

THIS IS CLAPHAM
BEST BAR NONE 2016
ASSESSMENT GUIDE AND
TOOLKIT



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Welcome

You are invited to apply for the This is Clapham 'Best Bar None' Award Scheme which is operated by the This is Clapham BID. Best Bar None has been running in the UK for a number of years and continues to grow in popularity, with many Cities and Towns operating the scheme as an example of best practice.

The Clapham scheme is open to all pubs, bars and nightclubs in the Clapham BID area. It offers each venue an opportunity to demonstrate that it operates to raised standards of management in areas such as the Prevention of Crime and Disorder, Public Safety, Prevention of Public Nuisance and the Protection of Children from harm.

The main objectives of the scheme are to assist venues in meeting raised standards of management and for the scheme and all participants to promote those venues which are accredited to the Clapham Best Bar None Scheme.

This booklet summarises some of the good practice developed within the licensed trade, which has been identified as best practise across the UK. It is designed to help you to achieve accreditation and sets out the criteria that may gain you an award this year.

It also includes a tool kit providing you with a check list of the things that you may find useful to show how you meet the 28 essential criteria for the Bronze Award.

This booklet sets out the minimum requirements and process of the scheme and highlights good practice. Participation in the scheme shows a willingness by partners in the licensed trade to set raised standards and to encourage other operators to follow. The partners in the award scheme set out to promote continuous improvement and the element of friendly and supportive competition within the scheme supports this ethos.

Award categories are:

- Overall Best Bar None – The Best Venue in Clapham
- Best Staff Member (nominated by venue Manager with a supporting statement)
- Best on the Door (Separate assessment with support from Wardens)
- People's Choice Award for Best Bar – facilitated by an online vote
- People's Choice Award for Best Pub – facilitated by online vote

Assessment Process

Once you have applied by completing and submitting the attached application form, a convenient time will be arranged with you for your assessment to be carried out. Each assessment should last approximately two hours and consists of a thorough examination of the procedures and processes in place within your venue. Assessments are based on essential, desired and bonus criteria.

During the assessment you should be aware that documentation will have to be viewed by the assessors so, the more prepared you are the quicker the assessment will be.

Collecting all relevant policies together along with related evidence such as training records would assist you and the assessors. There are **28** essential elements for bars and **26** essential elements for pubs and premises must achieve all of these to attain accreditation. In order to be considered for a category award, venues must score highly in the desired and bonus elements. The three highest scoring premises in each category are then referred to an independent panel of judges who decide on the overall Best Bar None winner. The Panel also decide the other award categories apart from the People's Choice Award which will be your opportunity to engage your customers. The judging process is completely anonymous as the panel do not know the identity of any of the premises.

Following the Awards event, feedback is provided by assessors to all venues to enable any areas for improvement to be addressed.

Assessors are likely to more closely examine areas suggested for improvement in any assessment the following year.

The Scheme presents an opportunity for the licensed trade to work with the Clapham BID to reduce crime and the fear of crime in and around licensed premises. It is a genuine attempt to improve standards and create a safer environment for customers to socialise in, staff to work in and improve the overall experience for all visitors to the area. It is part of our strategy to reduce violent crime associated with alcohol abuse, and help to promote the night time economy in Clapham.

Key Elements

The assessors will be in a position to identify premises which show greater indicators of safety. The areas examined by assessment teams include:

- Door policy
- Security briefing and reviews
- Age related issues
- Search policy
- Drugs recovery/seizure policy
- Policy on drunkenness
- Staff training
- Glass/bottle collection
- Alcohol promotion policy
- CCTV coverage
- Risk assessment
- Incident management
- Crime prevention strategy
- Lost and found property
- Lighting
- Fire procedures
- First aid
- General safety

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

Information

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

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

Extra elements are also included as best practice. By covering these desired and bonus elements and by going that bit further you will put your venue in with a better chance to challenge for the title of Overall winner for Clapham Best Bar None. **GOOD LUCK!**

The tool kit gives you a check-list of the things that you may find useful to show how you meet the **28** essential criteria for the Bronze Award. We have provided a number of tools like Security Review forms that you can copy or use in your day to day business. We have also included some additional tools to help with things such as recording confiscated drugs and weapons and maintaining door supervisor records. Logs, specimen policies (to be adapted for your own requirements) and report forms included in this Toolkit are **highlighted in green** under each criteria.

These are suggestions only – your premises might already keep records in another format which will also be acceptable. You might not feel the need to have too many written policies in place, depending on the size and type of your business, which will also be acceptable as long as you can provide evidence that meets the criteria.

Advice

To meet the requirements of the Award we suggest that you might consider assembling a **Policy Book, Folder or set of folders** that contains the following:

Section A: Prevention of Crime and Disorder Security

Documents/tools needed include:

- Security Review Record or Log (attached)
- If you employ door staff a log of their details and SIA registration number (attached)
- Incident/Accident/Theft Report or Log (attached)
- Written information (a policy) on searching of patrons (attached)

Drinks/Drunkness

Documents/tools needed include:

- Written information (a policy) that demonstrates a responsible attitude towards the sale of alcohol – ie not serving people who are drunk (attached)
- Written information/signage on the availability of non-alcoholic beverages eg free to designated drivers
- A refusals register or log
- Records of staff training which show your staff are aware of their responsibilities
- Poster reminding customers to behave responsibly

Drugs

Documents/tools needed include:

- A written policy stating you have a zero tolerance policy with regards to drugs and outlining what the venue will do to ensure that drugs are not brought into the venue or consumed on its premises. It should also state what you will do if anyone is caught with drugs on the premises and how the drugs will be disposed of. See the Drugs Awareness information section. (attached)
- Toilet Check logs (attached)
- Drugs/Weapons Removal/Collection Record (attached)
- Records of staff training which show your staff are aware of their responsibilities
- Zero Tolerance to Drugs posters
- A clear policy relating to the searching of the premises

Anti-theft Strategy

Documents/tools needed include:

- Written evidence of clear anti-theft plans for both customers and staff (attached)
- Some type of lost property recording system eg Lost Property Log (attached)

Disorder

Documents/tools needed include:

- A written policy on preventing and dealing with disorder and managing conflict (attached)
- Some type of log showing how you record any such incidents (attached)
- Poster to remind customers of the need to behave responsibly

Section B: Public Safety

Premises Issues

Documents/tools needed include:

- A written plan/log that demonstrates how capacity is managed effectively to prevent overcrowding (attached)
- A documented accident recording system
- A Written plan/policy to inform staff of permitted number (added)

Public Security

Documents/tools needed include:

- A building evacuation plan in the event of an emergency (fire, terrorism, loss of power etc)

Event Control

Documents/tools needed include:

- (a pro-forma) showing police/other agencies are notified prior to holding a special event (attached)

Glass

Documents/tools needed include:

- An effective glass collection plan (attached)
- Plans for dealing with spillages and broken glass

Fire

Documents/tools needed include:

- A written fire safety risk assessment which has been completed or reviewed in the past twelve months. The information sheet from Mid and West Wales Fire and Rescue Service can give help and advice as can the handy wall planner for updating your fire safety risk assessment
- Records of staff training which show your staff are aware of their responsibilities
- A daily pre-opening check list
- Documentation that shows all fire equipment is inspected/serviced annually

Section C: Prevention of Public Nuisance

Noise & Disturbance

Documents/tools needed include:

- An effective noise policy that is relevant to your surrounding area (attached)
- Evidence of an effective dispersal policy that is relevant to your surrounding area
- Materials reminding people to leave quietly e.g. the Sssh poster

Section D: Protection of Children from Harm

Protection of Children from Harm

Documents/tools needed include:

- Evidence of a robust proof of age policy and evidence that procedures are followed at all times (attached)
- Posters/notices to customers advising customers of this strict policy
- A policy of rigorously checking accepted forms of ID (passport, photo driving licence or PASS accredited proof of age cards) for those who appear to be under 21
- Acceptable forms of ID and counterfeit IDs
- Age verification calculator
- A refusals register or log
- Records of staff training which show your staff are aware of their responsibilities
- Staff are required to read and sign a notice regarding underage sales before each shift worked

Staff Training

Do you need to compile a **Booklet or Folder/Folders** that deals with **staff training**? You must be able to demonstrate what training actually consists of. Consider including the following:

- Name of staff member
- Date training undertaken
- Type of training
- Whether an examination has been set
- Date examination taken
- Whether the staff member passed the examination
- Staff member signs documentation to show their understanding of training

Training* **must** be undertaken in the areas of:

- Drinks and drunkenness
- Drugs
- Crime prevention (what staff can do to prevent theft from occurring in the venue)
- Dealing with disorder.
- Fire – evacuation procedures, safety equipment
- Underage drinking – what the relevant law is, who is responsible, what action should be taken.

*any training undertaken should be proportionate to your business. For example, a large venue which employs ten or fifteen bar staff will need to ensure that their staff have received extensive training in the above areas, delivered either externally or through the DPS or personal licence holder. This would be excessive for a small pub with only one or two bar staff where training could be carried out by the DPS or personal licence holder and staff can sign the personal licence handbook or other documentation to show their understanding.

Section A: Prevention of Crime and Disorder Security

Security Briefing & Review etc

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

- The Premises Licence Summary or a certified copy must be on display and a copy available during the assessment.
- The capacity of the venue must be known by the interviewee and evidence provided on how this capacity is managed
- Regular security reviews should be held and documented
(Bar – essential / Pub – desirable)
- A documented accident/incident reporting system must be in place. This MUST be kept for 6 years.
- Door staff, where used, must be SIA licensed and should be easily identifiable. SIA badges must be displayed.
- It is an essential element for Bars and desirable for pubs to have a documented policy on searching patrons that all staff are aware of (whether door staff are used or not).
(Bar – essential / Pub – desirable)
- There must be a documented Health and Safety Risk Assessment for the venue
- CCTV must be in operation and a member of staff trained in its use. The system must have either a hard drive or tape system to retain recordings for 31 days. Any recordings must be secured and documented.
- Town Centre Radio Link or other appropriate local radio system and/or panic buttons should be documented or recorded.
- Daily briefing and de-briefing of all staff should be undertaken. This may be informal but any problems identified and resolutions required should be documented or recorded.
- A mapping system should be used to identify hot spots within the premises.
- Staff should be easily identified, e.g. use of high vis, tabards, uniform etc. (including door staff).
- A documented policy is followed on how door staff are deployed in the premises.
- Any ejections or persons barred should be documented or recorded.
- Where door staff are used, there should be sufficient female door staff employed.
- Door staff should wear high visibility jackets and provide a presence on the street immediately outside the venue.

Manager's Signature:

Security Review Log

Venue.....

Date	Staff Members Present	Issues Discussed	Action Required	To Be Completed By

Door Supervisor's signature:
Duty Manager signature:
Date:

**LICENSED PREMISES DOOR STAFF
 SIA LICENCE CHECK FORM**

The definition of a security guard is someone who guards premises, property, one or more individuals (against assault or injury from the unlawful conduct of others.) or screens the suitability of people entering a premises. The definition of a door supervisor is a person employed to refuse or eject someone at a premises licensed under the Licensing Act 2003

Name & Address of Premises	Name of Person Carrying Out Check

Full Name of door staff and duties being carried out (see definition above)	DOB and Address	SIA 16 Digit Licence Number & Expiry Date	If no SIA licence Do not employ

Name of DPS/Manager on duty	Signature of DPS/Manager SIA Licence Number:	Confirm details of agency supplying door staff if not directly employed by premises

Any further information:

Incident Log

Venue.....

Date/Time	Brief Description	Accident/Incident/Theft Please note A, I or T	Incident Form Number (if applicable)	Police Called? Yes/No

Door Supervisor's Signature:	Date:
Manager's Signature:	Date:

Search Policy

Name and address of premises:

Name of premises licence holder:

Name of designated premises supervisor:

1. This policy applies in relation to the searching of patrons in these premises.
2. The responsible person in the policy is one of the following:
 - Premises licence holder
 - Designated premises supervisor
 - A person aged 18 or over who is authorised to allow the sale or supply of alcohol by someone under 18
3. **This establishment reserves the right to search any patrons entering the premises.**
4. **The responsible person reserves the right to search patrons if s/he suspects that illegal drugs or an offensive weapon(s) are being brought onto the premises.**
5. **The responsible person shall ensure that a notice is displayed to remind patrons that the right is reserved to make a search.**
6. **Searches may be carried out as a condition of entry; females will be searched by female staff, males by male staff.**
7. **Searches will be carried out in a non-discriminatory manner e.g. Every tenth person will be searched; everyone will be searched etc.**
8. **Two staff will be present when any search is made to protect staff against any potential allegations.**
9. **The responsible person identified above will ensure that staff are made aware of the existence and content of this policy.**

Signed _____
Post held _____

Section A: Prevention of Crime and Disorder

Drinks/Drunkenness

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

- The premises must have a clear and effective documented policy to prevent and deal with drunkenness.
- All staff should receive training on the effects of alcohol and how to spot the early signs of excess alcohol consumption.
- Provision of free tap water
- Provision of small measures as required by the new mandatory licensing conditions – ½ pint for beer and cider; 25ml or 35ml for gin, rum, whisky and vodka and 125ml for still wine
- All staff should be trained with regard to their responsibilities under the Licensing Act 2003. Documented evidence of staff training is essential.
- Premises must risk assess any drinks promotions to ensure they are responsible and comply with the mandatory licence conditions.
- A duty of care/harm minimisation policy regarding persons suffering adversely from the effects of drink or drugs should be in place.
- All such incidents and action taken i.e. calling an ambulance or police rather than ejecting the person, should be documented or recorded.
- Premises should have a policy to discourage drink driving.

Drinks/Drunkenness Policy

Name and address of premises:

Name of premises licence holder:

Name of designated premises supervisor:

1. This policy applies in relation to the sale or supply of alcohol on these premises.
2. The responsible person in the policy is one of the following:
 - Premises licence holder
 - Designated premises supervisor
 - A person aged 18 or over who is authorised to allow the sale or supply of alcohol by someone under 18

3. **Staff serving alcohol on the premises must not serve alcohol to any individuals (who appear to them and/or the responsible person) to be intoxicated. Staff should always display a responsible attitude to the selling of alcohol.**

4. **The responsible person identified above will ensure that staff are made aware of the existence and content of this policy.**

Signed _____
 Post held _____

Refusals Register

Venue.....

Time/Date	Description of Individual	Proof of Age Produced?	Comments	Staff Initials

Manager's Signature.....

Staff Training Record

Employee's Name	Position Held
------------------------	----------------------

Date	Training Received	Staff Member's Signature to show their understanding	Manager's Signature

Example of a notice that can be displayed in a venue:

IMPORTANT NOTICE

Drunken, violent or quarrelsome behaviour is not allowed on these premises.

Anyone who behaves in this manner will be removed and if necessary the police will be called.

Section A: Prevention of Crime and Disorder

Drugs

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

- Premises should have a documented zero tolerance drugs policy.
- Must provide evidence of toilet attendant or documented toilet checks.
- Documented evidence of staff training which should give strict guidelines for staff to follow when drugs are either found or seized from patrons. All such incidents must be documented or recorded.
- Must provide evidence of a documented duty of care/harm minimisation policy for customers suffering under the influence of drugs.
- Evidence of a policy and procedures regarding the disposal of drugs
- There should be a search space available covered by CCTV where possible.

Drugs Policy

Name and address of premises:

Name of premises licence holder:

Name of designated premises supervisor:

1. This policy applies in relation to illegal drugs on these premises.
2. The responsible person in the policy is one of the following:
 - Premises licence holder
 - Designated premises supervisor
 - A person aged 18 or over who is authorised to allow the sale or supply of alcohol by someone under 18
3. **This premise operates a zero tolerance policy with regards to drugs and posters are displayed to this effect. Staff must be vigilant to ensure that drugs are not brought into the venue or consumed on its premises.**
4. **Staff serving alcohol on the premises must require any individuals who appear to them and/or the responsible person to be under the influence of drugs or appear to be selling drugs to immediately leave the premises. If safe to do so, the drugs should be taken from the offender.**
5. **If anyone is caught with drugs on the premises, the staff member should immediately notify the police and be able to provide a description of the offender or name if known.**
6. **If drugs have been taken from the offender they should be put into a plastic bag which should be marked with the time found or removed; the name of the person finding or removing the drugs and where the drugs were found. The bag should be sealed immediately and placed in**

the safe for collection and disposal by the police. Drugs should never be flushed or thrown away.

- 7. The responsible person identified above will ensure that staff are made aware of the existence and content of this policy.**

Signed _____

Post held _____

Drugs Awareness

Licensed premises do attract illegal drug users and dealers and you will come across illegal substances while you are working. You need to be aware of the law and to work within it.

The main drug-related crimes you will come across in your venues are:

- Drug dealing
- Drug using
- Spiking (where somebody puts a drug into someone's drink, usually in order to commit a sexual offence)

Zero Tolerance

The best approach to drug dealing and drug misuse is zero tolerance.

In order to achieve this you should try to:

- Stop drugs coming into your venue (refuse entry to known or suspected drug dealers)
- Build a reputation in your venue that drugs won't be tolerated.

In the past door supervisors have been known to turn a blind-eye to drug dealing in licensed premises. This is against the law.

Drug Paraphernalia - festivals

There is an online shop currently selling stash boxes (containers for keeping controlled drugs in) disguised as everyday objects to fool security at festivals. If you are doing searches it will be helpful to be aware of these items. The stash boxes are disguised as pens, batteries (called Duraball and recently featured in FHM as a must-have item at festivals) and lighters.

Here's how the vendor advertises their 'stash battery':

'The stash battery is a brilliant idea for hiding things away. Simply unscrew the base and pop what you want inside. You can then put the battery into an electronic device and it is perfectly stashed.'

So, these items will be hidden inside electronic items and you may want to check out the batteries in such devices if you suspect someone is carrying drugs. The lighters (the black one is called 'Slic') and pens are functioning items as well as stash containers and are designed to be difficult for security to spot.

Misuse of Drugs Act 1971

The main law relating to the possession, supply and trafficking of illegal drugs is the Misuse of Drugs Act 1971. The Act lists 'controlled' drugs and gives the penalties for supply and possession of each. Controlled drugs are classified A, B & C - class A drugs are seen as the most harmful and carry the highest penalties.

Penalties:

Unlawful possession:

Class A - up to seven years

Class B - up to five years

Class C - up to five years

Supplying:

Class A - up to life

Class B - up to fourteen years

Class C - up to five years

Knowingly turning a blind-eye to drug dealing on licensed premises is also an offence under the Licensing Act 2003. You must work within the law and prevent this happening on your premises. If the police suspect that dealing in Class A drugs is occurring in your premises they have the power to close the premises for up to 24 hours. The licence may ultimately be revoked (taken away from the licensee).

Drugs by Classification

Class A

Opium

Cocaine

Morphine

Crack

Ecstasy

LSD

Amphetamine if prepared injectable form

Magic mushrooms

Class B

Cannabis

Amphetamines

Mephedrone

Class C

Temazepam & Flunitrazepam (trade name Rohypnol) illegal to possess without a prescription

GHB

Ketamine

Street Names

Heroin: H, skag, brown, horse, gear, smack

Ecstasy: e, pills, doves, hug-drug, disco biscuits, xtc, M&Ms

Cannabis: blow, weed, draw, grass, hash, wacky backy, puff

Cocaine: coke, charlie, C, toot, snow, white

LSD: acid, blotter, dots, flash, micro dot, tab, strawberries

Mephedrone: MCat, Miaow, Meow meow, MC, bubbles

Crack: rocks, wash, stones, pebbles, base, freebase

Amphetamines: speed, uppers, whiz, sulph, dexies

Ketamine: K, special K, super K, vitamin K

Police Powers

Spotting Drug-Dealing & Drug Misuse in Your Venue

There are several signs which tell us that drug-dealing and drug misuse are happening in our venues so you need to be alert and monitor the behaviour of customers. When meeting and greeting your customers at the door, you can check for signs of drug misuse:

<u>Appearance of Customers</u>	<u>Behaviour of Customers</u>	<u>Drug Litter & Paraphernalia</u>
Dilated pupils/pinprick pupils	Giggling	Syringes/needles
Drunken appearance	Non-stop talking	Burnt tin foil/spoons
White marks/powder around nostrils	Dopey/vacant expression	Small self-seal bags
Excessive sniffing/runny nose	Non-stop dancing	Small bottles/vials
Red/watering eyes	Sudden fright/tearfulness	Razor blades/plastic cards
Sudden cold-like symptoms	Non-stop drinking of soft drinks/water	Cardboard filters/torn Rizzla packets
Twitching arms & legs		
Excessive energy		

Spotting Drug-Dealers

Look out for:

- A person/people being very popular in the venue.
- Frequent visits to the toilet sometimes with other people.
- Customers who stay for a short time & don't drink or pay attention to the entertainment or what is going on in the venue.
- Secretive/sly/shifty behaviour
- Information from other customers or staff - often the cleaning staff may tip you off to suspected drug misuse, for example in the toilet area.
- Money changing hands between customers.

Comply With The Misuse of Drugs Act 1971 to Avoid Prosecution

The only people who are legally allowed to possess controlled drugs while carrying out their duties are police officers. You must always act within the law and your venue's policy and you should never:

Put drugs in your pocket, even for a short time as you could face prosecution - if you are busy, get cover from a colleague so that you can report and record the drugs straight away.

Take any controlled drugs outside the premises - report and record what you have found or seized straight away.

Ignore drug-taking/dealing - you have an obligation to prevent drug taking and dealing in your venue.

Allow suspected drug-dealers into your venue - they should be refused entry to your venue.

Act on your own in a situation involving drugs - you need to protect yourself against possible allegations and/or prosecution.

If You Find Drugs in Your Venue:

Call a manager immediately & show them what you have found (don't move anything until s/he arrives at the scene).

Go with the manager to a secure office.

Count the drugs (using latex gloves) and place in a sealed bag (or sealed envelope if a bag is unavailable).

Label and date the contents.

Place in a secure cabinet or safe.

Call the police and hand the drugs over against a receipt.

Report & record.

Finding Drugs on a Customer

You need to ensure two staff are present for searching to protect yourself against potential allegations.

Search in a secure area if permission is given by the customer (If permission is refused, eject the customer & give details/evidence/CCTV footage to the police). Remember you have no legal right to search anyone and you must ask for their permission before you search them.

Any items found in a search should be kept in sight of the customer and door staff until stored (follow previous procedure on finding drugs in your venue).

You may have to arrest the customer (call the police and hand the customer and evidence over to the police).

Report and record the incident in the duty register.

Customers Suffering From The Effects of Drugs

Take the customer to a cooler/quieter area.

Ask his/her friend/s for their co-operation (try to find out what they have taken).

Inform the manager who will decide on what action is to be taken - they may call for medical assistance and/or the police.

Do not offer coffee - coffee is a stimulant.

Never evict a person who is suffering from the effects of drugs or alcohol (remember your duty of care under the Health & Safety at Work Regulations 1974).

If the customer has had their drink spiked they will require medical attention.

If the Class C drugs GLB or GHB are linked to drug-assisted sexual assault, this is an offence under the Sexual Offences Act 2003 and is punishable with up to ten years imprisonment.

Health & Safety Handling Drugs and Drug Litter

You need to protect yourself from risk of infection when handling drugs and drug litter. There is a risk of HIV and hepatitis when handling syringes, needles and anything contaminated with blood or bodily fluids.

Dispose of contaminated waste (anything contaminated with bodily fluids) by flushing it down the toilet.

Syringes can be placed in an empty bottle until they can be disposed of safely in a sharps box (never in the domestic rubbish as this could injure someone else) or handed to the police if they are evidence.

You may need to wear needle-proof or latex gloves to protect yourself when dealing with risks (such as HIV and hepatitis) associated with drugs, drug litter and contaminated waste.

You may choose to get a hepatitis jab from your GP to give yourself additional protection. If you do this, you still need to protect yourself from risks - don't be complacent.

Venue.....

Date.....

Toilet	Time	Condition-Poor	Condition-Fair	Condition-Good	Problem? (if nil, record N/A)	Action Taken? (if check only please tick)	Actioned By: (initials)
Ladies							
Gents							
Ladies							
Gents							
Ladies							
Gents							
Ladies							

**Drugs/Weapons –
 Removal/Collection Record**

Venue.....

Time/Date	Items Removed	Removing Police Officer's Name	Collar Number	Signature

Manager's Signature.....

Staff Training Record

Employee's Name	Position Held
------------------------	----------------------

Date	Training Received	Staff Member's Signature to show their understanding	Manager's Signature

Premises Search Policy

Name and address of premises:

Name of premises licence holder:

Name of designated premises supervisor:

1. This policy applies in relation to the searching of patrons in these premises.
2. The responsible person in the policy is one of the following:
 - Premises licence holder
 - Designated premises supervisor
 - A person aged 18 or over who is authorised to allow the sale or supply of alcohol by someone under 18
3. **The premises will be checked on a daily basis using an established opening up and closing down procedure.**
4. **All bar and toilet areas and any outside areas will be checked to ensure that everything is in good order, that it does not pose a safety issue to staff or customers and that any suspicious items found on the premises will be notified to the appropriate authorities.**
5. **The responsible person identified above will ensure that staff are made aware of the existence and content of this policy.**

Signed _____
 Post held _____

Section A: Prevention of Crime and Disorder

Thefts/Burglary

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

- **Premises must have a clear anti-theft strategy in place to protect both customers and premises.**
- Must provide evidence of a lost/found property recording system and the secure storage of the items found.
- Staff training must be provided regarding crime prevention awareness and should be documented.
- Must have an alarm or other security measures to protect the premises when empty.

Anti-Theft Policy

Name and address of premises:

Name of premises licence holder:

Name of designated premises supervisor:

1. This policy applies in relation to the prevention of and dealing with theft on this premise.
2. The responsible person in the policy is one of the following:
 - Premises licence holder
 - Designated premises supervisor
 - A person aged 18 or over who is authorised to allow the sale or supply of alcohol by someone under 18
3. **Each member of staff is responsible for ensuring that theft of belongings from staff or customers does not arise through any of their own actions.**
4. **If a customer reports a theft to a member of staff, s/he should notify the responsible person immediately, together with door supervising staff and the police if necessary.**
5. **Any property found or left on the premises must be logged onto the Lost Property Register and the responsible person must be notified immediately.**
6. **If a wallet, purse or other money is found on the premises it must be logged onto the Lost Property Register (preferably with another staff member present) and the responsible person must be notified immediately.**
7. **All lost property should be stored in an agreed, secure place.**
8. **The responsible person identified above will ensure that staff are made aware of the existence and content of this policy.**

Signed _____
Post held _____

Lost Property Register

Venue.....

Date	Property Description	Identification	Collect Date	Collector's signature and details	Police Collect Date

Manager's Signature.....

Section A: Prevention of Crime and Disorder Disorder

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

- **Premises must provide documented evidence of the policy in place for preventing and dealing with disorder and managing conflict.**
- Staff training should be provided in relation to preventing disorder/ conflict management. Training records should be signed and maintained.
- Must follow a clear procedure for documenting ejection of customers or refusal of entry.
- There should be a clear policy in relation to any weapons discovered which should be documented, bagged and securely stored. Police must be contacted to collect.

Disorder Policy

Name and address of premises:

Name of premises licence holder:

Name of designated premises supervisor:

1. This policy applies in relation to the prevention of and dealing with disorder and managing conflict on this premise
2. The responsible person in the policy is one of the following:
 - Premises licence holder
 - Designated premises supervisor
 - A person aged 18 or over who is authorised to allow the sale or supply of alcohol by someone under 18
3. **Each member of staff is responsible for ensuring that disorder and conflict does not arise through any of their own actions.**
4. **If disorder does arise each member of staff should notify the responsible person immediately, together with door supervising staff and the police if necessary.**
5. **Each member of staff should familiarise themselves with the content of the Managing Conflict and Aggression leaflet produced by the Health Improvement Team, Ceredigion County Council**
6. **The responsible person identified above will ensure that staff are made aware of the existence and content of this policy**

Signed _____
Post held _____

Venue.....

Date/Time	Brief Description	Accident/Incident/Theft Please note A, I or T	Incident Form Number (if applicable)	Police Called? Yes/No

Door Supervisor's Signature:	Date:
Manager's Signature:	Date:

Example of a poster that can be displayed in a venue:

IMPORTANT NOTICE

Drunken, violent or quarrelsome behaviour is not allowed on these premises.

Anyone who behaves in this manner will be removed and if necessary the police will be called.

Section B: Public Safety

Premises Issues

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

- Premises must have facilities for dealing with First Aid emergencies.
- Must have evidence of a documented accident recording system.

Capacity Log Book

Date.....

Start Session Checks	Completed?
1. Fire escapes unlocked and cleared to route end	
2. Door supervisors sign in.	
3. Door supervisors wearing registration badges.	
4. If venue open on arrival occupancy head count.	
5. Any special instructions delivered to staff.	
6. Any new starters shown around venue	

Verified by:	Print Name:	Signature:
Manager:	Print Name:	Signature:

Accident Log

Venue.....

Date/Time	Brief Description	Accident Form Number (if applicable)/RIDDOR	Ambulance Called? Yes/No	Police Called? Yes/No	Staff Member's Signature

Manager's Signature:	Date:
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Occupancy Level Record:

Time	Count	Initials	Total in	Number refused
19:00				
19:30				
20:00				
20:30				
21:00				
21:15				
21:30				
21:45				
22:00				
22:15				
22:30				
22:45				
23:00				
23:15				
23:30				
23:45				
00:00				

Occupancy count at shift start:	
Max occupancy during night:	
Manager's Signature:	

Section B: Public Safety

Public Security

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

- Management should attend an Operation Argus when held by police (For more details please contact your licensing team).
- To implement any counter terrorism protective security measures as required by Operation Argus.

Put your building evacuation plan in here.

Section B: Public Safety

Glass

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

- A glass collection policy must be in place, with designated staff given responsibility for this task.
- Must provide evidence of effective spillage and broken glass policy.
- Venues should consider using polycarbonate, disposable plastic or strengthened materials for all beverages. These should be Crown or CE marked.
- There should be no open bottle bins or skips in or near public areas. They should be secured at all times.
- Perimeter checks should be made outside the venue for any glasses or bottles.

Glass Collection Policy

Name and address of premises:

Name of premises licence holder:

Name of designated premises supervisor:

1. This policy applies in relation to the sale or supply of alcohol on these premises.
2. The responsible person in the policy is one of the following:

- Premises licence holder
- Designated premises supervisor
- A person aged 18 or over who is authorised to allow the sale or supply of alcohol by someone under 18

3. Staff serving alcohol on the premises must ensure that empty or left glasses or bottles are removed from the bar's surface immediately after the patron leaves the area.
4. Staff must clear tables of glasses, bottles, plates, cutlery etc as soon as practicable as patrons vacate that table and no longer than 5 minutes after a table is vacated.
5. The responsible person identified above will ensure that staff are made aware of the existence and content of this policy.

Signed _____
Post held _____

Section B: Public Safety

Fire

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

- All staff received fire awareness training and has full knowledge of the evacuation procedures. Training should be documented.
- All premises **MUST** have a fire Risk Assessment in place and subject to review at least every 12 months. Documentary evidence must be provided.
- Venues must have a fire detection or warning system in place. Documented evidence must be provided.
- All equipment must be inspected and serviced annually. Fire extinguishers should be of the appropriate type and be correctly maintained.
- Fire exits must be free from obstruction and well lit at all times
- Premises must have documented individual evacuation procedures for fire and bomb evacuations.
- If the premises has an alarm system, it should be in good working order and be tested regularly with up to date records kept.
- Must provide evidence of daily pre-opening check list being carried out.
- Fire and evacuation drills should be carried out with records kept.

Section B: Public Safety Transport

The information **highlighted in red** covers the essential elements. Each venue should be able to prove compliance on 100% of these elements in order to become accredited.

- Provide/displays information to customers with regards to accessing taxis and public transport.
- Provides active assistance to customers by providing a free taxi phone service.
- Provides a safe waiting area for customers to wait for taxis or other transport.

Section C: Prevention of Public Nuisance Noise & Disturbance

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

- **Venues offering regulated entertainment must have a 'noise' policy during operational hours.**
- The venue should have a clear dispersal policy relating to customers leaving the venue to prevent noise nuisance.
- Deliveries, servicing etc. should be carried out with consideration given to neighbours.

Noise Policy

Name and address of premises:

Name of premises licence holder:

Name of designated premises supervisor:

1. This policy applies in relation to the maintenance of acceptable noise levels on these premises.
2. The responsible person in the policy is one of the following:
 - Premises licence holder
 - Designated premises supervisor
 - A person aged 18 or over who is authorised to allow the sale or supply of alcohol by someone under 18
3. **This establishment will take every precaution to ensure that customers leaving the premises do so quietly and in an orderly manner.**
4. **This establishment will display posters e.g. the 'Sshhh' poster at exit points, reminding customers to keep noise levels down.**
5. **Staff will ensure that doors and windows are shut at the agreed time of ... pm.**
6. **Staff will ensure that music is played only at the level set by management.**
7. **Music levels will be turned down thirty minutes before closing ensuring that music with a slower beat (which is more relaxed) is played.**
8. **The responsible person identified above will ensure that staff are made aware of the existence and content of this policy.**

Signed _____
Post held _____

Section C: Prevention of Public Nuisance Community Engagement

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

- Provision of facilities for disabled customers.
- Is an active member of the Lambeth Business crime reduction Partnership (BCRP) and show regular use of radio and intranet systems.
- The venue should be a member of 'PubWatch' or other recognised partnership / crime prevention group.
- The venue should be involved in a suitable community initiative. (Schools Project, Street Pastors etc).
- Sports and Charity events.

Section C: Prevention of Public Nuisance Litter/Waste

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

- **No smoking signage.**
- Venues should clear the surrounding area of litter from the premises i.e. flyers, plastics etc.
- Manage smoking areas effectively.

Section D: Protection of Children from Harm

Protection of Children from Harm

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

- All venues must provide documentary evidence of operating an age verification policy and evidence that procedures are followed.
- All staff should be trained in age related issues to a recognised standard (Written records signed by trainer and trainee).
- Only accepting photographic driving licences, passports and PASS cards as proof of age.
- Must provide evidence of posters or other materials which display appropriate warnings against underage drinking or stating that proof of age may be required.
- Incorporate the 'Challenge 25' policy within the age verification policy.
- Have a documented procedure for dealing with fake I.D. (is it seized, stored and how is it dealt with).
- All venues should have passed all test purchase operations.
- All areas of the premises should be monitored to prevent age/alcohol related offences.

Age Verification Policy

Name and address of premises:

Name of premises licence holder:

Name of designated premises supervisor:

1. This policy applies in relation to the sale or supply of alcohol on these premises.
2. The responsible person in the policy is one of the following:
 - Premises licence holder
 - Designated premises supervisor
 - A person aged 18 or over who is authorised to allow the sale or supply of alcohol by someone under 18
3. **Staff serving alcohol on the premises must require any individuals (who appear to them and/or the responsible person to be under the age of 18 years) to produce an acceptable proof of identification bearing their photograph, date of birth and a holographic mark.**
4. **Examples of appropriate identification include:**
 - a passport
 - a photo driving licence
 - a proof of age card carrying the PASS hologram
5. **The responsible person identified above will ensure that staff are made aware of the existence and content of this policy.**

Signed _____

held _____

Acceptable Forms of ID

The only acceptable forms of ID are:

1. A passport
2. A photo driving licence
3. Proof of Age cards which carry the PASS hologram.

The Proof of Age Standards Scheme (PASS) is a national proof of age scheme endorsed by the Home Office, ACPO (Association of Chief Police Officers), SIA (Security Industry Authority) and TSI (Trading Standards Institute). Accepting a PASS hologram card which carries the bearer's image and acceptable date of birth is **due diligence**. Visuals of all PASS accredited schemes can be found on the PASS website at www.pass-scheme.org.uk under Card Issuer Information. The 4 national PASS schemes are reproduced here and there are 15 regional schemes too, but all carry the PASS hologram.



Age Verification Calculator

Don't Try To Guess Their Age!

A handy table to help you calculate someone's age from their year of birth
BUT if you suspect someone of being under-age DON'T SELL.

Always ask for proof of age.

Year of Birth	Age in 2012	Age in 2013	Age in 2014
1990	22	23	24
1991	21	20	23
1992	20	21	22
1993	19	20	21
1994	18	19	20
1995	17	18	19
1996	16	17	18
1997	15	16	17
1998	14	15	16

Remember:

If you have a licence to sell age restricted goods then you and your staff have legal responsibilities.
You could lose your licence or your job if you sell illegally.

Refusals Register

Venue.....

Time/Date	Description of Individual	Proof of Age Produced?	Comments	Staff Initials

Manager's Signature.....

Staff Training Record

Employee's Name	Position Held

Date	Training Received	Staff Member's Signature to show their understanding	Manager's Signature

Prevention of Under Age Sales

Each member of staff reads and signs log before they start their shift

Employee's Name	Position Held
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Don't try to guess someone's age. If you think someone looks younger than 21 then you must ask for proof or age. The only acceptable forms of proof of age are: passport, photo driving licence or a PASS accredited proof of age card. You may lose your job if you sell alcohol to someone who is under the age of 18 and this pub may lose its licence.

Date/Time of Shift		Staff Member's Signature to show their understanding
	Don't try to guess some -one's age.	
	Don't try to guess some -one's age.	
	Don't try to guess some -one's age.	
	Don't try to guess some -one's age.	

The following are items of best practice that venues should take into account.

Alcohol Promotion Policy

It is considered good practice not to promote alcohol sales that encourage patrons to purchase more than one drink at a time.

There should be marketing of soft drinks to designated drivers.

Alcohol promotions only provided when linked to the consumption of food.

Search Policy

Late night premises should consider making the searching of all patrons mandatory prior to entry.

Premises should consider the use of hand held metal detectors.

Venues should have their own documented policy in relation to searching.

Regular searching update for all staff, identifying hot spots for disposing of illegal/stolen items.

Capacity

Venues must manage their capacity effectively. The capacity levels should be recorded in a front of house diary.

Venues should use the 'comfort factor' to manage capacity.

CCTV

It is considered best practice for all premises to have an operational CCTV system in use at all times.

It is preferable for the system to be recording in real time and on hard drive with the availability to copy disks for agencies such as the police. Ideally all recordings should be retained for 31 days.

There should be a trained member of staff available to operate the system on duty whenever the venue is open.

If there are designated routes for ejecting patrons, these should be monitored by cameras.

You may consider using an audio-visual facility at the front door and/or head cameras.

Mapping systems should be used to identify hot spots within the premises. This may be a floor plan showing blind spots.

Lost and Found Property

There should be a separate recording system for both which allows managers to cross-reference.

Found property should be disposed of in a manner that is auditable and open to scrutiny.

Valuable property should be handed in to police as soon as possible after being found.

Passports must be handed in to the passport office if found.

Property patrols, managed cloakrooms and toilet attendants are examples of good practice in this area. Consideration should also be given to the display of crime prevention posters.

You should consider use of anti-drink spiking devices.

Staff should have an awareness of the early signs of aggression and there should be clearly defined procedures in place for early intervention.

A clearly worded policy stating when to call door staff, the management or the police is considered best practice.

Early police involvement should be considered and the autonomy for staff to contact the police should not be restricted.

All managers should be trained to a higher standard with recognized conflict management training.

Risk Assessment

Full Risk Assessments MUST be carried out for all employees, including temporary posts.

Incident Management

There should be a documented policy to deal with all types of incidents and when to contact emergency services.

Premises should record all incidents.

The front of house diary may be used for recording details of any incident.

All ejections should be recorded. If the intervention of door staff to remove a patron is required, this should be recorded in detail.

A record of refusals and the reasons for refusal should be kept; the front of house diary can be used for this recording.

The duty manager should be aware of all interventions and sign the relevant entries.

All management and staff should possess a good knowledge of what is required by the emergency services when attending their premises.

Basic training should be given with regard to crime scene management and the role of the police.

A documented policy in relation to evacuation procedures and dealing with suspect packages should be in place. (As per op Argus)

An appropriately stocked grab bag should be in place.

Lighting

The use of dimmed or bright lighting should be considered to affect the mood of customers at the conclusion of permitted hours.

First Aid

First aid boxes must be available and maintained with sufficient stock.

Most staff should be trained to a basic first aid standard with managers trained to a higher recognised qualification. A first aider should also be on duty at all times.

You may wish to consider supplying defibrillators in your premises with staff fully trained in their use.

General Safety

The building should be in good condition and a policy should be in place to deal with drink and other liquid spillages.

Venues should notify police or the council of any special events.

A Risk Assessment should take place prior to an event.

Neighbours and local residents should be consulted prior to an event being held.

The DVD 'Operation Fairway' should be shown to all staff (Please speak to BBN organisers for availability)

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

PROMOTIONAL MATERIAL SUPPORT

To help you promote your participation in the Clapham Best Bar None Scheme 2016, you will be sent a copy of the Clapham Best Bar None logo for use on your company website and any other promotional material you want to create to promote your business.