



Assessors Guidance Notes 2018

CONTENTS

INTRODUCTION	Page 2 - 3
SECTION A - PREVENTION OF CRIME & DISORDER	Page 4 - 9
SECTION B - PUBLIC SAFETY	Page 10 - 14
SECTION C - PREVENTION OF PUBLIC NUISANCE	Page 15
SECTION D - PROTECTION OF CHILDREN FROM HARM	Page 16
SECTION E - SOCIAL RESPONSIBILITY	Page 17 - 18
SECTION F - TRAINING	Page 19
SECTION G - GENERAL COMMENTS	Page 19

INTRODUCTION

The Assessor's Guidance Notes should be used in conjunction with the Best Bar None Scoring Booklet. These notes are intended to help assessors 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 2018 scoring booklet there are **42** 'essential' points (the training section carries 7 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 (42 out of 42) 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 by 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 / Security Briefings

Each applicant must review security regularly. 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 meetings and security risk assessments where necessary.

This could include:

- Incidents
- Crime
- Pubwatch information
- Persons ejected, barred or refused
- Forged bank notes etc.

E2 - Door Supervisors (Larger venues only)

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 to carry out the role of a door supervisor, then they MUST be registered in accordance with the Security Industry Authority (SIA) regulations.

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

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 anytime 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 include the search log to record any findings (this could be part of the door log).

E4 - 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 these records and check the quality of entries.
Date of last incident recorded should be noted.**

E5 - Disposal of Drugs

In the event of finding an unknown substance within a venue, which may be a controlled drug, an efficient premise should have a policy in place to ensure safe disposal. 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:

- Items should be seized and recorded.

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 a safe is situated on the premises.

- The police or any other agency that 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 ref 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.

E6 - 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 keeping on top of general cleanliness, hygiene and attractiveness of the provisions provided by the premises.

This will be evidenced by talking to the applicant and by a physical inspection of the toilet to check their condition. If the premise has toilet attendants or regular checks, they should be in good working order and free from graffiti etc.

Ask to see the toilet check lists, advice notices and drugs policy notices. Check to see if surfaces are smooth or covered with lubricant. Also check to see if drug taking has been designed out i.e. no horizontal surfaces. There must be some evidence of a commitment to prevent illegal drug taking.

Documented toilet checks or the employment of a weekend toilet attendant in the case of larger venues, may warrant a further bonus point of evidence of the commitment of the premises to keeping their customers safer.

E7 - Prevention of 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.
- Advice notices explaining that 'cannabis is still illegal'.
- 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.

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 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.

E8 - 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 without any enquiries being made to identify the owners of the property. Regular liaison with the police to cross check records would also be a bonus.

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

E9 - Confiscated Items

Venue must have clear procedures in place to deal with confiscated items, with police / local authority.

E10 - Private Areas

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

E11 - Disorder Strategy

It is essential that each premise has a documented 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.

Radios

A bonus point could be considered for those venues taking part in a radio link system in their area. These are generally formed with being part of a local Pubwatch or BCRP. This could also include internal radios between bar / office / door etc.

Disposal of Weapons

If the applicant can show that a clear policy is in place for the disposal of weapons at the venue a bonus point could be awarded. Details on disposal of weapons can be found at www.homeoffice.gov.uk.

D12/13/14 - CCTV (General)

Although it is not an 'Essential' to have a CCTV system within a venue, 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 an accessible system which complies fully with the following criteria:

- CCTV captured data is retained as stipulated on licensed 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 one responsible person who monitors the CCTV and can provide immediate assistance should it be required.

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

Choose a random date and time within the 31 day period and ask to view the footage captured during the day and evening.

D15 - Mapping Systems (Larger venues only)

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.

D16 - 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 information provided and visually verify with any staff who are working during the visit.

D17 - SIA Approved Contractor

Ask if security contractor being used is SIA approved. Note down registration number and check on SIA database.

D18 - Drink Driving

There are a number of initiatives to encourage people not to drink and drive, these include:

- Scooter man (Scooter man arrives on a folding scooter, comprehensively insured, and ready to drive your car home).

Look for leaflets or posters advertising this service to customers.

- 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.

- Offers of 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 phones.

D19 - Anti-theft Policy

Though not essential, each premise should have a clear anti-theft policy. 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 their personal property. 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.

Ask to see the policy.

D20 - Crime Scene Preservation

A common problem for police called to investigate a fight or assault occurring in a licensed premise 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 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.

B21 - Additional Security Measures (Larger venues only)

On your visual walk round check for any further security measures that are in place within the venue for searching patrons. Examples:

- Metal detectors
- Door Arches
- Wands
- ID Scanners
- Breathalysers
- Panic Buttons

B22 - Doorwatch / Pubwatch / BCRP Meetings

If the applicant can show that on a regular basis they attend a doorwatch / pubwatch or similar security meetings, a 'bonus' point could be added. Minutes should be put in a security file and all signed and dated by all staff present.

Evidence to back this up would be where they are held, how often and their attendance record at these meetings.

B23 - Anti Drink Spiking devices (Larger venues only)

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

B24 - Drug Misuse Information (Larger venues only)

Bonus points should be considered for any information displayed in the venue on drug misuse. This could come in the form of posters or leaflets from the NHS or Government websites such as "Frank".

B25 - 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

The possibilities are endless, however the assessor must take into account that each of the points must be realistic and achievable (as well as evidenced) especially for the venue size, staff employed etc.

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

Section B

Public Safety

E26 - Drunkenness Policy

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:

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 ?

E27 - Duty of Care Policy / Harm Minimisation

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

E28 - Building Check

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.

E29 - Accident Recording

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

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

E30 - 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.

E31 - 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.

E32 - Evacuation Procedures

All staff should be trained in evacuation procedures. As long as each member of staff knows what to do in the event of terrorism, power loss, flooding etc, and this information has been passed on in a structured method, then the criteria can be considered to have been met.

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.

Check evacuation documents and all evacuation routes and assembly points in the premises.

E33 - 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.

E34 - Spillages

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

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

E35 - 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.

E36 - Fire Detection Warning System

All venues must have an adequate fire detection warning system on the assessors walk round. Check the systems, sprinklers etc, seem to be in good working order. Check fire control panel to ensure no faults are evident / visible.

E37 - 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.

E38 - 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.

E39 - Equipment

Any fire equipment must be inspected or serviced annually.

Check the equipment (e.g. fire extinguishers, blankets, etc) to see when they were last checked. If the equipment has not been inspected in the last year no points are awarded.

Date of last entry inspection should be noted.

E40 - Mock Fire Evacuation

The venue must demonstrate they take this area seriously.

Ask to see the documented record of these being carried out.

E41 - Gas and Electrical Safety Checks

The venue must provide evidence of certificates for both gas and electrical inspections.

Ask to see the certificates and date of last inspections should be noted.

E42 - 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/ for more information.

D43 - Counter Terrorism / Security

The venue carries out a mock evacuation training exercise different from fire. This may include suspect packages, security threat, riot or similar. It can also include taking part in Project Argus or completing a VSAT self-assessment.

www.nactso.gov.uk/default.aspx for more information.

D44 - Notifies Police

The minimum a premise 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 licensees do not take these issues under consideration a consequence of a failure to control their customers adequately could lead to a review of their license with additional conditions being placed on their premises 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 (be it 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 agencies about this? If not, was it a conscious decision? Ask them to also explain their rationale before deciding whether a point should be awarded under the heading.

D45 - Secure Storage

For reasons already outlined above, 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.

D46 - 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.

D47 - Risk Assessment

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.

D48 - 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.

B49 - First Aid Room (Larger venues only)

If there is a room within the venue which is used to treat customers or staff, then a bonus point could 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 basic first aid can be administered before the arrival of any ambulance.

Look at the room and check the facilities available.

B50 - Transport

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

E51 - Noise Nuisance

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.

Venue must demonstrate how they manage their external areas (e.g. external area checks, policies relating to queues, smoking, litter etc).

Ask to see policies and procedures in terms of external areas.

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.

D52 - Pub and Club Watch

A key determinant of the seriousness in which a licensed premises view 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 is national Pubwatch 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 Pubwatch circulars etc.

B53 - Trade Representative Organisations

A bonus point can be awarded here if the applicant is a member of any licensed trade organisation.

Only 1 point can be awarded irrespective of how many trade organisations they are registered with.

Section D

Protection of Children from Harm

E54 - 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, regardless of whether or not you are satisfied with the details given in 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 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.

E55 - 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.

D56 - 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.

- Driving licence
- Passport
- Accredited 'PASS' (Proof of Age Standards Scheme) card. Accredited PASS cards carry a hologram as proof of authenticity.
 - CitizenCard, CivilianCard, MyIDCard, OneID4U, VALIDATE UK

Points can be awarded here if the venue carries information / materials on applying for a proof of age card.

Check to see if information on this is displayed.

Section E

Social Responsibility

E57 - Insurance

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

Ask to see the policy and ensure it is fit for purpose.

E58 - Security Company Insurance

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

E59 - 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

Portman Group - www.portmangroup.org.uk

Advertising Standards Authority - www.asa.org.uk

Drinkaware Trust - www.drinkaware.co.uk

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

E60 - Drink Promotions

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.

D61 - Alcohol Unit Content

The venue displays alcohol unit content information on beer mats, cards, menus or just at the bar.

www.drinkaware.co.uk

D62 - Drinkaware

Displays visible materials from Drinkaware.

www.drinkaware.co.uk

D63 - Alcohol Advice Services

A bonus point should be considered for those premises that provide contact numbers for alcohol advice services. These may be advertised by a public telephone at the venue or in the toilet areas.

www.drinkaware.co.uk

D64 - Local Area

A point can be awarded if a premise does 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 partnership meetings regularly.
- Communicates with neighbouring residents or businesses that may be affected by the licensed premises.

B65 - Other Initiatives

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

B66 - 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.

A 'Bonus' point can be awarded here if the applicant or member of staff attends local resident association meetings.

B67 - Information (Larger venues only)

There are various health promotions and alcohol harm reduction materials available that venues can access that advise the risk and behaviours associated with alcohol / drunkenness.

www.drinkaware.co.uk

When you carry out your walkabout, check to see as to whether this information is available to the customer.

Section F

Training

E68 - Essential Staff Training (General)

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
- Disorder
- Drugs
- Crime Prevention
- Fire and use of fire equipment
- Responsible Alcohol Retailing
- Conflict Management
- First Aid
- Counter Terrorism
- Sexual Exploitation
- Sexual Harassment
- Vulnerability (What is vulnerability ?)

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

Ask to see all records.

D69 - Desirable Staff Training (General)

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:

- Drinkaware Crew (www.drinkaware.co.uk)

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

Ask to see all records.

Section G

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.