



**DONCASTER  
BEST BAR NONE**

**AWARDS SCHEME**

**APPLICATION GUIDE**



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## **INTRODUCTION**

You are invited to become involved in Doncaster's 'Best Bar None' Award Scheme this year. The scheme started in Doncaster in 2006 and following its immense success we have expanded the area covered by Best Bar None borough wide and you now fall within this area.

Best Bar None was first introduced in Manchester in 2003 and has had great success in reducing alcohol related crime, violence and harm. Since then the scheme has been introduced in over ninety towns and cities nationwide with a similar success rate, visit [www.doncasterbestbarnone.co.uk](http://www.doncasterbestbarnone.co.uk) for more details.

This booklet summarizes best practice developed and identified within the licensed trade in Doncaster and is designed to help you to achieve an award this year. It aims to clarify the process, identify minimum standards and highlight best practice where it exists. The advice given is for guidance only and should be used to give you an idea of what the assessors will be looking for.

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.

**The benefits of Best Bar None throughout Doncaster include:**

- ΣΣ A borough that is not only safer but is perceived as being safer by visitors.**
- ΣΣ A borough that is even more vibrant.**
- ΣΣ A borough that has a more diverse range of evening attractions.**

**The above will be just a few of the benefits that Doncaster will see. You as a provider within the Evening Economy will reap the rewards from this by having increased footfall and turnover and also entry in a prestigious annual awards ceremony.**

**The Benefits you will receive from Best Bar None and the annual awards will include:**

- ΣΣ Recognition for raising standards.**
- ΣΣ Increased customer and staff safety.**
- ΣΣ Free training and support.**
- ΣΣ Premises reaching the standard will be able to use the Best Bar None logo and display a plaque, which states your position in the awards: Accredited, Category or Overall winner.**
- ΣΣ High profile advertising, sponsorship and coverage of the awards.**

The key elements in achieving Best Bar None are based on the four licensing objectives:

☒ The Prevention of crime and disorder.

☒ Public safety.

☒ The prevention of public nuisance.

☒ The protection of children from harm.

## ASSESSMENT PROCESS

Once you have applied for Best Bar None, a team of two trained assessors from various partner agencies will carry out an assessment. Each assessment lasts between one and two hours and consists of an evaluation of the procedures and processes in place within your venue.

Inspections are based on essential, desired and bonus criteria. Premises must achieve all of the essential criteria to attain accreditation.

The best three premises in each category are then presented to an independent panel of judges who decide on the category winners, runners up and overall winner.

There is an emphasis on evidence during the assessment process. It is not enough to say you take a particular action, it should be recorded.

Each key element is described in more detail below and are considered examples of good practice found within premises operating in Doncaster.

# APPLICATION GUIDELINES

## 1. DOOR POLICY

1. All premises should have a cohesive door policy with all staff aware of the type of clientele the venue wishes to attract. This is particularly important in premises that operate without the use of Door Supervisors.
2. Premises should consider a safe level of capacity. Consideration should be given to deliberately running below capacity to afford a comfort factor to your patrons.
3. Evidence suggests that when disorder occurs within premises, it is often due to overcrowding with factors being drink spillages, frustration caused by patrons being unable to obtain bar service and lack of personal space among others.
4. Door staff should wear easily identifiable uniforms with name badges.
5. Premises should give consideration to adopting a search policy as a condition of entry to premises if appropriate.

## 2. SECURITY BRIEFING AND REVIEWS

1. Consideration should be given to daily briefing and de-briefing of all staff. This may be informal but any problems identified should be recorded and action taken. This enables managers to improve working practice in a variety of areas.

2. A more formal regular security review should be considered and recorded should any actions/areas of concern be identified.
3. Membership of a Pubwatch should be a priority and any intelligence received should be shared with all staff.

### **3. POLICY ON DRUNKENNESS**

1. All staff should be trained with regard to their responsibilities under the Licensing Act 2003.
2. Premises have a duty of care to drunken customers. Premises should have a written policy detailing their 'duty of care' and how to deal with drunken customers and ensure that all staff are aware of it.
3. Drunken customers should not be left on their own or placed into a taxi without being in the care of a suitable person.
4. Consideration should be given to calling an ambulance or the police.
5. All staff should receive training on the effects of alcohol and how to spot the early signs of excess alcohol.

#### **REMEMBER -**

**It's an offence to serve someone who is drunk!**

#### **4. POLICY REGARDING DRUGS**

1. Premises should have a written drugs policy with a zero tolerance.
2. The policy should give strict, appropriate guidelines for staff to follow when drugs are either found or seized from customers.
3. There should be an audit trail, which protects the integrity of both the individuals concerned and the licensee, which should be available for inspection by police.
4. Staff training and drug awareness should be considered.
5. Appropriate signs should be displayed stating the venues zero tolerance policy to customers.

#### **5. ALCOHOL PROMOTIONS POLICY**

1. All venues must follow industry guidelines in respect of any drinks promotions.
2. It is considered good practice not to run drinks promotions that encourage customers to drink faster i.e. time limited offers.
3. There should be marketing of soft drinks and hot drinks for designated drivers.

#### **6. CRIME PREVENTION POLICY**

1. Premises should give consideration on how to prevent disorder, thefts and drug misuse within the venue. Walking the floor, trained glass collectors, toilet checks and toilet attendant are examples of good practice in this area.

2. Consideration should also be given to the prevention of crime. This may include the use of security lockers, crime prevention literature and other initiatives.
3. You should consider use of anti-drink spiking devices.
4. Staff should have an awareness of the early signs of aggression and there should be clearly defined procedures in place for early intervention.
5. A clearly worded policy, stating when to call Door Supervisors, the management or the police is considered best practice.

## **7. LOST AND FOUND PROPERTY**

1. There should be a separate recording system for lost and found property which allows managers to cross reference.
2. Found property should be disposed of appropriately and in a manner that is auditable and open to scrutiny.

## **8. RISK ASSESSMENTS**

Full risk assessments of all tasks should be carried out for all employees, including temporary posts and also for customers.

## **9. FIRST AID**

- 1. First aid boxes should be available and maintained with sufficient stock.**
- 2. It's good practice to have a qualified first aider on site at all times.**
- 3. Consideration should be given to a dedicated first aid room or quiet area.**

## **10. INCIDENT MANAGEMENT**

- 1. There should be a written policy on how to deal with and record all types' of incidents.**
- 2. All ejections should be recorded and where the intervention of Door Supervisors to remove a customer is required this should be recorded in some detail.**
- 3. It is also a good idea to keep a record of refusals and the reasons for refusal.**
- 4. The duty manager should be aware of all such interventions and should have signed the relevant entries.**
- 5. A copy of each incident log should be forwarded to head office where applicable.**
- 6. All management and staff should possess a good knowledge of what is required by the emergency services when attending their premises.**
- 7. Basic training should be given to management with regard to crime scene management and the role of the police.**

## **11. GLASS / BOTTLE COLLECTION POLICY**

- 1. The minimum standard is some form of glass collection policy with staff given responsibility for this task.**
- 2. Dedicated glass collectors should be considered. Multi tasking by glass collectors has advantages. They can use this to interact with customers and will be able to make an assessment of the levels of drunkenness and other possible areas of concern.**
- 3. There should be no open bottle bins in or near public areas.**
- 4. Having all products served or decanted into safety glass or polycarbonate has great advantages.**
- 5. To help the environment all glass from licensed premises should be recycled.**

## **12. FIRE SAFETY POLICY**

- 1. All venues must have a fire risk assessment carried out by a responsible person and reviewed within the last 12 months.**
- 2. All staff should have received fire awareness training and have knowledge of evacuation procedures.**
- 3. Any alarm system should be in good working order and be tested regularly with up to date records kept.**

4. Fire extinguishers should be of the appropriate type and be correctly maintained.
5. Staff should be aware of the different types of extinguisher in use on the premises.
6. Fire and evacuation drills should be carried out with records kept.

### 13. CCTV

1. Whilst not an essential element in the scheme, it is considered best practice for all premises to have an operational CCTV system in use.
2. It is preferable for the system to be in real time and on hard drive with the availability to copy disks for other agencies such as the police.
3. There should be a trained member of staff able to operate the system on duty at all times that the venue is open.
4. If there are designated routes for ejecting customers, these should be covered by cameras.
5. Licensees should ensure that CCTV systems are fully operational at all times.

### 14. DISPERSAL POLICY

1. The use of dimmed or bright lighting should be considered to affect the mood of customers at the conclusion of permitted hours.
2. Music volume should be reduced to an appropriate level along with music of a relaxed nature.

3. A safe and effective system should be in place to ensure patrons depart premises in a safe and orderly manner.
4. Consideration should be given to ensure the safe transport home of patrons and staff.

#### **15. GENERAL SAFETY**

1. All premises should have a written accident reporting system that complies with health and safety regulations.
2. The building should be in good condition and a policy should be in place to deal with drink and other liquid spillages.
3. A policy should be in place to effectively manage Smokefree legislation or customers using any other external facility.
4. Consideration should be given to effective management, risk assessment and recording of events that differ from normal day-to-day trading.

#### **16. AGE RELATED ISSUES**

1. Training for staff is considered essential and all staff should be trained in age related issues. A documented policy is considered best practice to evidence their understanding of the policy. There should not just be a reliance on door staff to refuse entry to those under age.

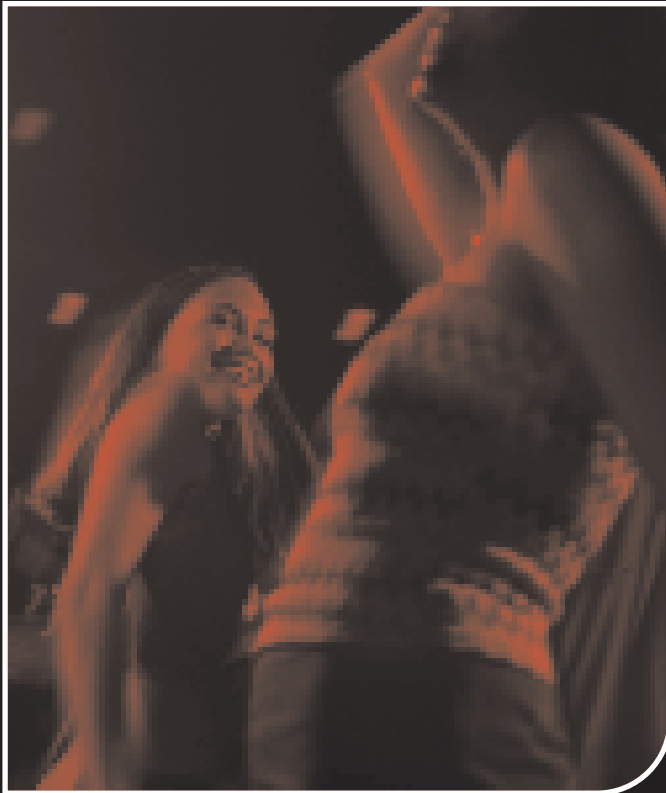
2. Consideration should be given to accepting only photographic driving licenses or passports and other recognized approved schemes as prove of age.
3. Many premises use a 'Challenge 21' policy as standard. This entails staff requiring proof of age from every customer apparently under the age of 21. Clear signage should be in use at the entrance.
4. Consideration should be given for staff to attend relevant courses.

## **17. STAFF TRAINING**

1. All staff should receive training in relation to alcohol related issues. This should include their responsibilities under the Licensing Act 2003 and also other health and safety issues.
2. Supervisors and managers should have received certification from an accredited licensing course.
3. All training should be logged and signed for by the recipient.
4. There should be refresher training to a recognized standard.

## CONCLUSION

The 'Best Bar None' Awards Scheme has the potential to assist a partnership approach to licensing and safety issues within Doncaster borough and will help to promote the positive side of the licensed trade. Being a part of that will help you set standards, which will be raised every year and encourage best practice.



# ALCOHOL KNOW YOUR LIMITS



If you have any queries  
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