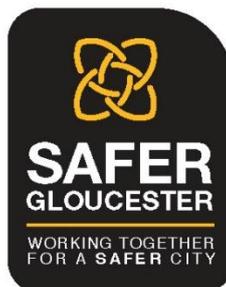




**2016/17 Best Bar None  
Premises Information & Application Pack**

**Supported by**

**Office of the Police and Crime Commissioner/ Safer Gloucester/CitySafe**



[www.safergloucester.co.uk](http://www.safergloucester.co.uk)

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## 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.

Best Bar None maintains and raises standards and rewards good management of those venues that attain the Award. This is delivered at local level 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 will be 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

## Background

In 2012, Safer Gloucester launched its NightSafe Group, a combination of local authorities, police, licensees, taxis and private hire companies and community groups. Through NightSafe, improvements were made to the city centre including: improved lighting in Eastgate Street and Hampden Way, improved CCTV throughout the city centre, Eastgate Street closure on Friday and Saturday nights and taxi safety awareness.

Gloucestershire Police and Crime Commissioner awarded funding to enable the continuation of the Taxi Marshal scheme in Gloucester and also funded a position that would assist with the reduction of crime and anti social behaviour in the city centre. The City Safe scheme was launched in April 2014 and a “yellow card” scheme introduced – a yellow card given to anyone behaving anti socially with a red card issued for two incidents, resulting in a ban from member premises and public transport.

## Why BBN?

There are two core objectives of Best Bar None

- ✓ To develop a safe haven in which consumers can enjoy the licensed trade in a responsible manner
- ✓ To reward those premises that have made progress in achieving that

The aim of BBN is to reduce alcohol related crime and disorder in a town or city centre 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.

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. A scheme 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 (Durham in particular).

BBN was launched in Gloucester in 2015 and 15 city centre premises were accredited with BBN awards. A competition was also held between the premises with awards for

- ✓ Best Independent Pub
- ✓ Best Chain Pub
- ✓ Best Independent Bar/Nightclub
- ✓ Best Chain Bar/Nightclub

There was also a Gold, Silver and Bronze award for the overall best performing venues. For more details and photos of the awards, check [www.safergloucester.co.uk](http://www.safergloucester.co.uk)

**In 2016 we are increasing the geographical area for entries to across the city and the categories to include Best Small Local Pub and Best Family Friendly Pub.**

## 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 Gloucester a safe place to visit
- ✓ You can use your BBN status to help promote your business
- ✓ Each premise entering BBN is contributing to the agenda of a safe night time economy and 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 in the city
- ✓ 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 the profile of your city as a safe place to enjoy a night out
- ✓ BBN is a nationally recognised award scheme

### Promoting Best Bar None

There is a BBN webpage on the Safer Gloucester website – [www.safergloucester.co.uk](http://www.safergloucester.co.uk) which will list all accredited premises, category winners and runners up and the overall winner, including photographs of the awards ceremony.

However, you can help to promote the scheme; do you have a Facebook and Twitter account? Do you advertise?

### Who are the assessors?

The assessors are individuals, typically from local authority, the Fire Service and the Police, who have been trained in

- ✓ Background understanding of BBN
- ✓ 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, two assessors will be allocated to your premises. Assessments are carried out in pairs to ensure that the process is conducted fairly and thoroughly.

Initially, the assessors will make an introductory visit and explain what is expected of you and how the scheme will progress through to the awards ceremony in January 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 and date to complete the assessment.

## What are you assessed against?

There are 6 themes to the assessment these cover

<b>Theme</b>	<b>Assessment</b>
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 – this includes	
	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

The cost of entering the Gloucester Best Bar None Scheme is £50.

All accredited premises will receive a high quality BBN plaque and are invited to attend the BBN awards ceremony. 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. If you have any problems about agreeing a suitable time please contact the BBN Coordinators Tony Moseley on 01452 396322 or Pat Dabbs on 01452 396984.

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.**



## Gloucester Best Bar None 2016/17 – Application Form

<b>Name of Premises</b>					
<b>Address, including postcode</b>					
<b>Email address</b>					
<b>Which category are you applying for (please tick)</b>	City Centre Pub <input type="checkbox"/>	Small Local Pub <input type="checkbox"/>	Family Friendly Pub <input type="checkbox"/>	Bar/Late Bar <input type="checkbox"/>	Nightclub <input type="checkbox"/>
<b>Type of Premise</b>	Chain (please state) <input type="checkbox"/>			Independent <input type="checkbox"/>	
<i>Where possible, we require the names and contact details (name, email and telephone number) of two named contacts so that we can arrange assessments</i>					
<b>Contact 1</b>					
<b>Contact 2</b>					
<i>Please tell us when is the best time for an assessor to come and assess? We will endeavour to arrange an assessment at a suitable time to suit you, but we would ask for flexibility. Please allow 1 – 2 hours.</i>					
Monday <input type="checkbox"/>	Tuesday <input type="checkbox"/>	Wednesday <input type="checkbox"/>	Thursday <input type="checkbox"/>	Friday <input type="checkbox"/>	
<b>What times would be best? You can be specific, please state below</b>					
Morning <input type="checkbox"/>	Afternoon <input type="checkbox"/>	Evening <input type="checkbox"/>			
<b>Please use the box below to add any additional information that you think would help</b>					
<p>I ..... Understand that the premises details (above) will be shared with the licensing, fire and police departments before the BBN assessment takes place. I understand that the BBN plaque is the property of Safer Gloucester and can be removed should the premises breach their licensing conditions.</p>					
Signed .....					
Date .....					
Name .....					
(Please print)					
<b>Submitting your application</b>					
You can submit your application via email to <a href="mailto:cdpartnership@gloucester.gov.uk">cdpartnership@gloucester.gov.uk</a> or by posting or hand delivery to Best Bar None, Safer Gloucester, Gloucester City Council, Herbert Warehouse, The Docks, Gloucester, GL1 2EQ					
<b>Deadline for applications is Monday 1<sup>st</sup> August 2016</b>					

**Gloucester Best Bar None Programme 2016**

**Official launch date Tuesday 5<sup>th</sup> July 2016.**

**Closing date for applications Monday 1<sup>st</sup> August 2016**

**Informal visits and assessments will take place from August – 29<sup>th</sup> November 2016.**

**The awards ceremony will take place in January 2017– date and venue to be confirmed.**

**National Awards Ceremony at the House of Lords (to be attended by the Gloucester scheme winner) February 2017**

