



Hackney Best Bar None Award Scheme

Off Licence
Guidance



**METROPOLITAN
POLICE**

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 **Hackney**

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How to use this Guidance

This draft Guidance sets out useful information about the Hackney Best Bar None Award Scheme (“the scheme”) for off licensed premises. This guidance is in no way intended to be a comprehensive breakdown of all the considerations that may apply in decision making. It merely seeks to share the essential principles and practises which will be adopted to ensure a consistent, proportionate, transparent and fair approach when assessing applications.

Any off licensed premises, applicant or otherwise, may wish to use this guidance to obtain information on good practise and responsible trading. This will also be available to assessors and to the general public.

It is advised that applicants read this guidance in conjunction with the Council’s Statement of Licensing Policy which provides detail on the types of measures licensing applicants are encouraged to apply where appropriate. Copies of the licensing policy are available from the Licensing Service or via the website at www.hackney.gov.uk/licensing.

1. What's it all about?

- 1.1 The Hackney Best Bar None Award Scheme has been in operation since 2006 in Haggerston and the Shoreditch Special Policy Area (SPA). The Scheme acknowledges and recognises the licensed trade's contribution to making Hackney a safe and professional environment in which to live, work, visit and socialise.
- 1.2 After the success of the Scheme with pubs, bars and clubs, Hackney Council, Hackney Police, London Fire Brigade and their partners (the "organisers") are extending the scheme by inviting the off-licensed trade within the Shoreditch SPA and Haggerston (the "application area") to participate.
- 1.3 The scheme builds on the Home Office recognised model of Best Bar None and seeks to establish a standard of operational excellence in Hackney's licensed premises. In doing so, the scheme recognises:
 - Good management practises
 - Customer care programmes
 - Safe drinking promotions
 - Prevention of crime and disorder practises
- 1.4 This award will be judged on the efforts that the licensed trade make to provide a safe and pleasant environment for their customers, as well as in reducing unnecessary problems for those who live nearby. The scheme is based on the licensing objectives, each holding equal weight, which are:
 - The prevention of crime and disorder
 - Public safety
 - The prevention of public nuisance
 - The protection of children from harm
- 1.5 The scheme is a comprehensive, yet locally flexible accreditation process that makes use of multi-agency inspection visits to licensed premises.

2. What's in it for you?

- 2.1 There are many benefits in getting involved:
- All premises accredited under the scheme will receive a plaque and/or certificate for public display
 - Possible discounted insurance packages to accredited premises
 - Improve your local reputation by being part of a scheme which has been developed nationally
 - The opportunity to prove your premises are run to a high standard
 - The chance to work with others towards the creation of a safer Hackney

3. Eligibility

- 3.1 Applicants may apply to take part in the scheme where they are:
- a) The Designated Premises Supervisor (“DPS”) of an off licensed premises situated within the application area;
 - b) The Premises Licence Holder of an off licensed premises situated within the application area; or
 - c) An employee of the off licensed premises who has been authorised by those individuals mentioned in either a) or b) above to take part in the scheme.
- 3.2 Applications will not be considered for accreditation where:
- The application form has not been submitted within the specified time period
 - There are pending prosecutions relating to the premises
 - A noise abatement notice or other enforcement notice has been served within 12 months of the scheme launch date
 - The premises are operating without the relevant licensing and planning permissions in place

4. How to apply

- 4.1 You will need to fill in an application form within the advertised timescales. Your application will then be followed by an arranged visit from two Best Bar None Assessors.
- 4.2 To be accredited, your application should demonstrate that you have appropriate policies and/or practices in place. You will also be required to prove that these policies and procedures have been shared with members of staff and that these have been recorded.

5. The essential criteria

- 5.1 Please don't think that because you cannot answer all the questions or that you haven't got the documents mentioned that you will not be accredited. However the following criteria are ESSENTIAL and must be met to achieve accreditation.

Top tip

For ease of reference you are advised to keep all your documents and materials together in one place. For example, you may want to create a staff training manual or incidents folder.

Ideally you should set up and maintain policies and/or procedures (possibly written documentation) which set out the following:

1. Crime prevention – to show how you prevent crime and learn from any incidents that may have arisen on the premises. For example by reviewing security arrangements and monitoring CCTV

2. Use of an alarm system, a secure staff or manager's office and secured window locks

3. An anti theft strategy. This should advise staff on the types of crime that may occur on the premises and the steps the venue has taken to protect its customers. This may include use of mirrors and notices

4. Staff training addressing the preservation of a crime scene until the Police arrive

5. Accident reports/ Incident logs/ Refusals book

6. Availability of a first aid box. You may employ staff qualified in first aid and record what is done to ensure that at least one first aider is on duty at all times

7. Staff training on dealing with drunkenness. This should demonstrate a responsible attitude towards the sale of alcohol for example, through displaying notices that state no customer shall be served where they are under the influence of alcohol or drugs

8. Avoid promotions such as “2 for 1” offers and selling inexpensive high strength alcohol

9. A fire risk assessment which includes fire action procedures. This may include a written policy on dealing with fires and ensuring that exits are kept free from obstruction and are well lit at all times

10. Building maintenance records to ensure that the building and contents are in good order at all times. This could set out how building safety is monitored, who is responsible for monitoring this and what is done to effect repairs to the building or contents in an efficient manner.

11. Measures taken to reduce noise. This should cover what the premises does to limit the impact on the community of noise emanating from the venue through open doors and windows during operating hours, and from customers arriving and leaving the premises. This could include details of who will take responsibility for this

12. A written policy on preventing underage sales which may include “Think 21”, and proof of age schemes (for example photo driving licence or accredited PASS card schemes). This should set out who will be responsible for ensuring that the policy is enforced. Tools may include:

- Posters/notices
- Photo identification proof of age schemes
- Staff training

13. Carry out a suitable and sufficient health and safety risk assessment (for example on manual handling and violence at work)

5.2 Your staff training manual should specify:

- the name of the staff member
- the date training was given
- the topic of training undertaken
- whether an examination has been set
- whether the staff member has passed the examination

5.3 You should provide staff training on:

- Crime prevention measures
- Drunkenness
- Dealing with disorder
- Fire safety
- Underage drinking
- Underage sales

6. Principles for decision making

- 6.1 The scheme encourages good, responsible practice throughout the licensed trade via a points-based accreditation process.
- 6.2 In order to meet the scheme's objectives, regard must be made to:
- The assessment criteria, as defined by the organisers; and
 - The four licensing objectives
- 6.3 No greater or lesser weight will be given to each of the licensing objectives and each will be treated with equal importance. However, the impacts of premises' activities on the objectives will be considered on a case by case basis.
- 6.4 Where appropriate, further credit may be awarded where assessors are satisfied that there is a higher standard of operation and innovative practice being implemented in the premises.
- 6.5 Points will be awarded on the principles of proportionality. Decision making will be fair and proportionate. Marks will be achieved where measures and systems are demonstrated and implemented to the satisfaction of the assessors depending on the nature, size and capacity of the premises. All such measures will be taken on their individual merits and on a case by case basis.
- 6.6 When assessors report their conclusions to the judging panel, the Panel will accredit and award premises where they deem it appropriate and where they are satisfied that:
- a. Since the launch date, no formal enforcement proceedings have been lodged against the premises
 - b. Accrediting or awarding the premises will not undermine the licensing objectives and

c. Accrediting or awarding the premises will not undermine the aims and objectives of the scheme

6.8 Following the accreditation of premises, if at any time the premises operate in such a way that would undermine the aims and objectives of the scheme, the organisers may at their discretion withdraw and revoke the accreditation. This may also be locally publicised by the organisers.

6.9 All decisions relating to the scheme are final and cannot be challenged.

7. Terms and conditions

7.1 By participating in the scheme, applicants will be signing up to the following terms and conditions:

1. Applicants must be either:

a. the Premises Licence Holder

b. the DPS or

c. an employee authorised by the Premises Licence Holder or DPS of the licensed premises situated within the stated application area.

2. Applications must be completed and returned to the organisers within the stated time limits.

3. All winning and accredited premises will be judged by a panel on the basis of the application received.

4. The judging panel's decision will be final and no correspondence will be entered into.

5. All winning and accredited premises will be announced when the application period is finished and in a manner described by the organisers.

6. Any prizes awarded are non transferable and there is no cash alternative.
7. At the time the awards and/or accreditation certificates are presented to the premises, the premises have reached the agreed accreditation standard. If the standard at the premises falls at any time, the awards may be withdrawn and revoked at the discretion of the organisers.
8. Receiving an award and/or accreditation certificate does not provide the premises with any immunity from prosecution for any offence. It is not a guarantee of the safety of the premises.
9. All awards, plaques and accreditation certificates remain the property of Hackney Police and Hackney Council.
10. The award winning premises do not represent an endorsement by Hackney Police, Hackney Council or any other authority supporting the scheme.

8. Contact us

For further information on this guidance, please contact:
Licensing Service, 263 Mare Street, London, E8 3HT
Tel: 0208 356 4931 david.tuitt@hackney.gov.uk

Other useful contacts:

The Chief Officer of Police
Hackney Licensing Unit, Hackney Police Station, 2 Lower Clapton Road,
London E5 0PA
Tel: 020 8217 3339 / 020 8217 3385 Fax: 020 8217 3372

The Fire Authority
North East Area Fire Safety (Regulation) Team, East Ham Fire Station,
210 High Street South, London E6 3RS
Tel: 020 8555 1200

The Local Planning Authority
Development Control Manager, Planning Department, 263 Mare Street,
London, E8 3HT
Tel: 020 8356 8061/8067

The Area Child Protection Advisor
Area Child Protection Advisor, Social Services Department, 205
Morning Lane, London, E9 6LG
Tel: 020 8356 6082

The Environmental Health Authority (Pollution and Environmental
Enforcement)
Head of Pollution and Environmental Enforcement, Pollution
Department, 28-33 Independent Place, Shacklewell Lane,
London E8 2HE
Tel: 020 8356 4589

The Environmental Health Authority (Health & Safety)
Head of Environmental Health (Health & Safety),
81 Downham Road, London N1 5TR
Tel: 020 8356 4911 email: environmental.health@hackney.gov.uk

Weights & Measures Authority
Chief Trading Standards Officer, 81 Downham Road,
London N1 5TR
Tel: 020 8356 4929

The Portman Group
7-10 Chandos Street, Cavendish Square, London W1G 9DQ
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