

**ISLE OF WIGHT COUNCIL
&
HAMPSHIRE CONSTABULARY**

BEST BAR NONE



ACCREDITATION SCHEME



Best Bar None (BBN) is an accreditation and awards scheme for on-licensed premises. It aims to reward responsible operators who establish and maintain high standards of practice underpinned by the alcohol harm reduction strategy and the 2003 Licensing Act. It also seeks to help these bodies understand how they can reduce alcohol related crime and disorder, minimise the harmful effects of binge drinking, whilst improving the profitability of an individual business and attractiveness of a general area.

Essential to the assessment process is the application of the test of proportionality. When assessing a venue, an assessor must always be mindful of whether the scale and quality of policies and procedures in place at any one venue is proportional to its capacity, turnover, clientele and location.

The BBN tool kit sets out the 'essential' policies and practices that applicants **must** have in order to obtain Best Bar None accreditation.

Essential Criteria

Venues should assemble a **Policy Book, Folder or set of folders** that contains the following:

1. **Capacity**: Written considered policy re: management of capacity proportionate to the size of their venue and estimated capacity. Written Information that demonstrates that they have thought about the issue of capacity. Associated documents/tools can include:
 - Capacity log book
 - The use of clickers.
 - The use of a ticketing system to regulate capacity.
 - Till system to regulate numbers.



2. Security: Written information that demonstrates that the applicant is aware of security issues relevant to their premises and that they have thought about and have addressed these in a way proportionate to the size of their venue, capacity and clientele.

- Incident Log
- Details of Door Supervisors/Staff recorded.
- Security Review Record (DPS has identified a problem as a result of an incident or series of incidents, met with staff about it and identified solution to it).
- Accident Recording System (Incident Log)
- Accident Report

Drinks/Drunkenness: Written considered policy with regards to the consumption of alcohol proportionate to type and size of venue.

- Written information that demonstrates a responsible attitude towards the sale of alcohol – i.e. written directions about not serving people under the influence. Written directions about undertaking drinks promotions. Written directions regarding the sale of high strength alcoholic cocktails or multi-shot drinks containing four or more units of alcohol. Written instruction on the availability of non-alcoholic beverages.
- Written direction demonstrating a duty of care towards those people suffering ill effects of alcohol/drugs – i.e. written directions on what the venue will do to take care of people suffering adversely from alcohol/drugs.
- Signage that demonstrates that drunken people will not be sold alcohol.
- Signage encouraging the consumption of non-alcoholic beverages.



3. Drugs: Written considered policy stating that the venue has considered the issue of drugs/drug use in their venue; they 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 state what the venue will do if anyone is caught with drugs on the premises and how the drugs will be disposed of. It should also state what the venue will do to take care of people suffering adversely from alcohol/drugs.

Tools include:

- Zero Tolerance to drugs posters
- Toilet Check logs
- Search policy

4. Anti-theft Strategy: Written considered crime prevention strategy. The venue must demonstrate that they have considered what kind of crime could occur in their premises and outline what the venue does to protect its customers from crime. Tools may include:

- Bag clips under tables
- Mirrors
- Advice notices/signs or other material displaying anti-theft messages/strategies.
- DJ announcement scripts.

5. Alarm System: Venue must have a functioning alarm system, a secure staff area/managers office and secured window locks. The venue should be able to show that the alarm system is adequately maintained and serviced.

6. Disorder: Written considered policy on what the DPS/Staff do to identify disorder, what is done in the event of disorder and outlines what the venue does to prevent incidents of disorder. – i.e. what to do when



patrons start fighting; what the venue does to reduce the likelihood of patrons fighting. The policy must also outline what it does to care for any victims or injured persons following an incident of disorder.

7. First Aid: Venue has first aid box and has an available and appropriate room to use for first aid cases. Venue records first aid qualified staff and documents what is done to ensure that at least one is on duty at all times.
8. Glass Collection: Written considered policy regarding the adequate collection of glass. The venue should demonstrate the importance of glass collection and should set down what the venue does regarding glass collection proportionate to the size of the venue. The policy should consider and set out the following:
 - The person responsible for carrying out glass collection.
 - The number of glass collectors per number of customers.
 - The person responsible for monitoring glass collection and directing staff to collect glass.
 - Where glass is disposed of.
 - How often glass is disposed of.
9. Fire: Fire risk assessment **must** be completed and form part of the policy book. The venue should also maintain:
 - Fire equipment service logs
10. Building Safety: Written considered policy on the maintenance of the building, setting out how building safety is monitored, who has responsibility for monitoring the building, what is done to effect repairs to



the building or contents in an efficient manner.

Documents can include:

- Building Maintenance Log
11. Noise: Written considered policy on noise that is relative and proportionate to the surrounding area. The policy should set out what the venue will do to limit the impact on the community of (where applicable): noise emanating from the venue through open doors and windows during operating hours, noise emanating from outside areas (e.g. smoking areas/beer gardens), noise as a result of live or recorded music and customers making noise when leaving the premises. It should also outline who will take responsibility for this.
12. Protection of Children From Harm: Written strict policy in force at all times with regards to customers under legal age who may enter the premises and either try to buy or consume alcohol. The venue must set out what it does to ensure that people under legal age (a) do not enter the premises, (b) do not buy alcohol, (c) are provided with alcohol or (d) do not consume alcohol on the premises. The policy must also set out who will be responsible for ensuring that the policy is enforced. The policy should also set out the types of identification accepted by the venue as proof of age.
- Tools may also include:
- Posters/notices to customers situated behind the bar or at the entrance to the venue advising customers of the strict policy.
 - A policy of rigorously checking accepted forms of ID for those who appear to be under 21.
 - Staff training with regards to underage drinking.



Staff Training

Venues should assemble a **Booklet or Folder/Folders** that deal with **staff training**. Venues must be able to demonstrate what training actually consists of:

- 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.
- Date of any follow up/refresher training.

Training should be undertaken in the areas of:

- Drinks and drunkenness
- Drugs
- Crime Prevention (what staff can do to prevent offences of theft or other criminal offences from occurring in the venue)
- Dealing with incidents of disorder
- Fire – evacuation procedures, safety equipment
- Emergency procedures – including emergency evacuation
- Underage drinking – what the relevant law is, who is responsible, what action should be taken.