



Best Bar None Northamptonshire

Application Pack

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WELCOME TO BBN

You are invited to become involved in the '*Best Bar None Northamptonshire*' Award Scheme. The scheme has now been running in the UK for 17 years and is growing in popularity with over 75 schemes operating in many Cities and Towns across the country as an example of best practice.

The scheme is open to all pubs, bars and nightclubs in the county of Northamptonshire and licensed by one of our seven local authorities. Primarily it is aimed at those premises at the centre of our towns' night-time economies but other venues can apply if they feel that the assessment criteria are proportionate to their operation and business models. Best Bar None focuses on public safety and customer care and offers each premises an opportunity to demonstrate that it is focused on the licensing objectives of Prevention of Crime and Disorder, Public Safety, Prevention of Public Nuisance and Protection of Children from Harm.

What is in this for me? This is a good question. *Best Bar None* accreditation will demonstrate that you not only run your premises within the law but also recognises and rewards best practice. The term *Best Bar None* is becoming more and better known as a benchmark for excellence within the licensed trade. It has the support of the BII, the Police and local authorities. Accredited premises and category winners will receive publicity in local press & media; previous winners have reported that the accolade of *Best Bar None* has increased their trade by up to 40% and in at the recent National Best Bar None awards ceremony at the House of Lords crime reductions within night-time economies with an active scheme crime reductions of between 18 – 33% were announced. My own experience as an assessor for Best Bar None since 2013 is that venues also benefit from lots of free advice and learning as they go through the process, even those, or even especially those, that don't make the accreditation grade at the first attempt.

This booklet aims to clarify the process, identify minimum standards and highlight good practice where it exists. Participation in the scheme shows a willingness by partners in the licensed trade to set standards and to encourage other operators to follow. The partners in the award scheme set out to promote continuous improvement and the element of competition within the scheme supports this ethos.

This booklet summarises good practice developed within the licensed trade and evaluated by inspection within the award scheme. It is designed to help you to achieve an award this year.

Inspection Process

Once you have applied by completing the one page application form (see the last page of the booklet), a convenient time will be arranged for the inspection process to be carried out. Each inspection should last between two to three hours and consists of a thorough examination of the procedures and processes in place within your premises. Inspections are based on essential, desired and bonus elements. During the assessment you should be aware that documentation would have to be viewed by the assessors. There are **36** essential elements and premises must achieve **all** of these to attain accreditation. In order to be considered one of the possible top spots and further recognition premises **must achieve accreditation and** score highly in the desired elements **22** (achieved for any good practice which goes beyond the essential criteria)

and bonus elements **11** (achieved where the applicant demonstrates additional or innovative work practices). The best three premises in each of two categories (Best Pub/Bar & Best Late Night Venue*) within each of five geographical areas are then remitted to a panel of judges who decide on the Winners. The five geographical areas are **Northampton** (borough boundary), **Kettering** (borough boundary), **Wellingborough/East Northants** (borough/district boundaries of ENDC & BWC) **Daventry & South Northants** (borough/district boundaries of SNC and DDC) and **Corby** (borough boundary). Therefore at the end judging the following awards will be known and announced at an awards night:

Accredited Venues (as per number of successful venues)

Winner x 5 (1 per area) Best Pub/Bar

Winner x 5 (1 per area) Best Late Night Venue*

Winner x1 Best county Pub/Bar

Winner x 1 Best County Late Night Venue*

(* Late Night Venue is a venue whose regular operating schedule as per their premises licence goes beyond 1am on any night(s) of the week)

Key Elements

The police & partner agencies will be in a position to identify premises that show greater indicators of safety. The areas examined by inspection teams include:

- SIA Security
- Searching Policy
- Drugs Policy
- Site Security
- Incident recording
- Lost & found property
- Preventing/dealing with disorder
- CCTV
- Anti-theft measures
- Drunkenness
- Capacity management
- Fire risk, detection and evacuation
- Spillage/broken glass
- Noise nuisance
- Proof of age
- Drinks promotions
- Vulnerability

There is an emphasis on evidence during the inspection process. This means that all action taken should be recorded. **Each key element is described in more detail in the following pages.**

The information set out in this booklet covers all of the elements needed to become accredited by *Best Bar None*.

The information highlighted covers the essential elements. Each premise MUST be able to prove compliance on 100% of these elements in order to become accredited.

Extra elements are also covered and the assessors consider these. By covering the extra elements and by going that bit further you will put your premises in with a better chance to challenge for the title of: Best Pub/Bar or best Late Night Venue.

Best Bar None.

GOOD LUCK...

Assessment Criteria

You will see that the description of each criterion in this booklet has either E, D or B in the left hand column.

These are defined as follows:

E – Essential Criteria:

This must be achieved in order to gain *Best Bar None* accreditation. **NB: Essential criteria will also include anything in the desirable or bonus sections that is a condition on your premises licence.**

D - Desirable Criteria:

This will be achieved for any good practice that goes beyond the essential criteria

B – Bonus Criteria:

This will be achieved where the applicant demonstrates additional or innovative work practices.

Premises who achieve highest Desirable and Bonus points may win the Best Category Award.

It is recognised that not all premises will be able to meet all the desirable and bonus criteria due to the style of operation, customer base etc. Rest assured the judging process will take this all into account and the operating context of your premises will not be overlooked - for example *the provision of anti-drink spiking devices* would not be necessary in a small community pub with no history of such issues, such a pub would not be 'marked down' for not having this provision.

Please note that you will need to evidence the criteria when the assessors visit. You may wish to use this booklet as your own guide to ensure that you can demonstrate to the assessors what you have in place for each section - this may include documentary evidence. Please have written policies, risk assessments, records, logs, reports, training books etc available for the assessors.

To apply you only need to submit the single application form at the back of the booklet.

Diary of proceedings:

Applications forms must be submitted no later than Tue 15th May 2018. This can be posted/handed to the Licensing Dept. of the local authority for the location of your venue or to Police Licensing at The Guildhall, St Giles Square, Northampton, NN1 1DE. It can also be emailed liquorlicensing@northants.pnn.police.uk

Assessors will make an appointment to visit between June and September

Judging will take place during October.

The awards evening will take place in November at a time and date and venue to be advised.

Criteria Checklist

E/D/B Criteria	Criteria Description	Manager Checklist √
Section A - Prevention of Crime & Disorder		
E1	Must provide evidence of regular staff meetings to include security as agenda item.	
E2	Must provide evidence of a procedure in place to ensure that anyone carrying out the role of a door supervisor is licensed by the SIA or subject to a Licence Dispensation Notice, i.e. register of door supervisors on duty and that this log / register is regularly checked by the manager. (Larger venues only).	
E3	Describe your policy on searching patrons.	
E4	Must have an incident book and record each incident.	
E5	Clear policy regarding safe disposal of drugs.	
E6	Has a proactive approach to preventing drug use including evidence of regular toilet monitoring, controlling flat surfaces etc.	
E7	Must provide evidence of a clear policy on prevention of illegal drug & psycho-active substance (legal high) use and supply on the premises.	
E8	Must provide evidence of a lost property recording system or locked box / cupboard.	
E9	Must provide evidence of an audit trail in relation to confiscated items, eg. knives, fake ID.	
E10	Private areas are kept locked and secured when premises are open.	
E11	Must provide evidence of policies in place for preventing and dealing with disorder, weapons, managing conflict and recording incidents.	

D12	The data captured on a digital CCTV system is fit for purpose and retained for a period in line with local licensing conditions and is readily available on request from the police at all times during operational hours.	
D13	Subscribes to the Surveillance Camera Commissioners code of practice. www.gov.uk/government/publications/surveillance-camera-code-of-practice	
D14	There is a responsible person who is able to provide that data to the police upon request.	
D15	Mapping system used to identify hot spots within the premises. (Larger venues only).	
D16	All Staff are easily identified, e.g. use of tabards, uniforms, high vis garments etc.	
D17	Door company registered as an SIA Approved Contractor.	
D18	Takes practical steps to discourage drink driving.	
D19	Has a clear anti-theft policy.	
D20	Clear procedures are in place for determination and preservation of crime scene and witness details until police arrive.	
B21	Any additional security measures in place (e.g. metal detectors, door arches, wands, ID scanners, breathalysers, panic buttons etc). (Larger venues only).	
B22	Door staff or security management attend regular licensing meetings, and share the minutes with their door teams	
B23	Provides anti drink spiking devices. (Larger venues only).	
B24	Displays customer information with regards to drug misuse. (Larger venues only).	
B25	Have additional anti-theft measures in place (e.g. bag hooks, mirrors etc).	
Section B – Public safety		

E26	Must have a written policy to prevent and deal with drunkenness	
E27	Staff must be aware of their duty of care for vulnerable people. This may include vulnerability around, drug misuse, sexual harassment / exploitation & racial abuse.	
E28	Can evidence that a full building check takes place prior to opening to the public and prior to closing for security threats, drugs and lost property.	
E29	Must provide evidence of a written accident recording system.	
E30	Can demonstrate how they manage capacity, including outside areas	
E31	Has one appointed person with access to an adequate first aid provision.	
E32	Must provide evidence of a procedure for building evacuation in the event of an emergency (e.g. terrorism, power loss, flooding etc).	
E33	Must provide evidence of an effective glass collection policy inside and outside, including perimeter checks.	
E34	Must provide evidence of effective spillage and broken glass policy.	
E35	Must provide evidence of a written fire safety risk assessment which has been completed or reviewed in the last twelve months.	
E36	Must have an adequate fire detection warning system in place.	
E37	Fire exits must be free from obstruction and well-lit at all times.	
E38	Must provide evidence that all fire safety checks are documented.	
E39	Must provide evidence of fire equipment being inspected / serviced annually.	

E40	Must provide evidence of annual fire evacuation training exercises.	
E41	Must have regular gas safety (annually) and electrical (5 yearly) checks.	
E42	Can provide evidence of a risk assessment for 'noise' at work.	
D43	Conducts regular evacuation training exercises for fire, bomb scares etc.	
D44	Notifies the Police Licensing / other agencies of any special events.	
D45	All bottle skips or bins in public areas within the vicinity of the premises to be secured / locked.	
D46	Has measures in place to prevent patrons leaving the premises with glasses / bottles.	
D47	Voluntarily uses alternative to glass for special events, drinks that are taken outside or general service where risk assessed.	
D48	Provides / displays information to customers with regard to accessing taxis and public transport.	
B49	Provides a first aid room / quiet area to assist injured persons. (Larger venues only).	
B50	Provides a safe waiting area for customers to wait for taxis or other transportation. (Larger venues only).	
Section C – Prevention of Public Nuisance		
E51	Must provide evidence of a policy in line with any relevant licensing conditions to prevent noise nuisance.	
D52	Is an active member of a licensing forum or other recognised partnership / crime prevention groups (e.g. Pubwatch, BCRP, licensing group).	
B53	Is a member of any recognised trade organisation (e.g. BII, IOL, CAMRA).	
Section D – Protection of Children from Harm		

E54	Must provide evidence of a robust proof of age verification policy and evidence that procedures are followed at all times. Display posters (e.g. Challenge 21, Challenge 25).	
E55	Clear policies and procedures specific to the protection of children are in place (e.g. risk assessments).	
D56	Provides customers with the opportunity to apply for proof of age cards (e.g. PASS).	
Section E – Social Responsibility		
E57	Venue must have employers / public liability insurance.	
E58	Must ensure that any security company or outside contractor employed by the venue has adequate insurance cover with details available for inspection.	
E59	Must provide evidence of compliance to the mandatory code in relation to drinks promotions and availability of smaller measures	
E60	Consider the impact of drinks promotions and special events (e.g. risk assessment).	
D61	Has clear alcohol unit content information available to customers. www.drinkaware.co.uk (Larger venues only).	
D62	Displays Drinkaware or similar materials such as unit information point of sale materials etc. www.drinkaware.co.uk	
D63	Information is available to customers about alcohol advice services. www.drinkaware.co.uk	
D64	Consults regularly with neighbourhood businesses / residents to ensure continued harmonious relationships.	
B65	Are aware of additional initiatives such as street marshalling, night angels, street pastors etc.	
B66	Where appropriate is involved in a suitable community initiative (e.g. Schools Project, CDRP, Neighbourhood Watch etc).	

B67	Uses info / leaflets / publicity to inform customers and employees about behaviours associated with alcohol / drunkenness (e.g. drink spiking, sexually transmitted diseases etc). www.drinkaware.co.uk (Larger venues only).	
Section F – Training (one point awarded for each subject)		
E68	<p>Must provide evidence of staff training with clear documented policies including records of ongoing refresher training for:</p> <ul style="list-style-type: none"> • Drunkenness • Disorder • Drugs • Crime Prevention • Fire and use of fire equipment • Responsible Alcohol Retailing • Conflict Management 	
E69	<p>Must provide evidence of staff training with clear documented policies including records of ongoing refresher training for:</p> <ul style="list-style-type: none"> • First Aid • Counter Terrorism • Sexual Exploitation • Sexual Harassment • Vulnerability (What is vulnerability?) <p>Drinkaware Crew (www.drinkaware.co.uk)</p>	

Conclusion

The 'Best Bar None' Awards Scheme establishes a partnership approach to licensing and community safety issues and promotes a positive side to the licensed trade. Participation in the scheme will set minimum standards and encourage best practice whilst also reducing crime and the fear of crime in and around licensed premises. It is part of a wider strategy to reduce violent crime associated with alcohol abuse.

From a business point of view the scheme helps promote the night time economy in Northamptonshire with the aim of making it a safer place to live, work, visit and socialise.

Application Form – Best Bar None Northamptonshire 2018

Name and address of premises	
Name of contact for BBN	
Landline no.	
Mobile no.	
Email	
Category Entering	
Pub/Bar (Where the premises licence does not permit licensable activity after 1am.)	√Tick as appropriate
Late Night Venue (Premises allows licensable activity after 1am)	√Tick as appropriate
BBN Area (tick which applicable)	√Tick as appropriate Northampton [] Wellingborough/East Northants [] Kettering [] Corby [] Daventry/South Northants []

General Operation

This is a free text section to describe what other measures you have in place to address anything not covered in the previous sections. This section will also afford you the opportunity to describe what other facilities or entertainment you offer and you wish to be considered in the judging process should you be one of the high scorers in your category.

Return form to Police Licensing, The Guildhall, Northampton, NN1 1DE or email to liquorlicensing@northants.pnn.police.uk.

Alternatively you can pass to your local borough/district licensing office.