

HARROW BEST BAR NONE APPLICATION PACK 2016

Introduction

Best Bar None (BBN) is a national award scheme supported by the Home Office and aimed at promoting responsible management and operation of alcohol licensed premises, leading to an enhanced customer experience.

Locally, it is supported by Harrow Council, Harrow Police and the Harrow Business Improvement District. It is also supported by The Harrow, Trinity bar, Pinner Arms, Queens Head and the Beer Asylum.

Best Bar None maintains and raises standards and rewards good management of those venues that attain the Award through active partnerships between the industry, local authorities and the police.

The Awards are based on core national standards with local flexibility to ensure they address local needs.

Assessment of licensed premises will be carried out by competent, impartial assessors, who will ensure consistency of approach. The assessment criteria are clear and straight forward, with a minimum of bureaucracy and with constructive feedback provided to all entrants.

Who can enter?

- ❖ Pubs
- ❖ Bars
- ❖ Late bars/Nightclubs
- ❖ Restaurant/bars

Background

Harrow is one of the safest Boroughs in London, with low crime rates and with a diverse range of pubs, bars and restaurant/bars. The licensed trade has suffered over years from a negative image of alcohol-related crime and disorder that is often not backed up in reality. Best Bar One is an opportunity to show to customers and neighbours that your premises are safe, well run places to be.

Why BBN?

The aim of BBN is to reduce alcohol related crime and disorder by building a positive relationship between the licensed trade, police and local authorities. It reduces the effects of binge drinking as well as improves the knowledge and skills of enforcement and regulation agencies, licensees and bar staff to help them responsibly manage licensed premises – and demonstrating those standards to existing and new customers.

The process of becoming recognised by BBN includes meeting minimum standards and culminates with a high profile award night with category winners and overall winner. Responsible operators are recognised and able to share good practice with others.

It can also highlight how operating more responsibly can improve the profitability of an individual business and attractiveness of a general area.

BBN is operating successfully in many towns and cities across the United Kingdom with many reporting not only reductions in crime and anti-social behaviour, but also increased footfall and productivity.

Harrow Best Bar None is looking for the best:

- ❖ Pub
- ❖ Late night venue
- ❖ Restaurant/bar
- ❖ Harrow town centre pub (supported by the Harrow BID)

There will also be a cup awarded to the best overall venue.

What's in it for licensees/premises?

Often licensees will question why they should enter the scheme. There are numerous positives for premises that enter the scheme and are accredited:

- Acquiring BBN accreditation tells your customers that as a licensee and premise you are striving to provide the best service for them
- It tells your customers that you care and are working in partnership to make Harrow a safe place to visit
- You can use your BBN status to help promote your business
- Each premise entering BBN is contributing to a safe night time economy and promoting good relationships between the licensed trade, local authority and the police. It can also reduce the harmful effects of binge drinking on individuals using premises by serving responsibly
- The process of assessment can help licensed trade improve their standards for individual premises and the premises overall
- The assessment process is an opportunity for premises to identify how they can improve their practices, to receive an accreditation
- Responsible retailers are rewarded and able to share good practice with others
- The scheme improves the knowledge and skills of enforcement and regulation agencies, licensees and bar staff in order to deal effectively with issues relating to the responsible management of licensed premises
- It raises Harrow's profile as a safe place to enjoy a night out
- BBN is a nationally recognised award scheme

Promoting Best Bar None

Harrow Best Bar None is on Facebook, and we will list all accredited premises, category winners and runners up and the overall winner, including photographs of the awards ceremony.

You can help to promote the scheme if you use social media or in your advertising.

Who are the assessors?

The assessors will be from the scheme's organisers, who will have a detailed understanding of:

- ❖ the Best Bar None scheme
- ❖ Licensing, including licensing objectives and mandatory licensing conditions
- ❖ SIA Licensing
- ❖ Local partnership initiatives, between the police and local authority
- ❖ Undertaking a BBN assessment, what to look for and what makes a good assessment

The Assessment process

Once you have submitted your interest in the scheme by **31 November 2016**, two assessors will be allocated to your premises to make sure that the process is fair and thorough. You can decide which category you want to enter into (apart from the Harrow town centre pubs category).

A surgery is being organised during October for you to come and ask experts from the specialist fields – such as Environmental Health, Trading Standards and the police – about putting together any standards or policies you need.

Initially, the assessors may make an introductory visit and explain what is expected of you and how the scheme will progress through to the awards ceremony in spring 2017. The scheme will be fully explained and advice given on the essential requirements, including any written policies that will be needed.

Arrangements will be made to return at an agreed time between January and March next year to complete the assessment.

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.

What are you assessed against?

You will be assessed against the following themes:

Prevention of Crime and Disorder

Security
Drinks/Drunkenness
Drugs
Theft/Burglary
Disorder
Public Safety
Premises Issues
Public Security
Event control
Glass
Fire Safety
Transport

Prevention of Public Nuisance

Noise and Disturbance
Protection of Children from Harm
Safeguarding
Underage sales

Staff Training

Dealing with drunkenness
Dealing with Disorder
Drugs awareness
Crime prevention
First Aid
Fire
Underage sales
Conflict Management

All establishments must meet the essential criteria in order to gain BBN accreditation. Should premises not meet the essential criteria, feedback will be provided, to help them improve to meet the criteria for the following year.

Cost

There is no charge to enter the Harrow Best Bar None scheme.

All accredited premises will receive a high quality BBN plaque and are invited to attend the BBN awards ceremony next Spring. Please note **there is a charge for the awards ceremony if you wish to attend.** The charge for tickets covers the meal and awards for the evening.

How can premises improve their score?

You have access to the same assessment form that the assessors will be using to assess you.

Before the assessment, do an internal check on your premises to help you to tease out any weak areas. The assessment form should provide you with enough of an idea of what assessors are looking for and to be prepared.

It will be necessary for the assessors to be able to contact you in order to make the appointment for the assessment to take place.

For this reason, please try to ensure that there are at least two named contacts on the application form and stick to the date and time agreed – please note, it isn't the job of the assessor to chase you.

If the assessors have tried and been unsuccessful in being able to make an assessment, the assessment won't take place.

Check the assessment criteria on **page 6** to help prepare. If you don't have a policy, then you won't be awarded any points but advice will be given at the introductory visit.

Remember: It's your chance to show off what you have to offer during the assessment.

For more or advice, contact the licensing team at Harrow Council via licensing@harrow.gov.uk or on 0208 424 7667.

Scoring Booklet – On Licence

Applicants Details		
Applicant Name:		
Premises Name:		
Operating Company:		
Address:		
Classification:		

Scoring Totals - Assessments are based on three types of criteria	
Essential - must score 100% to be awarded	

Desired - a level at which BBN accredited venues should aspire to		
Bonus - bonus points for evidenced best practice		
Total Score:		
Accredited (100% of essential criteria met. This includes meeting All of the training criteria)	YES []	NO []
<p>Note to Assessors</p> <p>One point should be awarded for each completed answer. Assessors are however, encouraged to award extra points at their discretion in any section (E, D or B) should they feel this is warranted.</p> <p>There are a few suggestions in the document where extra points may be awarded. These are only suggestions, the decision to award extra points is left solely to the discretion of the assessor.</p>		

Section A - Prevention of Crime & Disorder			Points
E1	Must provide evidence of regular security reviews (written evidence required).		
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.		
E3	Describe your policy on searching patrons.		
E4	Must have an incident book and record each incident.		
E5	Venue must have Employers / Public Liability Insurance.		
E6	Must ensure that any security company employed by the venue has adequate insurance cover.		
D7	The data captured on a digital CCTV system is retained for a period of 31 days and is readily available on request from the police at all times during operational hours.		
D8	There is a responsible person who is able to provide that data to the police upon request.		
D9	Mapping system used to identify hot spots within the premises.		
D10	All Staff are easily identified, e.g. use of tabards, uniforms, high vis garments etc.		

Section A - Prevention of Crime & Disorder			Points
D11	Can demonstrate that information of persons ejected / barred e.g. door log / online scheme, is shared with all staff.		
D12	Where door staff are not required at licensed premises, venue management and staff are trained in counter terrorism. (Bonus points for evidence)		
D13	Staff are aware of their duty of care for vulnerable people who are suffering adversely from alcohol or drug consumption and know what they should do. (Bonus points for evidence)		
D14	Door company registered as an SIA Approved Contractor.		
B15	Evidence of security briefings.		
B16	Any additional security measures in place (e.g. metal detectors, door arches, ID scanners, breathalysers, panic buttons etc).		
B17	Door staff attend regular security / licencing meetings.		
E18	Describe policy to prevent and deal with drunkenness.		
E19	Must provide evidence of compliance to the mandatory code in relation to drinks promotions and availability of smaller measures.		
D20	Takes practical steps to discourage drink driving.		

Section A - Prevention of Crime & Disorder			Points
D21	Consider the impact of drinks promotions e.g. risk assessment. (Bonus points for evidence)		
B22	Uses info / leaflets / publicity to inform customers and employees about behaviours associated with alcohol / drunkenness (e.g. drink spiking, sexually transmitted diseases etc).		
B23	Has clear alcohol unit content information available to customers.		
B24	Displays Drinkaware or similar materials such as unit information, "Why let good times go bad?" point of sale materials etc.		
B25	Information is available to customers about alcohol advice services.		
B26	Provides anti drink spiking devices.		
E27	Clear policy regarding safe disposal of drugs.		
E28	Has a proactive approach to preventing drug use including evidence of regular toilet monitoring, controlling flat surfaces etc.		
E29	Must provide evidence of a clear policy on prevention of illegal drug use and supply on the premises.		

Section A - Prevention of Crime & Disorder		Points
B30	Displays customer information with regards to drug misuse.	
E31	Must provide evidence of a lost property recording system or locked box / cupboard.	
D32	Private areas are kept locked and secured when premises are open.	
D33	Has a clear anti-theft policy. (Bonus points for evidence)	
B34	Have additional anti-theft measures in place (e.g. bag hooks, mirrors etc).	
E35	Must provide evidence of policies in place for preventing and dealing with disorder, weapons, managing conflict and recording incidents. (Bonus points for evidence)	
D36	Clear procedures are in place for determination and preservation of crime scene and witness details until police arrive. (Bonus points evidence of annual review)	
B37	Are aware of additional initiatives such as street marshalling, night angels, street pastors etc.	

Section B - Public Safety			Points
E38	Undertakes full building check prior to opening to the public and prior to closing for security threats, drugs and lost property.		
E39	Manages external areas effectively (e.g. drinking, smoking, noise, litter etc).		
E40	Must provide evidence of a written accident recording system.		
E41	Can demonstrate how they manage capacity, including outside areas.		
D42	Has one first aider with access to an adequate first aid kit on duty at all times.		
B43	Provides a first aid room / quiet area to assist injured persons.		
B44	Uses comfort factor to manage capacity, e.g. venue capacity is 200, and policy is 160.		
E45	Must provide evidence of a procedure for building evacuation in the event of an emergency.		
D46	Effective queue management to deal with potential disorder when entering premises.		
B47	Conducts regular evacuation training exercises for fire, bomb scares etc.		

Section B - Public Safety			Points
D48	Notifies the police / other agencies of any special events.		
D49	Consults with neighbourhood businesses / residents prior to event taking place.		
D50	Undertakes a formal risk assessment prior to an event and puts appropriate measures in place. (Bonus points for written evidence)		
E51	Must provide evidence of an effective glass collection policy inside and outside, including perimeter checks.		
E52	Must provide evidence of effective spillage and broken glass policy.		
D53	All bottle skips or bins in public areas within the vicinity of the premises to be secured / locked.		
D54	Has measures in place to prevent patrons leaving the premises with glasses / bottles.		
D55	Uses alternative to glass for special events or drinks that are taken outside where risk assessed.		

Section B - Public Safety			Points
B56	Voluntarily makes use of polycarbonate, i.e. not a licence condition.		
B56	Voluntarily makes use of polycarbonate, i.e. not a licence condition.		
E57	Must provide evidence of a written fire safety risk assessment which has been completed or reviewed in the last twelve months.		
E58	Must have an adequate fire detection warning system in place.		
E59	Fire exits must be free from obstruction and well lit at all times.		
E60	Must provide evidence that all fire safety checks are documented.		
E61	Must provide evidence of fire equipment being inspected / serviced annually.		
E62	Must provide evidence of annual fire evacuation training exercises. (Bonus points awarded for extra training sessions)		

Section B - Public Safety			Points
D63	Provides / displays information to customers with regard to accessing taxis and public transport.		
B64	Provides active assistance to customers by providing a free taxi phone service.		
B65	Provides a safe waiting area for customers to wait for taxis or other transportation.		

Section C – Prevention of Public Nuisance			Points
E66	Can provide evidence of a risk assessment for 'noise' at work.		
E67	Can describe close down and dispersal policy.		
E68	Must provide evidence of a noise nuisance policy.		
D69	Glass disposal is carried out with thought to surrounding neighbours.		

Section C – Prevention of Public Nuisance			Points
D70	Is a member of 'Pubwatch' or other recognised partnership / crime prevention groups. (Bonus points for evidence)		
B71	Where appropriate is involved in a suitable community initiative (Schools Project, CDRP, Neighbourhood Watch etc).		

Section D – Protection of Children from Harm			Points
E72	Must provide evidence of a robust proof of age verification policy and evidence that procedures are followed at all times.		
E73	Must provide evidence of current posters stating that proof of age may be required e.g. Challenge 21. (Bonus points for Challenge 25)		
D74	Clear policies and procedures specific to the protection of children are in place e.g. risk assessments.		
D75	Provides customers with the opportunity to apply for proof of age cards e.g. PASS.		

Section D – Protection of Children from Harm			Points
D76	Actively monitors all areas to prevent age / alcohol related offences.		
Section E – Training			Points
E77	<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 • First Aid • Fire and use of fire equipment • Security / Counter Terrorism • Underage Sales / Proxy Sales / Responsible Alcohol Retailing • Conflict Management 		
D78	Supports and records staff achievements in accredited qualifications.		

Section F – General Comments

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