of dealing with the issue. Details of how a particular premises manages this problem should be made in the NOTES section.

DESIRED – STAFF TRAINING

Staff should be made aware of the zero tolerance policy in relation to drugs and must have knowledge of the disposal policy. This could involve arranging for an input by local police or drugs workers or a professional training company. Alternatively, there may be an “in

house” training package or a presentation delivered by the licensee with regard to what to look out for and what to do if any substance is found.

As with drunkenness training, any claim that staff training is documented should be investigated thoroughly. For example, if the applicant states that details of all staff training is recorded on the personal files of each member of staff then **ASK TO SEE THAT PARTICULAR FILE.**

BONUS – DISPOSAL OF DRUGS

If evidence can be provided that an effective drugs disposal policy is actually put into practice on previous occasions then a bonus point may be considered.

BONUS – STAFF TRAINING

Where an applicant states staff are given documented training with regard to drugs or are set written tests, they may be awarded a BONUS point. **ASK TO SEE EXAM PAPERS OR TRAINING NOTES.**

Thefts/Burglary

ESSENTIAL – ANTI-THEFT STRATEGY

It is essential that each premises has a crime prevention strategy. Everyone concerned with the sale and consumption of alcohol will be aware that drinking can make an individual more vulnerable and less likely to guard his or her personal property. Perhaps the usually careful individual may leave their mobile on a table whilst going to the bar or leave a bag unattended whilst visiting the toilet. Thefts within licensed premises account for a high proportion of crime and intoxicated customers are rich pickings for thieves.

The applicant must show that this has been considered and measures are being taken to prevent theft of customers' property. Some of the following may be included in the applicant's theft strategy:

Bag clips under tables

Mirrors

Roving security patrols

Advice notices/signs or other material displaying anti-theft messages/strategies

Staff lockers

Cloakroom

DJ announcements

Property patrols

Regular toilet checks with documented check lists

Toilet attendants

CCTV

Window lock

Staffed 24 hours

24 hour security

Cloakroom

Layout designed to ensure effective observations can be carried out by staff at all times

The possibilities are endless, however, the assessor must bear in mind that each of the points must be realistic and achievable (as well as evidenced). For example, if the licensee of a 700 capacity premises has already stated they have personal responsibility for all age checks, searches, glass collection, perimeter checks and 15 minute toilet checks, can this licensee also effectively monitor the premises to ensure that customers' property remains secure? If the CCTV system has already been found to be either broken or totally inadequate and the assessor already has concerns regarding the glass collection policy, this must be reflected in the score. The assessor must remember that all systems must be proportionate to the size of the venue and must appear to be realistic and achievable in order to score any points. **CHECK EVIDENCE OF ANY MEASURES IN PLACE TO PREVENT THEFTS.**

Ideas for Bonus Points

Measures to reduce thefts within licensed premises is such a core part of crime prevention and such a large area for consideration, assessors may feel that this is a section which may be suitable for the awarding of bonus points in order to separate the ordinary from the exceptional. To assist with this process some common areas for consideration are provided in greater detail below:

Lost Property – Most premises should have some kind of lost or found property system, which is probably full of unclaimed umbrellas or, nowadays, mobile phones! To score a

bonus point in this area, the applicant must be able to show that there is some kind of system in place whereby any property is not just put behind the bar and left for months without any enquiries being made to identify the owners of the property. With the police to cross check records would also be a bonus. **ASK TO SEE THE LOST/FOUND PROPERTY RECORDS.**

Cloakrooms – Other areas which may be worthy of a bonus point could be if the premises has a staffed cloakroom in operation. A well used cloakroom has been shown to have a significant impact upon the number of thefts recorded within a venue. **CHECK THE CLOAKROOM AND ASK HOW IT IS MANAGED.**

Property Patrols – In addition, the use of property patrols or similar have shown to be beneficial in reducing the number of thefts, particularly in larger premises. The idea behind property patrols is that while glass collectors go about their business, they wear special t-shirts bearing the words “PROPERTY PATROL” in large letters which may act as a deterrent to thieves, provides reassurance to customers that they are being looked after and it provides protection for the property patrol who may be perceived to be stealing someone else’s property. The property patrols/glass collectors will seek to identify any property which has been left unattended and to locate the owner. Advice should be given to the owner of any identified unattended property or if the owner cannot be found, then the item should be booked into the found property system. **ASK TO SEE THE T-SHIRTS WORN BY PROPERTY PATROLS.**

Premises design/layout – Another example where bonus points may be added would be if the applicant had reviewed the layout of a particular part of the premises which had been highlighted as a crime or incident hot spot. This could be a matter of rearranging seating or improving lighting so that the area could be monitored more effectively by staff.

ESSENTIAL – STAFF TRAINING

As part of any staff training or induction programme, each premises should provide their staff with some guidance or training in relation to what they could do to prevent offences of theft from occurring within the venue. The assessor should explore what information is given to staff in relation to thefts in order to evidence this criteria. The assessor needs to question a member of staff who, according to the application form, should have received training in this area. For example, if the applicant states that EVERY member of staff has been trained with regard to crime prevention, then choose ANY member of staff. If the

training is limited to the licensee and manager, then the questions must be put to either the licensee or the manager. If this is the case, then the assessor will also have to decide if the premises has an effective policy with regard to theft if staff are either not aware of their role or not utilised as part of the crime prevention strategy. This should be reflected on the scoring sheet and highlighted in the NOTES section.

TO EVIDENCE QUESTION A MEMBER OF STAFF OR CHECK THEIR TRAINING FILE OR INFORMATION SHEET USED TO DELIVER TRAINING ETC.

TEST FOR CRIME PREVENTION/THEFTS

ASK THE CHOSEN MEMBER OF STAFF THE FOLLOWING QUESTIONS TO TEST THE EFFECTIVENESS OF THE STAFF TRAINING:

- 1. WHILST WORKING, YOU NOTICE A HANDBAG ON THE FLOOR BY A CHAIR, WHICH APPEARS TO HAVE BEEN LEFT UNATTENDED. WHAT WOULD YOU DO?**

ANSWER: THIS ANSWER SHOULD REFLECT WHAT THE APPLICANT HAS STATED THE POLICY IS WITH REGARD TO UNATTENDED PROPERTY.

- 2. A CUSTOMER APPROACHES YOU AND HANDS YOU A PURSE WHICH SHE HAS FOUND INSIDE THE VENUE. WHAT DO YOU DO?**

ANSWER: THIS SHOULD CORRESPOND WITH THE LOST/FOUND PROPERTY PROCEDURE.

- 3. WHAT FORMAL TRAINING HAVE YOU RECEIVED REGARDING CRIME PREVENTION? WHEN WERE YOU LAST TRAINED? HOW OFTEN ARE YOU TRAINED? WHO CARRIED OUT THE TRAINING?**

ANSWER: THIS SHOULD CORRESPOND WITH THE ANSWERS GIVEN BY THE APPLICANT.

ESSENTIAL – ALARM/SECURITY MEASURES

As a basic of crime prevention, the venue should have some measure of adequate physical security to protect the premises, particularly outside normal trading hours. Again this could take many forms but could include:

- A functioning alarm system. **CHECK TO SEE ALARM SYSTEM.**
- Secure staff or residential area or manager's office etc. This could be secured by lock and key, numbered door pad or audible alarm. **ASK TO SEE ARRANGEMENTS.**
- Secured window locks. **PERFORM VISUAL CHECK**

The assessor should be satisfied that adequate arrangements are in place to physically protect the premises and deter burglary or opportunistic theft.

DESIRED – TOILET CHECKS

The management of the toilet area within licensed premises is a crucial part of any crime prevention strategy. Regular toilet checks can be an extremely effective weapon to prevent drug use, the exchanging of stolen property, illicit drinking/drunkenness, criminal damage/graffiti and the promotion of general customer safety. Not to mention general cleanliness, hygiene and attractiveness of the provisions provided by the premises. **THIS WILL BE EVIDENCED BY TALKING TO THE APPLICANT AND BY INSPECTING THE TOILETS TO CHECK THEIR CONDITION. IF THE PREMISES HAS TOILET ATTENDANTS OR REGULAR CHECKS, THEY SHOULD BE IN GOOD WORKING ORDER AND FREE FROM GRAFITTI, ETC.**

Documented toilet checks or the employment of a weekend toilet attendant in the case of larger venues, may warrant a further bonus point as evidence of the commitment of the premises to keeping their customers safer. **ASK TO SEE THE COMPLETED TOILET CHECK SHEETS, EVIDENCE OF EMPLOYMENT OF TOILET ATTENDANT.**

DESIRED – STAFF TRAINING

Any claim that staff training is documented should be investigated thoroughly. For example, if the applicant states that details of all staff training is recorded on the personal files of each member of staff, then whoever you chose to conduct the test upon **ASK TO SEE THAT PARTICULAR FILE.** You can then check to see if the dates given by the member of staff relating to the training programme, correspond with the file. If the staff training reminders are shown on the calendar, **EXAMINE THE WALL CALENDAR TO GAIN THE NECESSARY EVIDENCE.**

BONUS – STAFF TRAINING

Where an applicant states that staff perform written tests with regard to crime prevention
**ASK TO SEE THE WRITTEN TEST OR COMPLETED EXAM PAPER FOR THE
MEMBER OF STAFF.**

Disorder

ESSENTIAL – DISORDER STRATEGY

It is essential that each premises has a policy to deal with potential outbreaks of disorder. In other words what happens if two customers begin squaring up to each other or, worse still, a fight erupts involving two or more people.

To meet the criteria in this section, the applicant must firstly be able to demonstrate a method of identifying problems and secondly, a way of dealing with them. It is difficult to be too prescriptive in this section as the arrangements for a small village pub may differ from a large city centre night club. Whatever the strategy is, the assessor must feel, once again, that it is PROPORTIONATE to the capacity of the venue and must be satisfied that both these points have been covered.

DESIRED – STAFF TRAINING

The applicant should be able to evidence a policy in relation to staff training regarding any outbreak of trouble or disorder. The way to evidence this section is to question a member of staff who, according to the application form, should have received training in this area. For example, if the applicant states that EVERY member of staff has been trained with regard to disorder, then choose ANY member of staff. If the training is limited to the licensee and manager, then the questions must be put to either the licensee or the manager. If this is the case, then the assessor will also have to decide if the premises has an effective policy with regard to this if untrained staff are put in the position of having to deal with a fight or verbal disagreement. This should be reflected on the scoring sheet and highlighted in the NOTES section. In this section, the training could simply comprise of informing the staff what to do in the event of such an occurrence.

TEST FOR DISORDER

ASK THE CHOSEN MEMBER OF STAFF THE FOLLOWING QUESTIONS TO TEST THE EFFECTIVENESS OF THE STAFF TRAINING:

- 1. WHILST YOU ARE WORKING, TWO CUSTOMERS BEGIN TO FIGHT WITH EACH OTHER. WHAT DO YOU DO?**

ANSWER: THIS SHOULD REFLECT THE POLICY EXPLAINED BY THE APPLICANT

2. **YOU SEE TWO GROUPS OF PEOPLE ARGUING IN THE BAR AREA, AND AS YOU WATCH, TWO OF THEM START TO SQUARE UP TO EACH OTHER. WHAT DO YOU DO?**

ANSWER: THIS SHOULD CORRESPOND WITH THE DISORDER POLICY.

3. **WHAT FORMAL TRAINING HAVE YOU RECEIVED ON HOW TO DEAL WITH INSTANCES OF DISORDER? WHEN WAS THE LAST TIME YOU WERE TRAINED? HOW OFTEN ARE YOU TRAINED? AND WHO CARRIED OUT THE TRAINING?**

ANSWER: THE ANSWER TO THIS QUESTION SHOULD CORRESPOND WITH THE TRAINING FORMAT WHICH THE APPLICANT HAS DESCRIBED IN EITHER THE APPLICATION FORM OR DURING THE INSPECTION PROCESS.

DESIRE – WEAPONS

In the eventuality of finding a weapon within the premises, there should be a system in place so that the member of staff finding it immediately knows what to do. Once again, some form of company guidelines or policy would assist. The mechanisms employed should be similar to drug recoveries i.e.

- A member of staff should recover the item and make a record of the recovery.
LOOK AT THIS DOCUMENT.
- The items should be placed into a sealed envelope with the description of the item and details of the date and time and person finding it written on the envelope or bag. **ASK TO SEE WHERE THESE BAGS/ENVELOPES ARE STORED AND CHECK QUANTITY HELD ON PREMISES.**
- The above procedure should, preferably, be witnessed.
- The item should be put into a safe place.
- The police or any other agency who are authorised by law to collect and dispose of weapons, should then be contacted and a record made of the removal of the item from the premises. **CHECK WRITTEN RECORD RE REMOVAL/COLLECTION.**

BONUS – STAFF TRAINING

Any claim that staff training is documented should be investigated thoroughly. For example, if the applicant states that details of all staff training is recorded on the personal files of each member of staff, then whoever you chose to conduct the test upon ASK TO SEE THAT PARTICULAR FILE. You can then check to see if the dates given by the member of staff relating to the training programme, correspond with the file. If the staff training reminders are shown on the calendar, **EXAMINE THE WALL CALENDAR TO GAIN THE NECESSARY EVIDENCE.**

If the information received during training is tested in some way or repeated at regular intervals after the induction process then an extra bonus point may be considered.

BONUS – WEAPONS

If evidence can be provided that an effective weapons disposal policy is actually put into practice on previous occasions then a bonus point may be considered.

BONUS – CRIME SCENE PRESERVATION

A common problem for police called to investigate a fight or assault occurring in a licensed premises is that any evidence left at a scene has been cleared up by staff prior to police arrival. A bonus point may be awarded to a premises who can evidence that they have a policy of moving customers away from the scene of an incident and leaving everything untouched until examined by the police.

SECTION B

PUBLIC SAFETY

First Aid

ESSENTIAL – FIRST AID

Each premises must have some kind of first aid facilities, for example, a first aid box. The first aid equipment must be proportionate to the size of the premises and all staff must be aware of its location. **ASK TO SEE A FIRST AID BOX AND CHECK THE CONTENTS. IF THERE IS NOTHING OF MUCH PRACTICAL USE INSIDE THE FIRST AID BOX, THEN DO NOT AWARD THE POINTS. ASK A MEMBER OF STAFF WHERE THE FIRST AID BOX IS KEPT.**

DESIRED – FIRST AID

If the applicant states one first aider is on duty at all times, ask to speak to that person. **ASK WHEN THEY LAST RECEIVED TRAINING AND CHECK TO SEE IF THIS IS DOCUMENTED.**

BONUS – FIRST AID ROOM

If there is a room within the venue which is used to treat customers or staff then a BONUS mark should be given. This does not have to be a dedicated first aid room, but must be somewhere calm and private where the accident or incident book can be completed and where either basic first aid can be administered before the arrival of any ambulance. **LOOK AT THE ROOM AND CHECK ON THE FACILITIES AVAILABLE.**

Event Control

DESIRED – NOTIFIES POLICE

Whereas managerial security and operating systems may work effectively during normal trading conditions, any extra pressure or demand on busy trading days may stretch this system to breaking point. This may lead to the risk of crime, disorder or other anti-social behaviour which is the result of unsupervised consumption of alcohol and a lack of forward planning and risk assessment.

The minimum a premises could be expected to do is to notify the police or other relevant agency such as the local authority if they are planning to hold a particular event which has potential to impact on their neighbourhood to a much greater extent than normal trading operations. Under the terms of the Licensing Act 2003, if licenses do not take these issues under consideration a consequence of a failure to control their customers adequately could lead to additional conditions being placed on their operating licence. Events which may fall into the loose definition of a special event given above could be such occasions as a live televised screening of a contentious football match, a Saints' day celebration (St Patrick, St George, St Andrew or St David), a large New Year's eve event, a bonfire night event or anything else out of the ordinary which has the potential to negatively impact on the surrounding neighbourhood if not carefully managed. Proportionality must again be raised as an issue (licensees should not be expected to notify the police every time they show a football match!). However, a good venue should assess the potential impact their operation will have on their community and assess their internal operating procedures to ensure that they have systems and structures in place that can cope with extra demand and ensure the safety of their customers.

ASK WHETHER THE APPLICANT HAS HELD ANY LARGE EVENTS OVER THE LAST TWELVE MONTHS. DID THEY CONSIDER THE IMPACT THIS WOULD HAVE AND THEIR ABILITY TO COPE? DID THEY SPEAK TO THE POLICE OR OTHER BODY ABOUT THIS? IF NOT, WAS THIS A CONSCIOUS DECISION. ASK THEM TO EXPLAIN THEIR RATIONALE BEFORE DECIDING WHETHER A POINT SHOULD BE AWARDED UNDER THIS HEADING.

BONUS – LOCAL AREA

A bonus point can be awarded if a premises does that little bit extra to ensure that their operation does not negatively impact on their community. If the applicant does any of the following, then the premises can be considered for a point in this area:

- Communicates with other local licensees regarding specific problems.
- Attends local partnership meetings regularly.
- Communicates with neighbouring residents or businesses who may be affected by the licensed premises.

THE APPLICANT SHOULD BE ABLE TO EVIDENCE THAT THEY DO ONE OF THESE THINGS.

BONUS – RISK ASSESSMENT

An exceptional premises, worthy of an additional bonus point, will be one that carries out a formal and documented risk assessment prior to holding any special event. Some of the considerations that may be covered in any risk assessment are provided below:

RISK: PUBLIC DISORDER

- To employ a competent door security team which is familiar with the expected customer profile with staff levels reflecting capacity and type of event.
- To nominate a Head of Security to oversee effective customer communications in respect of the venue policies.
- Staff briefing relating to fire/evacuation procedures – written record of details and attendance.
- Liaison with Local Police Office.

RISK: CROWD CONTROL, DISORDERLY QUEUING

- The use of crowd control barriers to facilitate an orderly queuing system which does not obstruct or interfere with other people using the highway.
- Monitoring and supervision of queue by security personnel or CCTV.
- No guest list would ensure all persons wishing to enter the venue will do so in a safe and fair manner.

RISK: WEAPONS AND DRUGS – SEARCHING OF PERSONS ENTERING THE VENUE

- Search policy as a condition of entry, ensuring adequate number of staff to facilitate same gender searches where required.
- Search policy extends to all promoters, artists and entourage who fall outside regular members of staff, each time entry is gained to the venue
- The use of hand held metal detectors on entry points.
- Notice given to customers, in advance, that search policy in place as a condition of entry to the venue, including signs prominently displayed at the venue entrance.

- All staff working at venue/event to be made aware of the drugs/weapons policy.
- No entry to be gained to the venue other than through designated entry points, without exception.
- Refusal of admission for anyone attempting to enter venue whilst in possession of weapons/drugs.
- Safe retention of any weapons/drugs found/seized during search.
- Action to be taken regarding persons found to be in possession of weapons/drugs including police action.

RISK: UNDER AGE PERSONS WISHING TO GAIN ENTRY TO THE VENUE

- Acceptable forms of identity in respect of proof of age shown by all persons appearing to be under 21 years of age.
- Type of event, if 18th birthday party, then higher risk of these issues
- Management of age policy at all times.

RISKS: DRUNKENNESS

- Monitoring levels of drunkenness of clientele to ensure no licensing offences are committed by staff or licensee with regard to permitting drunkenness.
- Action to be taken with regard to any customers found to be suffering adversely from the effects of alcohol.

RISK: DRUG DEALING IN THE VENUE

In addition to the search procedures which may assist in preventing drugs from entering the venue, the following points should also be considered:

- Any dark, remote or potential areas of the venue which may be used for this purpose to be either well lit or supervised at all times.
- Action to be taken regarding persons suspected of dealing in or possession of controlled drugs inside the venue, including police action.
- Active monitoring of the queue and activity around the perimeter of the building.
- CCTV coverage both internally and externally.

RISK: THEFT OF PERSONAL PROPERTY

- Adequate staff to patrol all areas of the venue.
- Identification of property left unattended by customers, before it becomes stolen property, including a secure property system for any found property.
- A recorded property system for all lost and found property.
- A secure cloakroom facility for customers wishing to safely deposit property.
- Any other crime prevention system or material.

RISK: CUSTOMERS LEAVING THE PREMISES

- Monitoring and supervision of customers leaving the venue to ensure they leave in an orderly manner and do not in any way obstruct or interfere with other people using the highway or cause annoyance to residents.
- Removal of any litter (including flyers) associated with the event from outside the venue and surrounding areas.
- Late night transport – links with any of the transport networks for customers leaving the venue. Information provided to customers about available transport.

RISK: GENERAL SAFETY IN THE VENUE

- Monitor and react to any particular areas of the venue which may become overcrowded.
- To ensure the venue is adequately ventilated to prevent customers overheating, consider dedicated “chill out” areas.
- The availability of free drinking water to all customers and staff
- Ensure staff, in particular security staff, are easily identifiable to those customers in need of assistance.
- Ensure all parts of the venue has sufficient lighting at all times.
- Ensure any vulnerable customers are identified and their needs catered for, eg disabled persons, lone intoxicated females.
- Consideration must be given to use of glass in the venue, i.e. safety glass, plastic tumblers.

- Sufficient staff trained in First Aid, including First Aid facilities proportionate to the number of customers attending the event/venue.
- Adequate staff to patrol all areas of the venue to ensure the above standards are maintained throughout the duration of the event.
- The prevention of bottles/glass being removed from the premises has a considerable effect upon the number of glass related injuries at street level. What steps are to be taken to ensure **NO GLASSES OR BOTTLES** will be removed from the venue and all glass remains secure.
- The recording of any incidents occurring at the venue, including ejections and incidents of disorder, is essential in assisting any police investigation. Consideration must be given to establish a well maintained, centralised incident recording system which may be accessed by the police when necessary.
- Adequate toilet facilities, which should be supervised or monitored with regard to stolen property, drugs and intoxicated persons.

ASK TO SEE EVIDENCE OF A PREVIOUSLY COMPLETED RISK ASSESSMENT

Glass

ESSENTIAL – GLASS COLLECTION

Each premise **MUST** have an effective glass collection policy. The importance of this cannot be overemphasised. Effective glass collection should be of paramount importance to any venue that considers itself to be a good operator. The following is a list of some of the items which could form part of an effective glass management policy:

- Glass/bottle collection is carried out by dedicated glass collectors.
- Glass/bottle collection is carried out by license/manager as way of controlling the whole venue.
- Glass/bottle collection is carried out by bar staff in rotation.
- A ratio of 1 glass collector per X number of customers.
- A ratio of 1 glass collector per X number of bar staff.
- A member of staff monitors glass collection and directs other staff to collect it.
- Secure bottle bins are placed in public areas to reduce the amount of empty glass bottles left around the premises.

- A table service is offered to reduce the amount of glass lying around.
- Bins provided at exits for use by customers leaving the premises.
- Advice notices for customers relating to any drinking ban in the area which would affect the removal of alcohol/glass.

It is up to the discretion of the assessor to determine whether the glass collection policy appears to be proportionate to the size/capacity of the premises, giving careful consideration to the way the responsibility for this task is allocated.

DESIRED – SECURE BOTTLE BINS

Secure bottle bins situated within a venue, especially one which has a young client base, can make a significant contribution to harm reduction by reducing the possibility of a stray bottle being used as a weapon in the course of any altercation. If the applicant states that the premises has secure bottle bins **INSPECT THEM TO MAKE SURE NO GLASS CAN BE REMOVED. ALSO CHECK TO SEE IF THERE ARE ANY OPEN BOTTLE SKIPS IN PUBLIC AREAS.**

DESIRED – PLASTICS & PETS

Similarly, to reduce the risk of harm and injury, if the applicant states the venue uses plastic glasses or PETs either as a matter of course or at a particular trading time due to an identified higher risk, then they should be awarded a point. **CHECK TO SEE IF THEY ARE STOCKED ANYWHERE.**

DESIRED – PERIMETER CHECKS

Conducting a regular perimeter check around the outside of a licensed premises is an easy and effective way of quickly removing any glasses or bottles from the public domain before they can be used to cause harm and also to avoid the risk of injury from broken glass and the unsightly environmental effects of increased litter. This should be “programmed in” to the every day duties performed by the venue’s staff. **QUESTION THE APPLICANT; CHECK THE PERIMETER FOR GLASSES OR BOTTLES. IF THEY STATE IT IS A REGULAR TASK ALLOCATED TO STAFF MEMBERS CHECK WITH A MEMBER OF STAFF.**

BONUS – SECURE STORAGE

For reasons already outlined, it is good practice for the license not only to ensure an effective glass collection policy inside and outside the venue, but also to provide secure glass storage for outside areas. This could take two forms, firstly to store waste glass securely and, secondly, to cover outside drinking areas such as a beer garden. A bonus point may be awarded if the assessor is satisfied that the applicant takes adequate steps to ensure any glass outside the premises is securely stored and disposed of. **QUESTION THE APPLICANT, CHECK THE PERIMETER FOR GLASSES OR BOTTLES. EXAMINE ANY BINS PROVIDED.**

BONUS – SAFETY GLASS

A bonus point can be awarded to those applicants who are totally committed to all aspects of glass safety such as those who use only plastic (including PETs) or safety glass in order to cut down on the risk of accidental injury as well as glass related assaults. **EXAMINE THE STOCK OF BOTTLES AND GLASSES HELD BY THE PREMISES.**

Fire Safety

ESSENTIAL – DETECTION/WARNING SYSTEM

There must be some kind of fire detection system in place. This could be an electronic audible warning system linked to a centralised system, or it could be the responsibility of any member of staff to shout “FIRE”.

ESSENTIAL – FIRE EXITS

It is imperative that all fire exits are free from obstruction at all times and well lit. Even during the inspection process, at least the assessor and the applicant will be on the premises, so all fire exits should be clear. **INSPECT ALL FIRE EXITS, THEY SHOULD BE UNOBSTRUCTED BOTH INSIDE AND OUTSIDE THE VENUE. USE THE PUSH BARS TO MAKE SURE THEY ARE WORKING. ARE THERE SUFFICIENT SIGNS INDICATING THE LOCATION OF THE FIRE EXITS? ARE THE SIGNS WELL LIT?**

ESSENTIAL – RISK ASSESSMENT

A fire safety risk assessment should be completed, whether this is a generic “in house” risk assessment or one conducted by an outside specialist. **ASK TO SEE THE RISK ASSESSMENT.**

ESSENTIAL – STAFF TRAINING

All staff must be trained in fire evacuation procedures to qualify for this point. As long as each member of staff knows what to do in the event of a fire, and this information has been passed on in a structured method, then this criteria can be considered to have been met.

The way to evidence this section is to question a member of staff who, according to the application form, should have received training in this area. For example, if the applicant states that EVERY member of staff has been trained with regard to disorder, then choose ANY member of staff. If the training is limited to the licensee and manager, then the questions must be put to either the licensee or the manager. If this is the case, then the assessor will also have to decide if the premises has an effective policy if untrained staff are unaware of the fire evacuation procedure. This should be reflected on the scoring sheet and highlighted in the NOTES section. In this section, the training could simply comprise of informing the staff what to do in the event of such an occurrence.

TEST FOR FIRE SAFETY

ASK THE CHOSEN MEMBER OF STAFF THE FOLLOWING QUESTIONS TO TEST THE EFFECTIVENESS OF THE STAFF TRAINING:

- 1. YOU SMELL SMOKE WHILST WORKING AND DISCOVER A SMALL FIRE NEAR TO ONE OF THE PLUG SOCKETS IN THE MAIN BAR AREA. WHAT DO YOU DO?**

ANSWER: THIS SHOULD CORRESPOND WITH THE FIRE EVACUATION AND SHOULD COVER THE FIRE DETECTION PROCEDURE.

- 2 HOW MANY FIRE EXITS ARE THERE AND WHERE ARE THEY?**

ANSWER: YOU WILL NEED TO CHECK ALL THE FIRE EXITS FOR OBSTRUCTION AND WILL BE ABLE TO COUNT THESE AS YOU GO ALONG.

- 2. WHAT FORMAL TRAINING HAVE YOU RECEIVED REGARDING FIRE EVACUATION PROCEDURES? WHEN WAS THE LAST TIME YOU WERE TRAINED? HOW OFTEN ARE YOU TRAINED? AND WHO CARRIED OUT THE TRAINING?**

ANSWER: THE ANSWER TO THIS QUESTION SHOULD CORRESPOND WITH THE TRAINING FORMAT WHICH THE APPLICANT HAS DESCRIBED IN EITHER THE APPLICATION FORM OR DURING THE INSPECTION PROCESS.

DESIRED – EQUIPMENT

Any equipment must be inspected or serviced regularly. **CHECK THE EMERGENCY EQUIPMENT (EG FIRE EXTINGUISHERS) TO SEE WHEN IT WAS LAST CHECKED. IF THERE ARE NO RECORDS, THEN ASSUME THE CHECKS HAVE NOT BEEN CARRIED OUT.**

DESIRED – SAFETY CHECKS

All daily/weekly fire safety checks should be documented as proof that these have been completed. **ASK TO SEE THE RECORDS. IF THERE ARE NO WRITTEN RECORDS, THEN ASSUME THESE HAVE NOT BEEN CARRIED OUT.**

Desired – Staff Training

Any claim that staff training is documented should be investigated thoroughly. For example, if the applicant states that details of all staff training is recorded on the personal files of each member of staff, then whoever you choose to conduct the test upon **ASK TO SEE THAT PARTICULAR FILE.** You can then check to see if the dates given by the member of staff relating to the training programme, correspond with the file. If the staff training reminders are shown on the calendar, **EXAMINE THE WALL CALENDAR TO GAIN THE NECESSARY EVIDENCE.**

BONUS – FIRE SAFETY

Any of the following would be worthy of bonus points:

- If mock evacuation procedures are carried out, where lighting is turned down and smoke machines put on to create a realistic environment.
- Any practical training, for example regarding the use of fire blankets or fire extinguishers.

BONUS – STAFF TRAINING

Where an applicant states that staff perform written tests with regard to fire evacuation procedures **ASK TO SEE THE WRITTEN TEST OR COMPLETED EXAM PAPER FOR THE MEMBER OF STAFF.**

Building Safety

ESSENTIAL – BUILDING

To prevent any injury to customers or staff, the applicant must be able to demonstrate that the buildings and contents are in good repair and that they have a policy to effect repairs to the building or contents in an efficient manner.

QUESTION THE APPLICANT AND AWARD THE POINT AT THE ASSESSOR'S DISCRETION. DOCUMENT ANY ISSUES IN THE NOTES SECTION

DESIRED – SPILLAGES

Each venue must have a policy in relation to spillages. **ASK TO SEE THE HAZARD SIGNS OR ANY OTHER EQUIPMENT USED.**

TRANSPORT

DESIRED – TRANSPORT

As part of their commitment to crime and disorder, it is desirable that licensees take some interest in ensuring that their customers travel to and from the venue in safety. This particularly so when customers are leaving at the end of a night and have consumed alcohol. To score in this section applicants should display the telephone numbers of reliable local taxi firms and/or bus timetables or provide this information free of charge (supply of leaflets or taxi firm business cards on display).

CHECK TO SEE WHAT TRANSPORT INFORMATION IS ON DISPLAY OR OTHERWISE AVAILABLE.

BONUS – TRANSPORT

A bonus point should be considered for those premises who take a little more effort to ensure their customers get home safely. For example, by actively offering assistance in calling a taxi free of charge or otherwise providing a free taxi phone service. Alternatively they may offer the facility of a safe waiting area for customers to wait for a taxi or other transport home. Suggestions for a comprehensive transport policy are given below:

- Promote safety on leaving by operating a concierge service and providing a safe place for customers to wait for taxis (particularly lone females).

- Advertise reliable services by providing free phone numbers for licensed mini-cabs and details of nearby taxi ranks, bus timetables or other local transport networks.
- Agree on operating policy with local private and public hire vehicles, for example, banning the sounding of horns after 11 pm.
- Discuss with the council the location of taxi ranks to ensure they are easily accessible without causing bottlenecks outside venues.
- Consider, in discussion with the police and council, the use of stewards to act as marshals at bus stops and taxi ranks.
- Work with the local authority and transport providers to agree bus routes, stops and timetables.
- Should the venue exit onto a public highway, operators should ensure separation of customers and traffic – if necessary by the installation of permanent or removable barriers.
- Car parking – If the premises does not have a car park attached, if appropriate, operators could advise customers of the best car park to use (either through their website or on printed material) so that they leave in a direction with minimum disturbance to local residents. Operators might also be able to negotiate with local car park operators to allow customer usage.

**(As adapted from the Bar Entertainment and Dance Association dispersal policy)*

QUESTION THE APPLICANT, NOTE ANY OTHER EVIDENCE IN THE NOTES SECTION

SECTION C

PREVENTION OF PUBLIC NUISANCE

The Environment

ESSENTIAL – NOISE

Each venue must have a policy to deal with noise and the policy should be relative and proportionate to the surrounding area. Therefore, if the premises is in the middle of a field and there is no other building or resident within two miles, then there is little risk of any negative impact upon the community. However, if the area is residential then consideration must be given to customers making noise leaving the premises at closing time and music emanating from the premises through open doors and windows during operating hours. It will be up to the assessor to determine whether the policy is proportionate to the premises and its location.

DESIRED – DELIVERIES/SERVICING

All deliveries and servicing, etc, should be done at a time which has least impact upon neighbours. For a premises to score in this area the applicant must show that the impact on the community is considered when arranging deliveries, servicing or repairs if it is likely that these would affect the immediate vicinity in some way.

BONUS – NOISE

If the applicant goes beyond keeping doors and windows closed when there is loud music on, then consideration may be given to awarding extra points. The following items are examples of good practice: (See also previous section on Transport).

- Has a place for customers to wait for taxis (other than outside).
- Uses music policy to affect mood of customers at the end of the evening.
- Books taxis for customers and serves soft drinks and food for customers whilst they wait for taxis at the end of the evening.
- Displays clear notices at the exit advising customers to keep the noise down.
- If using a DJ, announcements are made asking customers to leave quietly.

Community Engagement

DESIRED – PUB AND CLUB WATCH

A key determinant of the seriousness in which a licensed premises views their commitment to social responsibility is the level to which they engage with local crime and disorder partnership groups. By far the most extensive and well established of these are the national Pub and Club watch networks which have derivatives in most areas of the UK. To score in this area applicants must provide some evidence of their engagement in attending meetings and receiving and acting upon Pub Watch/Club Watch circulars etc.

BONUS – COMMUNITY INVOLVEMENT

Bonus points may be considered if a premise can demonstrate their active involvement in a community initiative to impact on some element of crime and disorder or anti-social behaviour in their community. Assessors should use the NOTES section to evidence activity in this category.

Litter Waste

DESIRED – LITTER

If the applicant ensures the surrounding area is free from litter such as flyers, plastic drinks containers, glasses, bottles, etc, then a point may be awarded in this area. It is good practice for a venue to organise a regular “litter patrol” at the end of each trading session. QUESTION THE APPLICANT, CHECK THE PERIMETER FOR LITTER.

SECTION D

PROTECTION OF CHILDREN FROM HARM

ESSENTIAL – UNDER 18S

Each premises **MUST** have a strict policy in force at all times with regard to customers under the legal age who may enter the premises and either try to buy or consume alcohol. Discuss this issue with the applicant, regardless of whether or not you are satisfied with the details given in the application form.

This is one of the most important sections within the application form. In addition to the legal requirements, a person who is under 18 years and who is drunk or who has consumed intoxicants may become very vulnerable and is more likely to become a victim of crime than someone older or more sober. It is for this reason that the assessor will have to be completely satisfied that the applicant has provided sufficient evidence before this point is awarded. The evidence needed for this question could be gained by constructive questioning by the assessor and/or could include any of the following:

- Notices to customers situated behind the bar or at the entrance to the venue advising customers of the strict policy.
- Staff training with regard to underage drinking (see next section).
- A rigorous policy of checking some accepted form of ID for those who appear to be under 21 (driving license, passport, validate card or accredited PASS card).

ESSENTIAL – STAFF TRAINING

Staff training in this area is **ESSENTIAL** and in order to evidence this point, the assessor will need to question a member of staff who, according to the application form, should have received training in this area. For example, if the applicant states that **EVERY** member of staff has been trained with regard to disorder then choose **ANY** member of staff. If the training is limited to the licensee and manager, then the questions must be put to either the licensee or the manager. If this is the case, then the assessor will also have to decide if the premises has an effective policy with regard to this if untrained staff are put in the position of supplying alcohol to a person who may be under 18. This should be reflected on the scoring sheet and highlighted in the **NOTES** section. In this section, the training could simply comprise of informing the staff what to do in the event of such an occurrence.

TEST FOR UNDERAGE:

ASK THE CHOSEN MEMBER OF STAFF THE FOLLOWING QUESTIONS TO TEST THE EFFECTIVENESS OF THE STAFF TRAINING:

- 1. IF YOU SEE A PERSON INSIDE THE VENUE WHO YOU KNOW IS UNDER 18 YEARS AND WHO IS DRINKING A PINT OF LAGER, WHAT WOULD YOU DO?**

ANSWER: THIS HAS AN INFINITE NUMBER OF POSSIBILITIES, DEPENDING UPON THE PREMISES' POLICY BUT WHAT WE ARE LOOKING FOR IS THAT SOME KIND OF ACTION WOULD BE TAKEN WHICH WOULD PREVENT THIS OFFENCE CONTINUING IE THE PERSON'S AGE WOULD BE QUESTIONED, THE ALCOHOL WOULD BE CONFISCATED AND THE INCIDENT LOGGED AS A TRAINING NEED. BASICALLY, WHATEVER ACTION IS TAKEN NEEDS TO BE APPROPRIATE FOR THE VENUE AND THE UNDERAGE PERSON.

- 2. WHO COMMITS AN OFFENCE IF A 16 YEAR OLD PESON GOES INTO A BAR, BUYS A PINT OF LAGER AND DRINKS IT WITHIN THE PREMISES?**

ANSWERS:

- ANYONE WHO WORKS IN THE LICENSED PREMISES WHO CAN GIVE THE AUTHORITY TO PREVENT THE UNAUTHORISED SALE OF THE ALCOHOL
- ANYONE WHO BUYS THE ALCOHOL ON BEHALF OF THE PESON UNDER 18
- THE UNDERAGE PESON WHO CONSUMES ALCOHOL IN A BAR
- ANYONE WHO SELLS THE ALCOHOL TO THE UNDERAGE PERSON
- ANYONE WHO ALLOWS THE UNDERAGE PERSON TO CONSUME ALCOHOL IN A BAR AND WHO HAS THE AUTHORITY TO PREVENT IT
- ANYONE WHO BUYS ALCOHOL IN A BAR FOR CONSUMPTION BY AN UNDERAGE PESON.

- 3. HAVE YOU RECEIVED ANY FORMAL TRAINING REGARDING ALCOHOL AND UNDER 18s? WHEN WAS THE LAST TIME? HOW OFTEN ARE YOU TRAINED? WHO CARRIED OUT THE TRAINING?**

ANSWER: THE ANSWER TO THIS QUESTION SHOULD CORRESPOND WITH THE TRAINING FORMAT WHICH THE APPLICANT HAS DESCRIBED IN EITHER THE APPLICATION FORM OR DURING THE INSPECTION PROCESS.

DESIRED – STAFF TRAINING

Any claim that staff training is documented should be investigated thoroughly. For example, if the applicant states that details of all staff training is recorded on the personal files of each member of staff, then whoever you choose to conduct the test upon **ASK TO SEE THAT PARTICULAR FILE.** You can then check to see if the dates given by the member of staff relating to the training programme, correspond with the file. If the staff training reminders are shown on the calendar, **EXAMINE THE WALL CALENDAR TO GAIN THE NECESSARY EVIDENCE.**

DESIRED – CONFIRMATION OF DATE OF BIRTH

There are a plethora of identity cards in circulation, available via the Internet and other sources which claim to provide “proof” of the carrier’s date of birth. The only recognised forms of ID are:

Driving Licence

Passport

Accredited “PASS” (Proof of Age Standard Scheme) card e.g. Validate. Accredited PASS cards carry a hologram as proof of authenticity.

A point can be achieved for any premises that can demonstrate that they adhere to these strict principles. NB a “student card” is NOT a definitive proof of age card.

DESIRED – POSTERS

Assessors may consider that an applicant is making an extra effort to prevent underage sales if they prominently display warning posters within their premises stating that the venue has a strict policy on under age sales and that anyone who looks under age will be asked to show ID. The use of posters also helps as a protective measure for bar staff as they can decrease the chances of confrontation if a sale is refused. **CHECK TO SEE IF POSTERS ARE DISPLAYED.**

Bonus – Staff Training

Where an applicant states that staff perform written tests or undergo documented training with regard to under age drinking, they may be considered for a bonus point. **ASK TO SEE THE WRITTEN TEST, COMPLETED EXAM PAPER OR TRAINING FILE FOR THE MEMBER OF STAFF.**

BONUS – AGE POLICY

Bonus points may be awarded in this area for any initiative which almost guarantees the age of its customers consuming or purchasing intoxicants within the venue, an example of this would be where a membership scheme is in place whereby the age of the member has already been verified. **ASK TO SEE HOW THE SCHEME WORKS, LOOK AT THE MEMBERSHIP CARDS AND METHOD USED TO VALIDATE THE DATE OF BIRTH.**

SECTION E

GENERAL COMMENTS

This section is for the assessor to use to add any further information they feel would support or clarify an application. This information may also be used as part of the judging process along with all the information in the NOTES sections throughout the scoring booklet.

Appendix 5

Best Bar None Scoring Booklet

Scoring Sheet

Applicant Details

Applicants Name:			
Premises Name:			
Address:			
Category:	PUB	BAR	NIGHT
CLUB			
Scoring Totals			
Essential (Must Score 20 to be accredited)			
Desired			
Bonus			
Total Score			
Ranking			
Accredited NO			YES
Finalist NO			YES
Further Comments:			

(Example of good practice, notes for Best Bar None Judges)

Section A – Prevention of Crime and Disorder

Capacity		Achieved	Evidenced
E	Must manage capacity effectively		
D	Uses comfort factor to manage capacity		
B	Has documented policy with regard to capacity and overcrowding and enforces this		
B			

Notes

Section A – Prevention of Crime and Disorder

Security		Achieved	Evidenced
E	Must hold regular security reviews		
D	Must have written accident recording system		
D	If doorstaff employed, must be registered by SIA		
D	Has written incident recording system		
D	Has Documented lost and found property system		
D	Records details of person ejected/barred		
D	Staff are easily identified- uniforms or badges, etc		
D	Has either hard drive cctv or vhs system with 31 tapes, locked away with documented system		
B	Has search policy		
B	Full minutes are taken of security briefings and any follow up action		
B	Mapping system used to identify hot spots within premises		
B	Records each incident and send copies to head office or area manager, etc		
B			

Notes

Section A – Prevention of Crime and Disorder

Drinks/Drunkenness		Achieved	Evidenced
E	Has clear and effective policies to prevent and deal with drunkenness		
E	Provides staff training with regard to drunkenness		
D	Follows documented code of practice in respect of any drinks promotions		
D	Has documented staff training in regard to drunkenness		
D	Has clear duty of care policy regarding persons suffering adversely from effects of drink/drugs		
D	Has a policy to discourage drink driving		
B	Conduct risk assessments of any drink promotion (documented)		
B	Sets written examinations with regard to drunkenness or has ongoing and documented training		
B			

Notes

Section A – Prevention of Crime and Disorder

Drugs		Achieved	Evidenced
E	Has zero tolerance to the use of drugs		
D	Follows documented code of practice regarding safer drug use		
D	Has clear policy regarding the disposal of drugs		
D	Provides staff training with regard to controlled drugs		
B	Any drugs are documented, bagged, tagged, placed in drug safe or alternative and the police are called		
B	Provides documented staff training with regard to drugs		
B			

Notes

Thefts/Burglary		Achieved	Evidenced
E	Must have a clear anti-theft strategy in place		
E	Must provide staff training regarding crime prevention		
E	Has alarm or other security measures to protect the premises when empty		
D	Toilet attendant or document toilet checks		
D	Has documented staff training in respect of crime prevention		
B	Sets written exam regarding crime prevention or has ongoing documented staff training		

Notes

Section A – Prevention of Crime and Disorder

Disorder		Achieved	Evidenced
E	Must have strategy to deal with disorder		
D	Provide staff training in relation to preventing disorder/conflict management		
D	Has clear policy regarding the disposal of weapons		
B	Has documented staff training re disorder strategy		
B	Sets written exam re disorder strategy or has on going documented training		
B	Any weapons are documented, securely bagged and placed in a safe until police called for disposal		
B	A policy in place for the preservation of the crime scene until the police arrive after an out break of disorder or crime being committed		

Notes

Section B – Public Safety

First aid		Achieved	Evidenced
E	Must have first aid facilities in the venue		
D	Has one first aider on duty at all times		
B	Has first aid/quiet room to treat injured person or has designated first aid staff, i.e. St John's Ambulance		
B			

Notes

Event Control		Achieved	Evidenced
D	Notifies police/other agencies of any special events		
B	Consults with neighbouring businesses and/or residents in local area prior to event taking place		
B	Undertakes formal risk assessment prior to an event taking place and puts appropriate measures in place		
B			

Notes

Section B – Public Safety

Glass		Achieved	Evidenced
E	Must have effective glass collection policy		
D	No open bottle skips or bins in public areas		
D	Use some PETs or plastic drinks containers		
D	Perimeter checks made outside for any glasses or bottles		
B	Any waste bottles left secure outside areas		
B	All products are served in either safety glass or plastic		

Notes

Section B – Public Safety

Fire Safety		Achieved	Evidenced
E	Must have a fire detection/warning system in place		
E	Fire exits must be free from obstruction and well lit at all times		
E	Fire safety risk assessment has been completed		
E	Staff must be trained in the fire safety procedures		
D	Any equipment must be inspected/serviced regularly		
D	All daily/weekly fire safety checks are documented		
D	Has documented staff training with regard to fire safety procedures		
B	Conducts mock evacuation exercise		
B	Has practical training with fire extinguishers and other emergency equipment		
B	Sets written exam regarding fire safety procedures or has on going documented training		
B	Mapping system used to identify hot spots within premises		
B			

Notes

Section B – Public Safety

Building Safety

Achieved Evidenced

E Must ensure building and contents are in good order at all time

D Has an effective spillage policy

Notes

Transport

Achieved Evidenced

D Provides/displays information to customers with regard to accessing taxis and public transport

B Provides an active assistance to customers by providing a free taxi phone service/or calling a taxi

B Provides a safe waiting area for customers to wait for taxis or other transportation

B

Notes

Section C – Prevention of Public Nuisance

Noise		Achieved	Evidenced
E	Must have a noise policy during operation hours		
D	Deliveries, servicing, etc are done with thought to neighbours		
D	Has clear dispersal policy relating to customers leaving the venue, with regard to noise prevention		

Notes

Community Engagement		Achieved	Evidenced
D	Is a member of pub and club watch or other recognised partnership/crime prevention group		
B	Is involved in a suitable community initiative		
B			

Notes

Litter/Waste		Achieved	Evidenced
E	Must dispose of waste properly		
E	Must have a waste contractor		
E	Must recycle 75% of waste		
D	Clear surrounding area of litter from premises (flyers, Plastics, etc)		

Notes

Section D – Protection of Children from Harm

Children		Achieved	Evidenced
E	Must have strict control over U18s buying and consuming intoxicants		
E	Staff must be trained regarding age/ alcohol related offences		
D	Has documented staff training with regard to age/alcohol related offences		
D	Uses only Validate Card, passport or driving licensed as proof of age		
D	Displays appropriate posters or other materials warning against under age drinking or stating that proof of age may be required etc		
B	A membership scheme in place where date of birth is proven		
B	Sets written exam regarding age/ alcohol or has ongoing documented training		
B			

Notes

Section E – General Comments

Please use this space to make any further (evidenced) comments with regard to this application, which may be used as part of judging process

Appendix 6



NAME OF BAR, CLUB OR PUB
OVERALL WINNER 2006



