



Good Practice Guide

DIAGEO
PROMOTING RESPONSIBLE DRINKING

MOLSON *Coors* **★ HEINEKEN** **T**

MAX^X**IUM**
UK


Chivas Brothers
Pernod Ricard


POLICE
SCOTLAND
keeping people safe

 **SCOTTISH LICENSED** EST.1880
TRADE ASSOCIATION

 **Scottish Business**
Resilience Centre
Creating a secure Scotland for business to flourish in

 **SCOTTISH**
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

 **safer**
scotland
SCOTTISH GOVERNMENT



CONTENTS

| | | |
|---|--|-----------|
| ➔ | Welcome | 3 |
| ➔ | New – Social Media | 6 |
| ➔ | Section A Prevention of Crime & Disorder | 7 |
| | Capacity | 7 |
| | Management | 7 |
| | Security | 9 |
| | Drink / Drunkenness | 11 |
| | Drugs | 12 |
| | Theft | 13 |
| | Disorder | 13 |
| ➔ | Section B Public Safety | 15 |
| | First Aid | 15 |
| | Event Control | 15 |
| | Glass | 16 |
| | Fire Safety | 16 |
| | Building Safety | 17 |
| | Transport | 17 |
| | Disability | 18 |
| ➔ | Section C Prevention of Public Nuisance | 19 |
| | Noise | 19 |
| | Litter / waste | 19 |
| ➔ | Section D Promotion of Public Health | 20 |
| ➔ | Section E Protection of Children from Harm | 21 |
| ➔ | Section E Other Considerations | 22 |
| | Community Engagement | 22 |
| | Terrorism Awareness | 22 |
| ➔ | Useful Website Addresses | 24 |

This document is the property of The Scottish Business Resilience Centre. All rights reserved. This document may not be reproduced without prior permission. It may not be reproduced for commercial profit. The contents may not be changed without the express permission of The Scottish Business Crime Centre. The authors are to remain named on the document. It may not be used for any other purpose or otherwise amended without the written permission of The Scottish Business Resilience Centre. © **Scottish Business Resilience Centre**



Welcome

You are invited to become involved in the Best Bar None Scotland Award Scheme.

The scheme has been in Scotland since 2005 and has grown in popularity, with many Scottish Cities and Towns now operating the scheme as an example of good practice.

The scheme is sponsored by Diageo, Molson Coors, Heineken, Tennents, Maxxium and Chivas Brothers and supported by The Scottish Government. It is open on an annual basis to all pubs, bars, nightclubs, and specialist entertainment venues such as casinos and members clubs etc. in the participating areas. BBN Scotland focuses on public safety / customer care and offers each venue an opportunity to demonstrate that it is focused on the following important key principles:

- Prevention of Crime and Disorder
- Securing Public Safety
- Prevention of Public Nuisance
- Protecting and Improving Public Health
- Protection of children from harm

There are three levels of award, Bronze, Silver, and Gold. The best venue from each category as mentioned above will be nominated by their local coordinators to go forward to represent their area as national finalists in the Best Bar None Scotland national awards

This booklet summarises the good practice developed within the licensed trade and evaluated by assessment each year within the award scheme. It is designed to help you to achieve an award this year.

The booklet also aims to clarify the process, identify minimum standards, and highlight good practice where it exists. Participation in the scheme shows a willingness by the licensed trade and local partners 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.

Best Bar None Scotland is supported by, The Police, Fire and Rescue Service, Licensing Boards, Local Authorities, Scottish Licensed Trade Association and many other local partners. Its aim is to work together with the licensed trade to create a safer and more welcoming licensing environment.



Chairman of the Scottish Late Night Operators Association:

“Best Bar None Scotland offers you a significant opportunity to demonstrate the hard work and commitment your staff put into ensuring that your premises is a safe and friendly environment and will help generate a more positive image of the night time economy. I encourage all pubs, bars and night clubs to take part this year.”

Benefits

The scheme benefits both public agencies and licensees through:

- Improved monitoring of licence conditions
- Reduction of irresponsible drinks promotions thereby reducing binge drinking and antisocial behaviour
- Setting of minimum standards of management within licensed premises
- Improved communication between the licensing sector, Licensing Board, Fire and Rescue Service, the Police and other partners to identify and rectify issues of concern
- Reduction of crime and the fear of crime within licensed premises through better understanding and implementation of crime prevention tactics
- Improved customer and staff safety within licensed premises
- Opportunity to tell us about what you do that makes you innovative
- Promote social responsibility and your duty of care

Assessment Process

Once you have applied for an award, assessors from the partner organisations will carry out an assessment process. Each assessment lasts between one and two hours and consists of a thorough review of the procedures and processes in place within your venue. Assessments are based on essential, desired and bonus elements. There are a number of essential elements and premises must achieve all of those elements to attain accreditation. In order to obtain a bronze award or accreditation to the scheme you must have passed all the essential criteria which are legal requirements of the current Licensing Scotland Act. To achieve silver or gold accreditation the licensee must obtain a number of bonus and desirable points the higher the scoring in those categories the better chance of the licensee achieving Gold accreditation and being nominated for a national award.



Capacity and Environment

Key Elements

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

- Door policy
- Management
- 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 and external safety practices
- Fire procedures
- First aid
- Disability
- Public Health

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 and evidenced. Each key element is described in more detail below and examples of good practice are included for your consideration.

Awards

At the conclusion of the process, successful applicants will receive an invitation to attend an awards ceremony to receive their award.



Conclusion

The Best Bar None Scotland Awards process is an opportunity to demonstrate your commitment to a Safer, Cleaner, Better local community and to receive recognition for your efforts in managing a good venue within the licensed trade.

Over the last few years the 'Best Bar None Scotland' scheme has identified well managed, responsible venues which use a range of best practice ideas to ensure the safety of customers and staff. You may wish to consider some of the ideas listed in this booklet for your venue. You may already employ some of those ideas or have alternative processes in place, which help with the management of your venue. During the assessment, you will have an opportunity to demonstrate your own processes to the assessment teams.

Social Media

Social Media is key to the way we communicate, so let's work together, to promote the great work you do.

Score extra bonus points by linking in with Best Bar None.

Best Bar None website: **www.bbnsotland.co.uk**

Twitter: **[@bbnsotland](https://twitter.com/bbnsotland)**

Facebook: **www.facebook.com/bbnsotland**

We wish you good luck in your application

The Best Bar None Plaque, Certificate and Logo all remain the property of the partnership involved in developing the scheme and any reduction in standards following the allocation of an award may result in the removal of the award from the venue concerned.



SECTION A - Prevention Of Crime & Disorder

Capacity

The assessment seeks to identify evidence that applicants are managing the capacity of the venue effectively, having regard to the comfort of their customers and ensuring that there is clear communication between door and bar staff. You should consider the following examples of best practice in support of your application

Evidence suggests that disorder which occurs within licensed premises, can often be due to overcrowding this can lead to drink spillages, frustration caused by patrons being unable to obtain bar service and a general lack of personal space. Therefore, managing capacity to ensure the comfort of customers is important.

- Consider deliberately running below capacity to afford a comfort factor to patrons
- Consider operating an internal radio system linking bar staff with stewarding staff
- Consider recording nightly attendance figures for forward planning
- Consider the length of time it takes customers to be served at the bar as a way of monitoring capacity
- Consider male and female customer ratio as part of monitoring capacity.
- Consider speaking to customers leaving the venue and ask for feedback, e.g. venue too noisy, busy etc.
- Consider a written policy with regards to capacity and ensure all staff are trained.

Management

The assessment seeks to identify that venues have suitable management processes in place to ensure public safety and that all aspects of the business are risk assessed. You should consider the following examples of best practice in support of your application

- Ensure Premises Licence is valid and that a summary of the licence is displayed in public view and is easily readable by members of the public
- Ensure there is a valid Operating Plan in place for the premises
- Ensure the Premises Manager is the Holder of a Personal Licence
- Ensure all staff have completed their mandatory licensing training and that it is recorded
- Ensure all alcohol sales have been authorised by a Personal Licence Holder
- Venues should have full risk assessments carried out for all employees, including temporary posts



- Venues should develop different risk assessment for special events, such as under age nights
- Keep a written record of incidents for briefing purposes
- Record details of all customers ejected. Where the intervention of door stewards to remove a patron is required this should be recorded in more detail
- Keep a record of refusals at the door and the reasons for refusal
- Ensure that duty managers are aware of all such interventions and have signed the relevant entries on the security log
- Ensure where relevant Police are informed of Incidents.
- All management and staff should possess a good knowledge of what is required by the emergency services when attending their premises
- Encourage staff to suggest ideas for better safety
- Consider using different codes for different incidents, and a specific code for an immediate response
- Provide comment cards on the bar for customers to complete
- Have robust procedures in relation to lost and found property. There should be a separate recording system for both which allows managers to cross reference
- Found property should be dealt with in a manner that is auditable and open to scrutiny
- Property of any value should be handed in to the police shortly after being found
- Passports should be handed in to the passport office if they cannot be returned to the holder
- Consider providing a dedicated lost property telephone line and email address for customers
- All premises must have a written accident reporting system that complies with health and safety regulations
- Develop control measures for customers leaving venue for a cigarette such as issuing tickets or using a stamp
- Ensure that the premises have a current premises licence authorising the sale of alcohol and that a summary or authorised copy of the licence is displayed in a prominent place where a customer or visitor to the venue can read it
- All staff serving alcohol within licensed premises must have completed the required training as specified in the Licensing Scotland Act 2005 and a record of training should be held within the premises. Written records should be kept recording all staff training and authorisations



Security

The assessment seeks to identify that applicant venues have a clear security policy regardless of size, that security is reviewed regularly, that venues use every opportunity to prevent incidents and that staff are fully aware of what to do when an incident occurs. You should consider the following examples of best practice in support of your application

- All venues should have a door policy with all staff aware of the standards the operator wants. This is particularly important in premises that operate without the use of stewards
- Where door stewards are employed they must be SIA licensed and wear their licence while on duty. Consider easily identifiable uniforms with name badges
- At the end of the night door stewards should don high visibility jackets and provide a presence on the street immediately outside the venue to help clear crowds
- Where queues form outside venues, they should be closely monitored by door stewards and or CCTV
- Busy venues should consider the use of a dedicated exit door with door stewards to prevent congestion
- Management of venues should carry out regular monitoring of all entrances
- Door staff should have verbal communication with all potential customers – Meet and Greet policies help to calm queues
- 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
- A more formal regular security review should be held no more than every two months with records kept in the main office
- Security reviews should be documented so that venues can review recurring issues
- Written records should be kept of problems identified during briefing sessions and action taken to resolve the issues
- Monthly meetings should be fully minuted and action taken on any issues should be fully reviewed regularly
- Venues using door stewards should have both male and female stewards for searching customers at the door. Where a venue is unable to employ female stewards then female managers should be SIA trained



- Consider arranging for managers to receive SIA training
- Consider providing internal radios to all staff to create a robust communications policy and for staff safety
- Consider the use of radio link to with other premises in the area where available
- Maintain a good relationship with the Police and discuss incidents with them regularly
- There should be no segregation between bar staff and door stewards – all staff should have a good relationship, which will encourage clear communication helping resolve security issues
- There should be staff meetings held at the end of the evening if there has been an incident to discuss actions taken
- Staff boards should display current 'scams' and short security briefing notes
- Ensure additional training for door stewards covering issues such as drug and alcohol awareness; anger management; customer management; crisis management; post incident stress and conflict management
- Computerised or manual control system should be used to ensure that all door stewards on duty are confirmed as SIA trained
- Consider instructing door staff to monitor queues and asking customers for ID when they are waiting so they can be refused entry if required before they reach the entrance
- Consider using an incident recording system to highlight recurring problems
- Consider using photos from CCTV (where available) of ejected patrons as part of a staff briefing system. You must comply with the Data Protection Act.
- Consider the use of metal detectors as this will prevent a physical search of the patron, unless the detector indicates the presence of a metallic object, whereupon the patron should be asked to produce the item for identification.
- If deploying metal detectors you should ensure that all staff are trained in their use and that a policy document covering the use of the detectors is in place and staff adhere to its content. policy
- Door staff should be aware of religious and national cultures, which require a person to carry certain types of knives such as the Kirpans and the Skean Dubh.
- Door staff should be aware that ceramic knives may not be detected by a metal detector and that a physical search may be needed if it is suspected that a person has such a knife on their person.



Drinks/drunkenness

The assessment seeks to identify that applicant venues have a clear policy on the responsible sale of alcohol, staff are fully trained in respect of drink offences, venues display their duty of care to intoxicated persons and venues support campaigns, which seek to prevent alcohol abuse. You should consider the following examples of best practice in support of your application

- Generate reports on how many customers were requested to provide proof of age or refused drinks and use them for staff briefings
- All staff should be trained with regard to their responsibilities under the Licensing (Scotland) Act 2005
- Venues should have a written policy on how to deal with drunken persons and all staff should be fully aware of this
- Intoxicated customers should not be left alone or placed into a taxi without being in the care of a suitable person
- Where customers appear intoxicated consideration should be given to calling an ambulance or the police
- Venues should not permit customers to deteriorate to such an extent
- All staff should be fully aware of the effects of alcohol and how to spot the early signs of intoxication
- Venues should have a written “duty of care” policy signed by all staff
- Encourage bar staff to control a specific section of the bar so they can monitor how many drinks customers have had
- Supervisors and managers should have received certification from an accredited licensing course
- Provide regular refresher training on licensing issues to a recognised standard
- Managers should receive training to a higher standard provided by a professional body
- Staff should receive regular training on pouring drinks
- Consider use of anti-drink spiking devices
- Consider supporting local and national campaigns at different times of the year such as drink driving and drink spiking
- Instruct staff to lift unattended drinks to prevent drink spiking.
- Consider putting the company ‘Duty of Care’ policy on a wall in the staff room
- Consider encouraging all members of staff to sign the company alcohol policy
- Consider random pour tests for bar staff
- Consider limiting number of drinks customers can buy at any one time
- Consider ceasing the sale of shots after a set time
- Refer to the Bar Code Guide – our BBN Guide in conjunction with Police Scotland which outlines your responsibilities both legislative and moral.
- <https://www.bbnsotland.co.uk/good-night-out-campaign/the-bar-code/>



Drugs

The assessment seeks to identify that venues have a 'zero tolerance' approach to controlled drugs, staff are fully trained, every effort is taken to prevent drug misuse in licensed venues and robust seizure processes are in place where drugs are found. You should consider the following examples of best practice in support of your application

- Premises should have a written drugs policy demonstrating 'zero tolerance'
- Have a clear search policy for controlled drugs, which should give strict guidelines for staff to follow when drugs are either found or seized from patrons
- Late opening venues with door stewards should be carrying out a robust drugs search policy in accordance with local Licensing Board conditions
- Display signs at the front door on drugs searches
- Documents should be available for staff to use when dealing with drugs incidents
- There should be a full written audit trail, which protects the integrity of both the individuals concerned and the licensee and should be available for inspection by the police
- Ask the police or SBRC for guidance and training on drugs issues
- Appropriate signs should be displayed stating the venues zero tolerance policy to customers
- Carry out regular toilet checks for drugs misuse
- Consider other prevention measures in toilet areas such as removal of smooth areas, drug advice notices and alternative forms of lighting
- There should be a dedicated search room available with internal CCTV
- Venues with CCTV should obtain photographs of customers barred due to drug use and these should be made available for controlled viewing by relevant staff
- Where CCTV is in operation drugs seized should be recorded on CCTV as a back up to witness statements
- Venues should have needle disposal units
- Venues should provide the police with a copy of drugs seizure forms, and sign documents when they remove drugs from venue



Thefts

The assessment seeks to identify that all applicant venues have a robust crime prevention strategy in place, staff are fully trained and available physical crime prevention materials/advertising materials are used. You should consider the following examples of best practice in support of your application

- Premises should give consideration on how to prevent disorder and thefts within the venue. Property patrols, managed cloakrooms and toilet attendants are examples of good practice in this area
- Consideration should also be given to the provision of Chelsea clips to prevent handbag thefts
- Have a clearly worded policy, stating when to call stewards, the management or the police
- Early police involvement in incidents should be considered and the autonomy for staff to contact the police should not be restricted
- All stewards and managers should be trained to a higher standard with recognized conflict management training
- All staff should be trained to be vigilant for handbag thieves and to advise customers not to leave bags unattended
- Display signage providing crime prevention messages
- Venues with plasma screens should consider displaying crime prevention messages

Disorder

The assessment seeks to identify that all applicant venues have a robust process in place for preventing disorder, staff are fully trained to react appropriately and there are clear processes for evidence gathering, scene preservation and supporting the police in any subsequent investigation. You should consider the following examples of best practice in support of your application

- Late opening venues with door stewards should be carrying out a robust search policy for weapons in accordance with local Licensing Board conditions
- Late opening venues should consider the use of 'handheld' or 'walkthrough' metal detectors, portable or permanent cameras at doorways or 'Bio Tech' entry systems



- Display signs at the front door on weapons searches
- Where queues form outside venues, door stewards should talk to customers giving them an early opportunity to identify potential troublesome customers
- Consider using some form of mapping system of incidents which details which types of incidents occur where
- Where CCTV is in operation consider using photographs where relevant to help with staff briefings
- Late opening venues must have an operational CCTV system in use, covering the interior and exterior of the venue
- Where CCTV is operating, 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
- Venues should have a trained member of staff able to operate the system on duty at all times during opening hours to be able to provide instant retrieval of images
- If there are designated routes for ejecting patrons, these should be subject of CCTV coverage
- Operators should ensure that all existing CCTV systems are operational at all times
- Consider using an audio-visual facility at the front door and/or head cameras
- Ensure CCTV signs are displayed making customers aware
- Liaise with police as to where the best places are to position cameras
- Ensure that staff, management, and stewards monitor large groups of people
- Basic training should be given with regard to crime scene management and the role of the police
- There should be a written policy to deal with all types of incident and when to contact emergency services

Crime Scene Management

- Consider having a Grab Bag in the event of an incident which can be used including items such as: staff contact lists/protective gloves/torch/barrier tape/paper/pens/first aid kit/emergency blankets/camera/mobile phone/evidence bags



SECTION B - Protection of Public Safety

First Aid

The assessment seeks to identify that venues have appropriate first aid facilities, trained staff and suitable policies for dealing with injured/ill persons. You should consider the following examples of best practice in support of your application

- First aid boxes should be available and maintained with sufficient stock
- All staff should be trained to a basic first aid standard with managers trained to a higher recognised qualification
- A dedicated first aid room should be available. It should be clear of any clutter, have running water available and contain some form of seating or a first aid bed. The room should have sufficient space to enable ambulance staff to work unhindered
- Consider supplying defibrillators in your premises with staff fully trained in their use
- Consider the use of ambulance staff during special events
- Consider installing CCTV in first aid room for customer and staff safety
- **Bonus questions have been added in relation to considering Defibrillators and the Scottish Government Strategy in relation to Out of Hospital Cardiac Arrest strategy.**
- Find out more:
- <http://www.gov.scot/Publications/2015/03/7484>
- Page 28 and Page 29 refer to Scottish Fire and Rescue's commitment to offer CPR training to the Public. <http://www.gov.scot/Resource/0047/00474154.pdf> - Download the document for more information. BBN website will also signpost locations to training.

Event Control

The assessment seeks to identify that venues use appropriate procedures to assess special events and there are clear lines of communication with the police and the community. You should consider the following examples of best practice in support of your application

- Advise the police and licensing board if your venue intends to host a special event such as screening a major football match or anything else out of the ordinary, which has the potential to negatively impact on the surrounding neighbourhood if not carefully managed
- Venues holding special events should ensure all aspects are the subject of clear risk assessments
- Advise other licensees and the local community of special events
- Venues holding special events with an anticipated large crowd should consider the use of crowd control barriers for public safety
- Hold briefings and debriefings for every special event



Glass

The assessment seeks to identify that applicant venues have robust glass clearance policy to ensure public safety, the venue prevents glassware from being removed at the end of the night and that alternative forms of glassware are used where appropriate. You should consider the following examples of best practice in support of your application

- Consider a policy of searching patrons on the way out to prevent bottles and glasses being removed
- Consider the use of bottle bins at the door to prevent bottles being removed
- All venues must employ a glass collection policy with designated staff given responsibility for this task
- Encourage dedicated glass collectors to monitor issues such as crowd build up at particular points, aggressive/violent incidents developing and drug abuse
- Late opening venues should use safety glass
- Regular checks of the perimeter of the venue should be carried out for discarded glasses and bottles
- Provide bins for plastic receptacles
- Use safety glass or plastic rather than glasses on special events such as major sporting events
- Provide dedicated glass collectors with radios

Fire Safety

The assessment seeks to identify that venues have a suitable fire safety policy in place, staff are fully trained, fire safety equipment is checked regularly and fire exits are kept clear. You should consider the following examples of best practice in support of your application

- All venues should have a clearly defined fire safety policy and emergency action plan
- Fire and evacuation drills should be carried out with records kept
- Venues should be the subject of a fire safety risk assessment identifying the fire safety measures necessary as a result of the fire safety risk and the safety measures put in place. The document should contain a record of reviews
- All staff should have received fire awareness training and have knowledge of evacuation procedures
- Any alarm system should be in good working order and be tested regularly with up to date records kept



- Fire extinguishers should be of the appropriate type and be correctly maintained
- Staff should be aware of the different types of extinguisher in use on the premises
- Consider arranging regular mock evacuations as part of staff training
- Consider displaying an assembly point sign for customers
- Consider daily staff briefing on basic fire procedures

Note: More information on the specific requirements of Fire Safety Legislation relating to places of entertainment and assembly can be found on <http://www.gov.scot/Topics/Justice/policies/police-fire-rescue/fire/FireLaw>
<http://www.firescotland.gov.uk/your-safety/for-businesses.aspx>

Building Safety

The assessment seeks to confirm that applicant venues are aware of their responsibilities in respect of the building and furnishings to ensure public safety. You should consider the following examples of best practice in support of your application

- Ensure that the building and furnishings are maintained in good condition
- Ensure that a policy is in place to deal with drink and other liquid spillages
- Consider deploying a maintenance team to carry out a weekly checklist of the building and furnishings
- Consider providing radios to staff to deal with spillages quickly

Transport

The assessment seeks to confirm that venues consider their customer's safety at the conclusion of the evening and provide information/facilities to help them get home. You should consider the following examples of best practice in support of your application

- Display signage at exits encouraging customers to consider their journey home in safety
- Signpost to known taxi operators



- Display transport options for customers leaving
- Ensure that all staff are aware of local taxi numbers, bus services etc
- Consider installing a taxi free phone for customers
- Consider placing information on tables which include details of public transport and advise customers that the venue will call a taxi on request
- Consider a list of taxi company numbers at cash registers
- Consider displaying train and bus times on plasma screens (if available)
- Consider transport issues as part of staff training

Disability

The assessment seeks to identify that applicant venues have considered access and staff training in respect of disability issues. You should consider the following examples of best practice in support of your application

- Premises should have reasonable adjustments and access for disabled patrons
- Consider other issues such as large print menus, bar prices and signage
- Consider the availability of drinking utensils for customers with limited hand functions
- Provide Disability Awareness Training for members of staff
- Consider disability issues when developing or reviewing your evacuation policy
- Consider using wheelchair refuge spots and providing alarms for people with disabilities



SECTION C - Prevention of Public Nuisance

Noise

The assessment seeks to identify that applicant venues have processes in place to ensure that noise and anti-social behaviour is not associated by communities to their business. You should consider the following examples of best practice in support of your application

- Consider actively monitoring the exit of customers to reduce noise complaints in the area
- Consider a policy of controlling deliveries and ensuring that uplifts are at suitable times of the day to minimise the risk of complaint
- Encourage door stewards to monitor noise levels outside and encourage customers to keep quiet
- Ensure that bins are not emptied late at night
- Consider the use of a Decibel meter to monitor noise levels
- Display notices at the doors encouraging customers to keep quiet
- Consider the use of rubber stoppers on doors
- Consider soundproofing of the building
- Consider a door policy which results in the doors remaining closed after a set time
- Consider the use of double doors
- Consider giving sweets to customers when leaving to keep noise levels low
- Communicate with neighbours in order to deal with any noise issues effectively

Environment

The assessment seeks to identify that applicant venues are responsible in terms of litter, fly posting and waste around the business. You should consider the following examples of best practice in support of your application

- Carry out perimeter checks for litter, fly posting, vandalism and graffiti to support the environment and take appropriate action where required
- Provide smoking bins for patrons to reduce litter outside
- Consider the use of a glass crusher and recycling to reduce waste
- Consider using recycling points in your venue for use by customers



SECTION D - Promotion of Public Health

Public Health

The assessment seeks to identify that applicant venues sell alcohol responsibly, that they do not support irresponsible drinks promotions and staff are fully trained in the law relating to alcohol issues. You should consider the following examples of best practice in support of your application

- Encourage customers to take soft drinks as 'spacers'
- Encourage customers to eat while drinking by providing bar snacks until late
- Comply with the Licensing Boards policy on alcohol promotions
- Actively promote safe and sensible serving and consumption of alcohol
- Consider providing free soft drinks to designated drivers
- Venues may promote alcohol linked to the consumption of food
- Venues should show the number of units in drinks on menus
- Display posters in venues on sensible drinking
- Display signs at bar offering free drinking water for customers
- Consider offering real fruit non-alcoholic cocktails
- Stock non-alcoholic beer and cider and low alcohol drinks
- Train bar staff on how to present the 'perfect soft drink'
- Offer teas and coffees in venue until closing time
- Venues should not serve drinks 15 minutes before lights go up so customers do not need to rush their drinks
- Premises should have a written accident reporting system that complies with health and safety regulations

New question has been added this year in relation to **Hate Crime and awareness of diversity** for staff. Check out Police Scotland website for more information:

<http://www.scotland.police.uk/contact-us/hate-crime-and-third-party-reporting/>

<http://www.hatecrimescotland.org/>



SECTION E - Protection of Children from Harm

Children

The assessment seeks to identify that applicant venues assume their responsibilities in respect of protecting children from harm, there are policies in place for checking identification and staff are trained in age issues. You should consider the following examples of best practice in support of your application:

- Door stewards should proactively consider the age of customers and, where in doubt, only accept photographic identification such as a European Union driving licence, Passport or nationally recognised cards with the 'Pass' logo such as 'Young Scot' cards
- Where fraudulent or forged ID cards are identified door stewards should retain them and hand them to the police
- Staff should be trained in recognising counterfeit ID. One way to do this is to show staff examples of counterfeit ID cards as part of training
- Notices should be displayed reminding staff of the need to check ID where necessary
- Training for staff is considered essential and all staff should be trained in age related issue to a recognized standard. A documented policy is considered best practice and all staff should have signed this to evidence their understanding of the policy. There should not just be a reliance on door staff to refuse entry to those under age
- Refresher training should be provided regularly
- Display clear signage in bar areas advising patrons of the venue's policy and the law in respect of age restrictions
- Use some form of documentation, such as a 'refusals' book, behind the bar area and record details of incidents in which alcohol is declined to suspected under age customers
- Staff should be encouraged to engage with customers before serving them which gives them more time to assess age



Other Considerations

Community Engagement

Partnership working can be enhanced through the participation in pub watch/radio link schemes. You should consider the following examples of best practice in support of your application

- Consider sending managers and staff to existing Nightclub or Pub Watch meetings when possible to ensure good communication with the police and licensing board and to identify good practice from other venues
- Maintain regular contact with local police to share information
- Consider involvement with local night radio link
- Consider meeting with other venues regularly to share information and best practice
- Consider providing crime prevention advice including information on Crimestoppers

Terrorism Awareness

Venues should consider training staff in dealing with bomb threats and suspect devices and ensure that there is a suitable evacuation policy in place. You should consider the following examples of best practice in support of your application:

- Have a clear policy in relation to their handling of bomb threats or other major disruptions, which have the potential to lead to evacuation of the premises. This policy should contain details of search procedure, response to telephone bomb threats, evacuation procedure, safe evacuation distances and rendezvous points
- Consider sending management and staff on police training such as 'Project Griffin'
- Consider the use of code words to staff to indicate any threat
- Consider having a front door vehicle monitoring system
- Consider prompt cards beside all phones to help staff deal with telephone threats.
- Consider maintaining a log of cars parked outside to monitor suspicious behaviour as part of perimeter checks
- Consider displaying the attached raise the bar poster in your premises
- SBRC can deliver Project Griffin awareness training to your venue

Access www.nactso.gov.uk for more information on Crowded Places and content specific to the managing a venue and preparing with Check Lists to support your own processes.

www.gov.uk/government/news/new-crowded-places-guidance-launched



Raise the bar *on Security*

Terrorist attacks in the UK are a real and serious danger. It is possible that your premises could be involved in a terrorist incident.

This information provides **counter terrorism security advice** to those who own, operate, manage or work in bars, pubs and nightclubs.

Basic Good Housekeeping reduces the opportunity for placing suspect packages and helps to deal with false alarms and hoaxes. Consider the following:

- Searching your premises (inside and out) before, during and after opening hours.
- Remaining vigilant during opening hours.
- Ensuring your emergency exits are secured when not in use in order to prevent unauthorised entry past any screening regime you have in place.

Evacuation responsibilities and roles must be clearly communicated to staff, routes and exits must be well defined and evacuation plans exercised regularly.

- Remember it may be safer to stay inside the building if the threat is outside.
- Consider the possibility of a multiple attack and the need to move people away from other areas of potential danger, which may include glazing.

CCTV can help clarify if a security alert is real and is often vital in any post-incident investigation. If you operate a CCTV system:

- Ensure that the date and time stamps are accurate and the system is well maintained.
- Ensure the recorded images of people and vehicles are clearly identifiable and are retained for at least 31 days.

Reporting suspicious activity is vital in the effort to combat terrorism. (vigilant staff will notice suspicious activity or behaviour).

If you have suspicions about somebody's activities or behaviour, call the **Anti-Terrorist hotline on 0800 789 321**. If you have information that requires an urgent or immediate police response, always dial 999.

protect yourself, your customers, your business



Alcohol and Health - Useful Website Addresses

Scottish Government Alcohol Information

Find out about drink and how it could be affecting you

NHS Health Scotland

Scotland's health improvement agency

Scottish Health Action on Alcohol Problems (SHAAP)

Raises awareness of the rising costs to health of excessive alcohol consumption

Scottish Association of Alcohol and Drug Action Teams

Providing a strong and unified voice for all of Scotland's alcohol and drug action teams

Alcoholics Anonymous

Help for problem drinking

Scottish Drugs Forum

The national non-government drugs policy and information agency

Scottish Addiction Studies

A collaboration of staff throughout the University of Stirling's Department of Applied Social Science with an interest in drug and alcohol misuse

Scottish Government Health Department

For information on the government's policy for tackling alcohol misuse

Scottish Training on Drugs and Alcohol (STRADA)

National workforce development organisation supporting those working with and affected by drug and alcohol misuse

Scottish Intercollegiate Guidelines Network

National clinical guidelines for health practitioners

Alcohol Concern

The national agency on alcohol misuse

Drink and Drugs Net

A web portal for professionals in the substance misuse and health sector

Medical Council on Alcohol

Committed to improving medical understanding of alcohol related problems



Down Your Drink

A site that helps you work out whether you're drinking too much

Alcohol Awareness Week

A week-long initiative to foster a culture of sensible drinking within Scotland

National Organisation on Fetal Alcohol Syndrome

Dedicated to eliminating birth defects caused by alcohol consumption during pregnancy

Know Your Limits

Information about responsible drinking

Drinking and You

Information about sensible drinking and health from AIM

DrinkSafely

Drinksafely covers both the positive and negative health aspects of alcohol

Truth About Booze

Part of DrinkAware, this website shares true teenage experience of alcohol

Alcohol research

Alcohol Information Scotland

A wide range of information and statistics on alcohol

International Center for Alcohol Policies (ICAP)

An alcohol policy think tank involving governments, the alcohol industry, and public health

Institute of Alcohol Studies

Researches and publishes information on alcohol use/misuse

Scottish Addiction Studies online Library

Online library owned and maintained by Scottish Addiction Studies

University of the West of Scotland Drug and Alcohol Research

Drug and alcohol research & teaching

Alcohol Education and Research Council

Funds alcohol research



Joseph Rowntree Foundation

Funds and disseminates research on policy and practice. Areas include alcohol policy

Institute for Social Marketing

Based at Stirling University, studies the impact of public policy and marketing on health

Office of National Statistics

UK data on alcohol consumption and the impact on health

Alcohol and young people

Young Boozebusters

Developed by Greater Easterhouse Alcohol Awareness Project (GEAAP) for young people.

Drinks industry and licensed trade

The Portman Group

Concerned with the social responsibility issues surrounding alcohol

DrinkAware

Tips for responsible drinking

The DrinkAware Trust

Campaigning and educating to reduce alcohol harm

Scottish Licensed Trade Association

Body which represents all sections of the licensed trade in Scotland

Scottish Grocer's Federation

The trade association for the Scottish convenience store sector

The Advertising Standards Authority

The ASA ensures all advertising meets high standards laid down in the advertising codes

Scottish Government Licensing

Developed to give Scotland's licensees and members of the public a better understanding of the new Act

Scottish Licensing Law and Practice

Information about Scottish liquor licensing laws and practice



Drink-driving

Brake

The road safety charity

Think Road Safety

Road safety advice for UK drivers

Community

SACRO

Scotland's leading community justice organisation provides services for those whose offending is linked to alcohol misuse.

ACPOS

Works in partnership with central and local government to set strategic objectives for policing in Scotland and to ensure better, joined up, services for Scotland's communities.

Safer Scotland

Provides the general public and practitioners with information about Community Safety activity across Scotland.

Young Scot

<http://www.youngscot.org>



Notes:
