



# **Assessor / Premises Guidance Notes 2019**

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# INTRODUCTION

These Guidance Notes should be used in conjunction with the Best Bar None Scoring Booklet. These notes are intended to help assessors and applicants interpret the scoring booklet and are intended to act as a manual of guidance ensuring continuity, proportionality, transparency and impartiality during the processing and assessing of each venue application.

Whilst these notes and a uniform level of training (Level 2 Award in Assessment of Licensed Premises) 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 use of proportionality. An effective way to do this is to consider the capacity, location, size and customer base and relate this to the scale and quality of the systems they have in place. For example, could a 2000 capacity club be 'controlled' effectively without CCTV, door security 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.

**It is crucial to the credibility of the Best Bar None process that no points should be awarded without the necessary documented evidence provided on the day of assessment.**

## 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 eligible for an award (accredited) by Best Bar None. At the present time, based on the 2019 scoring booklet there are **45** 'essential' points (the training section carries 10 individual 'essentials') which all 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.

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 (45 out of 45) will NOT be accredited under the scheme, no matter how many points they score in total.

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 third criteria, 'Bonus' is represented by the letter '**B**' within each scoring sheet and covers any policy implemented by the applicant which is particularly outstanding and could include any of the points listed under each of the headings.

**Assessors are encouraged to award extra bonus points in relation to ANY of the questions in ANY of the categories if they feel that they are merited. Bonus criteria are designed to allow venues who truly go the extra mile to keep their customers safe, the opportunity to demonstrate that fact.**

**The 'desired' and 'bonus' criteria mentioned in the scoring booklet are examples and are not a definitive list. There is scope for more criteria to be entered should the local scheme wish.**

Assessors will also see that there is a 'Comment' column by each of the criteria within the scoring booklet. This space is an invaluable tool of 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 etc.

As stated previously, each of the criteria, whether 'Essential', 'Desired' or 'Bonus' needs to be evidenced. The evidence should be obtained by examining written policies or strategies and by questioning the applicant / staff during the physical inspection of the premises. Throughout this document, you will see that some of the text has been highlighted **BLUE**. This information gives examples of the type of supportive information that could be obtained in order to evidence a particular point.

The final point to note is that Best Bar None is a rigorous but constructive process, obtaining maximum results in both rewarding and improving premises. It is critical that the assessment process is a positive one for the applicant. 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! All assessments must be carried out at an agreed appointment with the licence holder.

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 guide the assessor step by step through the assessment process. The text highlighted in **BLUE** is useful advice providing helpful suggestions as to what may constitute evidence in support of any particular criteria.

**To assist the assessors with the evidenced boxes there are a number of 'tests' throughout this guide, these are in the form of a series of questions to ask the applicant / member of staff.**

**Remember, if questioning the applicant do not lead them towards a particular answer, but try to gain the additional information you need through constructive questioning.**

**\*Advise the venues that they can contact their local BBN coordinator for any policy and procedure templates should they need them\***

**\*All assessors need to check the licensing conditions on the Premises Licence PRIOR to commencing the assessment.**

**Any conditions on a Premises Licence falling under 'D' or 'B' in the scoring booklet must be considered as 'E' for that premises and therefore are essential and complied with\***

# Section A

## Prevention of Crime and Disorder

### **E1 - Staff Meetings / Staff Briefings**

Each applicant must review operational policy and share this information with all relevant staff members (including door staff). This could take on any format from a full staff meeting or could be an informal review by a sole licensee.

**The main point to be covered is that the applicant must be able to provide documented evidence of staff briefings or information sharing (e.g. minutes of meetings, emails, closed WhatsApp group).**

This could include:

- Incidents
- Crime
- Pubwatch / Licensing forum information sharing
- Dissemination of police/local authority information.

### **E2 - Door Supervisors**

It is not necessary for every licensed premise to use door staff.

**Therefore if the premises that are being assessed never employs door staff, then they will automatically get this section ticked, this is to ensure the proportionality rule and to ensure that the smaller rural premises are not discriminated against.**

However, if the venue does employ door staff or staff AT ANY TIME to carry out the role of a door supervisor, then they MUST be registered in accordance with the Security Industry Authority (SIA) regulations. Managers should regularly check badge numbers against the register on the SIA website. [www.sia.homeoffice.gov.uk](http://www.sia.homeoffice.gov.uk)

**Ask to see any documents the applicant states they keep with regards to the use of door staff and SIA registration.**

This should include:

- Door Supervisors register
- Checks of SIA badges against the register

### **E3 - Search Policy (Persons)**

All venues should have an evidenced policy in place for searching patrons even if the need is considered low.

A search policy is employed at any time and can consist of the following:

- Management reserves the right to refuse entry to any person who refuses to be searched during the venue operating times.
- If a full search of all customers' outer clothing and bags is carried out on entry then same sex staff should be employed.
- Random bag searching is carried out prior to entry.

**Ask to see any written policies or guidelines as evidence and on the assessment walk about look for visible signage in relation to searches. Also ask to see records of searches (this could be part of the door staff / security log or in the incident book).**

## E4 - Incident Recording

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

- Documented incident recording system – This could be an electronic version or written in a dedicated incident book or even something like a ‘page a day’ diary’

**Ask to see these records and check the quality of entries. Things such as date, time, description of incident, persons involved and action taken (if any) should all be recorded.**

**All incidents should be signed off by the Manager / DPS on a regular basis.**

**Date of last incident recorded should be noted.**

## E5 - Illegal Drugs

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.
- Drugs amnesty safe.
- Random 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 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.

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 venue 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.

If the venue is showing signs of preventative control methods in drug taking then a bonus point should be given. Control methods can be shown by:

- Removal of smooth surfaces within the toilet areas.
- Lubricant such as Vaseline or similar wiped over smooth surfaces (toilet roll holders or toilet cisterns) to make certain drug taking difficult.
- Lighting that prevents drug taking.

**The methods can be checked on the walk about during the assessment.**

## **E6 - Disposal of Drugs and other 'sensitive' items**

In the event of finding items such as an 'unknown' substance, a weapon or fake ID within a venue, an efficient premise should have a policy in place to ensure safe storage and disposal of said items. 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:

- How and where you retain these items
- How you dispose of these items
- How and where you record this

**Look at documents that support this.**

- Receipts of disposal
- Drug disposal policy.

**Check written record ref removal / collection**

## **E7 - Lost Property Recording**

All premises should have some kind of lost or found property system, which is probably full of unclaimed umbrellas or, nowadays, mobile phones! 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.

**Ask to see the lost/found policy, property records and holding box.**

## **E8 - Private Areas**

Areas such as the cellar, cleaning cupboard and staff quarters should be locked whilst premises is trading to prevent access by the general public

**On your walk about of the venue check that the private areas are able to be locked and secured when the premises are open.**

## **E9 – Incident Management and Additional Security Measures**

**It is essential that premises have a documented policy to deal with potential outbreaks of disorder. In order to meet the first part of this criteria, the applicant must be able to demonstrate a method of identifying problems and how they deal with them. Whatever the strategy is, the assessor must feel that it is proportionate to the size / capacity of the venue.**

- Disorder policy

**A common problem for police called to investigate an incident occurring in a licensed premise is that any evidence left at a scene has been cleared up by staff prior to police arrival. A point may be awarded to premises which 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.**

- Crime Scene Preservation policy

**On your visual walk round check for any further security measures that are in place.  
Examples:**

- Metal detectors
- Door Arches
- Wands
- ID Scanners
- Breathalysers
- Panic Buttons
- Mirrors
- Security lighting

### **E10/D11 - CCTV (General)**

Although it is not an 'Essential' to have a CCTV system within a venue, (unless stated as a condition of licence) it can prove to be an invaluable crime prevention, detection and evidence gathering tool. That is, provided that the system is 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 these sections, the applicant must have an accessible system which complies fully with the following criteria:

- CCTV captured data is retained as stipulated on licence conditions.
- Copies are available upon police request should any incidents occur.
- There is written documentation relating to who is responsible for data storage on each day, of which also details any seizures made by the police.
- At all times during operational hours there is at least one responsible person who can provide immediate assistance should it be required.
- Conforms to latest GDPR legislation

BBN supports the Surveillance Camera Commissioners Code of Practice. Ask if the CCTV has been reviewed against this 12 principles and if not supply the link to the code.

[www.gov.uk/government/publications/surveillance-camera-code-of-practice](http://www.gov.uk/government/publications/surveillance-camera-code-of-practice)

**Choose a random date and time within the 31 day period and ask to view the footage captured during the day and evening. Also ask for a demonstration of how CCTV footage is 'burnt' off.**

### **D12 - Mapping Systems**

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 varied incidents that may occur in licensed premises. They can be used for targeting resources, dealing with a specific problems and monitoring the impacts a particular course of action has had.

**Ask to see the mapping system.**

### **D13 - Staff Uniforms**

It is important that customers are able to identify staff easily, for advice, information or any other problem.

**Ask the licensee about uniform and how customers can identify staff who are working at the premises.**

### **D14 – SIA / ACS Approved Contractor**

**Ask if security contractor being used is ACS accredited. Check against ACS register on the SIA website and note down registration number**

[www.sia.homeoffice.gov.uk/acs](http://www.sia.homeoffice.gov.uk/acs)



### **B15 - Anti-theft Measures**

A bonus point can be awarded to those venues showing additional anti-theft measures. These may include:

- Bag clips under tables
- Mirrors
- Lighting
- 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
- Window locks
- Staffed 24 hours
- 24 hour security
- Cloakroom
- Layout designed to ensure effective observations can be carried out by staff at all times

**On walkabout check evidence of any measures in place to prevent thefts**

### **B16 - Anti Drink Spiking devices**

A bonus point should be considered for those venues that supply anti drink spiking devices and promote personal safety to customers.

## Section B

### Public Safety

#### **E17 – Responsible Alcohol Retailing**

The applicant must be able to show that there are clear and effective policies in place with regard to the consumption of alcohol. Demonstration of 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. Sufficient written policies are in place to monitor drunkenness. An assessor must see evidence of all written policies.

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

#### **A policy that deals with drunkenness**

**Policy regarding the sale of large volume of drinks such as ‘pitchers’ with high alcohol content.**

**Policy regarding the sale of strong alcoholic cocktails or multi shot drinks containing three 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?**

#### **E18 - Duty of Care Policy / Safeguarding**

Must be able to evidence a vulnerability policy that explains how to deal with certain situations, this should be communicated and understood by all staff.

**Ask to see the policy and evidence that staff are aware of the policy.**

#### **E19 - Building Checks**

The applicant should undertake opening and closing checks, ensuring all doors / fire exits are open or closed as required. Windows are secure. No packages have been left etc.

**Ask to see evidence that opening and closing checks are being done.**

#### **E20 - Accident Recording**

The applicant must conform fully to the Health and Safety at Work Act and have an accident recording system.

**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, ask for a copy to be sent to you. This information could also be on a back office computer system.**

**Date of last entry recorded should be noted.**

#### **E21 - Capacity Management**

The applicant must have a policy with regard to capacity management, overcrowding etc., and this must be available for staff to use as a reference.

**Ask to see the policy.**

#### **E22- First Aid**

Minimum legal requirement is to have an appointed person to take charge incidents. First aid boxes should be checked, fit for purpose and in date.

**Ask to see the first aid box equipment and a notice stating who the appointed person is.**

### **E23 - Glass Collection**

Each premise must have an effective glass collection policy. 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 licensee / 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. Outside areas (where applicable) must also be taken into consideration by the assessor.

### **E24 - Spillages**

Each venue must have a policy in relation to spillages and broken glass.

**Ask to see the policy, hazard signs or any other equipment used.**

### **E25 - Fire 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 a fire risk assessment that has been completed or reviewed in the last twelve months.**

**Date of last review should be noted.**

### **E26 - Fire Detection Warning System / Fire Fighting Equipment**

All venues must have an adequate fire detection warning system, and firefighting equipment.

**On the assessors walk round. Check the systems, e.g. heat /smoke detectors and break glass points are in place. Check firefighting equipment is in place and is being regularly serviced. Record dates of last service.**

**Check fire control panel to ensure no faults are evident / visible.**

### **E27 - Fire Exits**

All fire exits must be clear from obstruction and well-lit at all times.

**Assessor to check all exits on walk round during assessment.**

### **E28 - Documented Fire Safety Checks**

Alarm and system tests must be carried out and recorded by law.

**Ask to see the documented record of all fire safety checks carried out at the premises.**

**Date of last inspection recorded should be noted.**

### **E29 – Gas Safety Checks**

It is a legal requirement that all gas appliances are checked annually by a qualified Gas Safe engineer. The venue must provide evidence of a current Gas Safety Certificate.

**Ask to see the certificate. The date of last inspection should be noted**

### **E30 – Electrical Safety Checks**

It is a legal requirement that all electrical systems (lighting/power) undergo a complete inspection every five years by a qualified Electrical engineer. Most organisations tend to divide these checks into five annual inspections to ensure they are legally compliant.

**Ask to see certificate. The date of the last inspection should be noted**

### **E31 - Noise Control**

The noise control procedure explains the principles of controlling noise at work and is aimed at all staff.

**At this point the assessor could question staff members about their knowledge of noise control.**

The applicant must be able to evidence that they have carried out a noise risk assessment in accordance with HSE guidelines and provided PPE accordingly.

[www.soundadvice.info/](http://www.soundadvice.info/) for more information.

### **E32 – Incident Response / Evacuation Procedures**

All staff should be trained in evacuation procedures, and how to respond in certain incidents. Staff need to know what to do in not only the event of a fire, but also a terrorist incident, (this could include marauding knife attack), riot, flood power loss etc. Each scenario will require different actions to be taken.

For example:

- The evacuation assembly point for a suspected bomb evacuation could be different from the fire evacuation assembly point...
- A marauding knife attacker or a riot could mean that the venue may have to go into lockdown with customers still inside the premises.

The way to evidence this section is to question a member of staff who should have received training in this area. For example, if the applicant states that every member of staff has been trained then choose any member of staff to talk too. 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 premise has an effective policy if untrained staff are unaware of the evacuation procedures. This should be reflected on the scoring sheet and highlighted in the notes section.

**Assessors should ask to see policies and procedures that deal with these types of incidents and test the staff's knowledge.**

### **D33 - Secure Storage**

It is good practice for the licensee 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.

**Question the applicant, check the perimeter for glasses or bottles.  
Examine any bins provided.**

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.**

### **D34 - Prevention of Glass Leaving Premises**

As part of their commitment to public safety, it is desirable that the applicants have some form of policy in place to prevent patrons from leaving the premises with glass / bottles. To score in this area the applicant must explain and where necessary show evidence of the policy that they have in place.

### **D35 – Alternatives to Glass**

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. A risk assessment process should also be carried out by the applicant. Outside areas (where applicable) must also be taken into consideration by the assessor.

**Check to see if a risk assessment has been carried out.**

### **D36- Transport**

It is desirable that licensees take some interest in ensuring that their customers travel to and from the venue in safety. This is 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.**

### **B37 - First Aid Room**

In larger venues, there may be a room within the venue which is used to treat customers or staff, 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 basic first aid can be administered before the arrival of any ambulance.

**Look at the room and check the facilities available.**

### **B38 – Safe Waiting Area**

A bonus point should be considered for those premises that make 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. Another bonus point should be considered for those premises that may also offer the facility of a safe waiting area for customers

## Section C

### Prevention of Public Nuisance

There are two aspects to be considered when addressing this objective. Noise and litter. Both, if not addressed can have a negative impact on the venue, the perception of the local area and the relationship between the venue and local residents.

#### **E39 - Noise Nuisance**

Each venue must have a policies to deal with noise and the policies 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 three things. 1. Customers making noise leaving the premises at closing time, 2. Music emanating from the premises through open doors and windows during operating hours, and 3. Noise emanating from external areas such as beer gardens, smoking areas, and possibly even queues. It will be up to the assessor to determine whether the policies are proportionate to the premises and its location.

Venue must demonstrate how they manage all of these issues (e.g. external area checks, policies relating to queues, smoking, etc.).

**Ask to see policies and procedures in terms of managing noise emanating from external areas.**

**Ask to see the procedure for managing patrons when leaving late at night**

The venue must ensure that if they have neighbours (residential or business), deliveries, glass disposal etc., are carried out with thought for the surrounding neighbours.

Ensure that all musical entertainment has the volume reduced and the style / tempo changed towards the end of an evening.

**Ask to see evidence of how venue deals with these issues**

**Good neighbour policy**

#### **E40 - Litter**

The second aspect to this objective is litter. This could be litter that is not necessarily attributed to the actual venue it is affecting. E.g. discarded takeaway wrappings. Discarding of cigarettes and chewing gum can also cause issues in the immediate vicinity. The cleanliness and management of the external areas is vitally important.

Venues should have a policy or routine in place that deals with the issue of litter accumulating in the venues immediate vicinity

**Ask to see evidence of a policy or even a checklist that deals with this issue.**

## Section D

### Protection of Children from Harm

#### **E41 - Proof of Age**

Each premise must have a robust 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.

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 training section).
- A rigorous policy of checking some accepted form of ID for those who appear to be under 21 (driving license, passport or accredited PASS card).

Applicants must be displaying appropriate warnings to prevent underage sales. They should prominently display warning posters and details of initiatives, such as Challenge 21, 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 / materials are displayed.**

#### **E42 - Protection of Children (Risk Assessment)**

The venue must show that they take this area as seriously as they need to. Here we are looking for a formal specific risk assessment covering children inside the premises. The areas that should be covered could include:

- Areas inside the main bar area.
- All outside areas.
- Systems to safeguard against the use of gaming machines.
- Any special events (including adult entertainment).
- Specific times that children must leave by.

#### **D43 - Application Proof of Age**

There are a plethora of identity cards in circulation, available via the internet and other sources which claim to provide 'proof' of age. The most widely accepted forms of Photographic ID are

- Driving licence
- Passport
- Accredited 'PASS' (Proof of Age Standards Scheme) card. Accredited PASS cards carry a hologram as proof of authenticity.

**Check to see if information on this is displayed.**

## Section E

### Social Responsibility

#### **E44 - Insurance**

All venues should be able to show their Public Liability Insurance.

**Ask to see the policy and ensure it is fit for purpose. Record policy number and expiry date.**

#### **E45 - Security Company Insurance**

Assessors should note the policy number, the expiry date and the insurance company. Where a security operative is employed by the venue, the assessor should check that there is an insurance policy covering their security staff.

**Ask to see the policy and ensure it is fit for purpose. Record policy number and expiry date.**

#### **E46 - Drinks Promotions / Mandatory Code**

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.

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 involve the sale of a drink at irresponsible prices.
- 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 at the following websites:

British Beer and Pubs Association - [www.beerandpub.com](http://www.beerandpub.com)

Portman Group - [www.portmangroup.org.uk](http://www.portmangroup.org.uk)

Advertising Standards Authority - [www.asa.org.uk](http://www.asa.org.uk)

Drinkaware Trust - [www.drinkaware.co.uk](http://www.drinkaware.co.uk)

**Ask to see any documented company policies. Ask about recent drinks promotions, do they seem reasonable and manageable? Check the venue for flyers / posters advertising drinks promotions.**



## **E47 - Drink Promotions – Risk Assessment**

Reducing the price of drinks or changing the dynamics within the business for promotion purposes, will have an effect on how the business functions.

**Documented risk assessment must be provided where premises run drinks promotions or special events.**

## **D48 - Alcohol Unit Content**

The venue displays alcohol unit content information on beer mats, cards, menus or just at the bar [www.drinkaware.co.uk](http://www.drinkaware.co.uk)

## **D49 - Drinkaware**

Displays visible materials from Drinkaware  
[www.drinkaware.co.uk](http://www.drinkaware.co.uk)

## **D50 - Alcohol Advice Services**

A bonus point should be considered for those premises that provide contact numbers for alcohol advice services. These may be advertised in the toilet areas.

## **D51 – Local Relationships**

Premises should be doing that little bit extra to ensure that their operation does not negatively impact on their community.

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

**Ask to see a good neighbour policy.**

## **B52 - Other Initiatives**

Applicant can show that they are taking part in local initiatives such as street marshalling, night angels etc.

## **B 53 - 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.

Most licensed venues today are involved with their local communities for fundraising events, entertainment etc.

## Section F

### Safeguarding and Vulnerability

#### **D54 – Vulnerable people – SWP's (Gaming Machines)**

Applicant should be aware that these machines, whilst intended for entertainment purposes, may to some people with certain issues create a situation that it is beyond their control to manage responsibly.

It is therefore necessary for the venue to be aware of this, and best practice would be to put in place certain procedures to protect both young and vulnerable people from being harmed or exploited by gambling

Examples may include:

- A procedure in place to conduct Age Verification checks
- Participation in a national voluntary exclusion scheme
- Appropriate signage
- Clear segregation of 'gambling area'

**Check the Gaming Machines to see if there is any signage in relation to responsible gambling.**

#### **D55 – Siting of SWP's (Gaming Machines)**

Gaming machines should be sited in places where they are in full view of the bar so their usage can be monitored by bar staff,  
CCTV should also be sited to cover these gaming machines

**Check the location of Gaming Machines, can they be seen from the bar?**

**Check CCTV cameras to establish that these machines are being monitored by the CCTV system**

#### **D56 – Gambling Support services**

**Check to see if there is any signage on or around the gaming machines regarding gambling support services.**

- [www.gambleaware.co.uk](http://www.gambleaware.co.uk)
- [www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk)

#### **D57 - Vulnerability - General**

Applicant should have a policy and / or a procedure in place to deal with someone who is vulnerable due to the over consumption of alcohol or for any other reason.

**Ask to see policy / procedure. Test bar / door staff to ensure they know what the policy is. Note the name of the member of staff tested.**

#### **D58 – Safeguarding - General**

There may be a time when a customer whilst in the premises, feels uncomfortable or threatened by the situation they find themselves in. This could be for a number of reasons.

Applicants should have a safeguarding policy and a procedure in place to safeguard any customer who comes to them for assistance. An example of this would be the 'Ask for Angela' scheme.

**Ask to see the policy and the procedure / training documents around Safeguarding. Test bar staff to ensure that they know what to do if someone asks them for assistance. Note the name of the member of staff tested.**

Although there are no specific questions around Child Sexual Exploitation (CSE) or the trafficking of young people, venue managers / operators need to be aware that the environment in which we work can create ideal opportunities for these things to take place.

**Ask if there are any measures / policies / procedures in place to deal with these two particular issues.**

## **Section G**

### **Training**

#### **E59 - Essential Staff Training**

As part of any staff training, each premise should provide their staff with full staff training that is continued through their employment with updates as and when required.

Each staff members training should consist of the following areas:

- **Drunkenness** – Refusal of service / How to deal with a drunk person.
- **Disorder**
- **Drugs** – What to do if drugs are found.
- **Crime Prevention and Crime Scene Preservation**
- **Fire and use of fire equipment**
- **Responsible Alcohol Retailing** – Responsibilities under the Law
- **Conflict Management** – How to react.
- **Counter Terrorism**, - What to do in certain situations
- **Sexual Harassment / Exploitation** – What action to take
- **Vulnerability** (What is vulnerability)

All training must be evidenced with clear documented policies including ongoing refresher training.

**Ask to see all records and record dates of when initial training AND relevant refresher training took place.**

#### **D60 - Additional Staff Training**

As part of any staff training, each premise may also provide their staff with additional training that is continued through their employment with updates as and when required.

- Drinkaware Crew ([www.drinkaware.co.uk](http://www.drinkaware.co.uk))
- First Aid

All training must be evidenced including ongoing refresher training.

**Ask to see all records and record dates of when initial / refresher training took place**

## **Section H**

### **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.