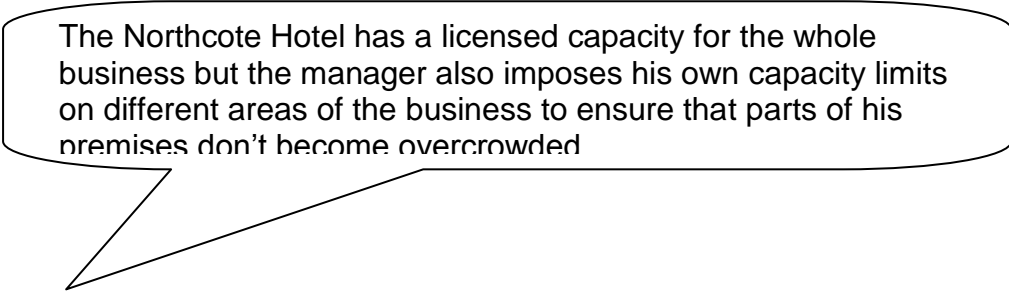


Best Practice – Best Bar None

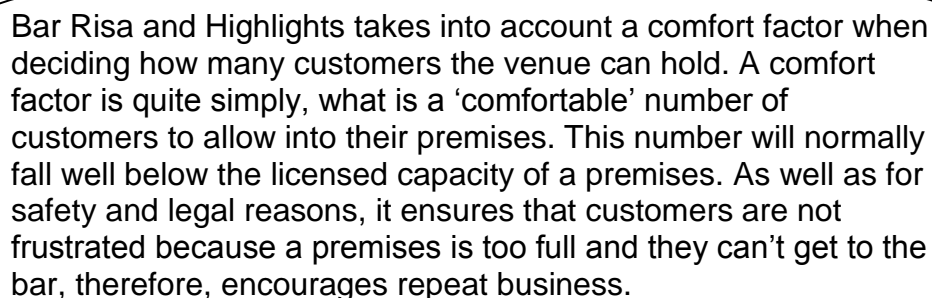
Prevention of Crime and Disorder

A2 How do you manage your capacity?

All premises must manage their capacity in one way or another whether they use visual checks or have more technical methods such as till reads or clickers. It is important that all premises monitor their customer levels, not only so that they do not go over their licensed capacity but also so that their customers are not overcrowded leading to uncomfortableness or disorder. The controls that you have in place should be proportionate to the size and type of your business.



The Northcote Hotel has a licensed capacity for the whole business but the manager also imposes his own capacity limits on different areas of the business to ensure that parts of his premises don't become overcrowded



Bar Risa and Highlights takes into account a comfort factor when deciding how many customers the venue can hold. A comfort factor is quite simply, what is a 'comfortable' number of customers to allow into their premises. This number will normally fall well below the licensed capacity of a premises. As well as for safety and legal reasons, it ensures that customers are not frustrated because a premises is too full and they can't get to the bar, therefore, encourages repeat business.

A3 How do you monitor and react to any particular areas of your premises which may become overcrowded e.g. smoking areas.

Whether you have private smoking areas or the smoking area is on the street it is important that these areas are monitored. Not doing so could result in noise issues, overcrowding on the street, drug taking, disorder, or even a risk of fire. Monitoring does not necessarily mean having a dedicated member of staff or doorstaff constantly supervising, although some more high profile businesses will have this in place. It could form part of the glass collecting process to ensure that a member of staff or the manager checks these areas regularly.

Scandals Cellar Bar only allows 10 out into the street to smoke at any one time. This is to control overcrowding and aids monitoring. The outside area is closely monitored to ensure that customers are not being rowdy and are not causing an obstruction to passers by.

Security

A4 Do you hold regular meetings to review security?

Whether you are a pub or a club, in the City Centre or in more rural areas, it is important that you have regular security meetings. Meetings can be held with staff or doorstaff (if you have any) and can be just an agenda item rather than a dedicated meeting just for security. This is particularly important if an incident has happened so that you can discuss with the staff how methods can be changed in order to prevent that incident happening again. Some larger venues will use crime mapping to plot areas where incidents repeatedly occur so that they can effectively deploy methods to reduce crime and disorder

The Rifle Club hold regular staff meetings which are documented to discuss visits from authorities, changes in the law and how it effects the staff and also meetings to discuss any incidents that may have occurred.

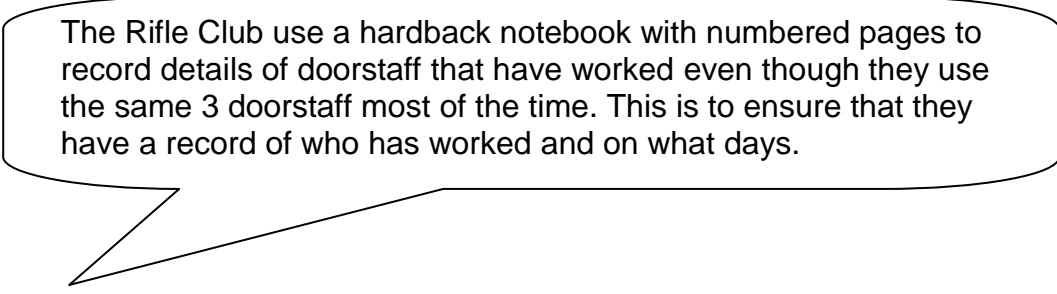
A5 Do you employ doorstaff and how do you ensure that they are registered with the SIA?

A lot of premises employ doorstaff either all the time, some of the time or on rare occasions. The penalty for using unlicensed doorstaff can be up to 6 months imprisonment and/or £5000 fine. A person who has been trained and is registered with the SIA should have a SIA badge with a photo and a unique licence number. This badge should be worn in a clear plastic armband. To check whether or not a badge is valid you can go onto the SIA website under 'Register of Licence Holders' and you can search by licence number or by name. This will tell you whether the licence is active, revoked, expired, withdrawn, suspended or replaced.

The Rifle Club pay for their regular doorstaff training and also pay for their SIA door badge and renewals to ensure that they are up to date.

A6 Do you keep records of staff/security staff that have been used at the premises?

Some of the premises that use doorstaff regularly will have some kind of administration in place such as timesheets, a doorman's register or personnel files. It is important to keep a record of who has worked in your premises and when, in case they are needed for witness statements at a later date by which time it may be very difficult to remember who worked on that particular day. It is also useful to avoid any pay disputes. The record does not need to be an expensive document, it can form part of a diary that you keep to record other things as well as staff attendance.



The Rifle Club use a hardback notebook with numbered pages to record details of doorstaff that have worked even though they use the same 3 doorstaff most of the time. This is to ensure that they have a record of who has worked and on what days.

A7 Are any of the following incidents recorded by your staff?

All records should include day, date and time of the incident, including details of the person writing the incident, details of the incident, any witnesses, and the name of the manager on duty.

Accidents – It is a legal requirement that accidents are recorded so it is essential that some record is kept of any accident that occurs within your premises. In some cases it could help with false insurance claims.

Lost/found property – helps communication e.g. for staff or managers working the next day when the property is likely to be collected. It also helps ensure that property does not go missing between the time that it is found and the time that it is collected.

Thefts – Allows you to discern whether you have a particular problem, perhaps a group of people or an individual who is targeting your customers. They may be operating in a specific area or on specific days but tracking where and when may help to monitor and prevent.

Banned/ejected persons – This is a way of sharing information between your staff and other businesses relating to possible problem individuals and is also a record of your due diligence practices.

Other incidents – Records of other incidents including assaults could prove vital in a criminal case and for a lot of premises, particularly those which use doorstaff, could help with any allegations.

The Rifle Club have one book in which they record all the details above in the form of a diary. A very cost effective and efficient way of making sure that they are not only recording due diligence but documenting against potential liability.

A8 What methods have you adopted to ensure that your staff are easily recognisable by customers, the police or others who may be required to inspect your premises?

It is important that customers can easily identify staff for advice, information and any other assistance. It is also safer for a member of staff who can be easily identified to show that they are legitimately working. A uniform does not need to be extravagant or costly.

The Compass Rose staff are required to all wear black whilst they are working so that customers can more easily identify them. Effective and at no extra cost to the business.

A9 What security methods do you use?

CCTV is one of the most effective security methods and most premises have CCTV installed. Some premises also have a random or full search policy. These security methods can act as a deterrent as well as a way of identifying culprits.

Liquid & Envy employs an external agency which conducts a search of the premises using drugs dogs to ensure that none of the management, staff or doorstaff are using or handling illegal substances.

Drinks/Drunkenness

A10 How do you promote sensible drinking policies, giving careful consideration to the use of happy hours and drinks promotions which may encourage binge drinking?

Some venues consciously do not engage in any kind of drinks promotions but if you do there are lots of things that you should consider to ensure that a drinks promotion does not become an irresponsible drinks promotion and result in a breach of the licensing objectives.

Policy regarding sale of large volumes e.g. pitchers or multiple drinks to single customers.

Drinks promotions codes of practice

Wetherspoons have a Code of Conduct for Responsible Retailing which includes promoting alcohol as ancillary to food marketing.

Risk assessment carried out in relation to any drinks promotions

Marthas carries out risk assessments for any drinks promotions that they run. This highlights any potential problems that may occur and enables the management to put procedures into place in order to minimise those risks.

Encouragement to consume soft drinks via cheaper pricing

Availability on unit content to customers.

Portsmouth University Waterhole Bar provides its students with unit content and also calorific content and comparable examples with other foods.

A11 On a day to day basis, what do you do to ensure that your customers do not drink and drive?

A lot of premises offer free phone calls to taxi firms to help customers get home safely rather than driving.

The Old Vic offers designated drivers free or reduced price soft drinks in order to discourage drink driving. In some cases where there is a large group with one or more designated drivers this could encourage custom.

A12 It is an offence to permit drunkenness on your licensed premises. What measures do you take to ensure the safety of your customers in respect of this?

It is important that staff are trained in the law relating to serving drunk people. The penalty for serving drunk people is an £80 on the spot fine for the member of staff, the manager or the DPS as well as running the risk of licensing review if drunk people are served on a regular basis.

First Post have an induction programme which not only covers the legislation surrounding serving drunk people but also trains the staff on how to refuse a sale. A member of staff may realise that it is illegal to serve drunk people but it is also important for them to have the knowledge and confidence to be able to refuse service. First Port also conduct a questionnaire with new staff after training to identify any knowledge gaps.

A13 If drunkenness occurs within your premises, how do you minimise harm?

ALL licensed premises will experience drunkenness at some point, therefore you must have a procedures in place to monitor the levels of drunkenness and to take appropriate action when required.

A duty of care policy does not need to be a written policy, although having a written and documented policy ensures that all staff including other managers and doorstaff understand what is expected of them and do not put the customer or themselves at risk.

A policy should include identifying whether the person is with someone, identifying the cause of illness (whether drink or drugs), contacting police or relatives if necessary, arrange for the person to be taken home, training on conflict management or rowdy behaviour.

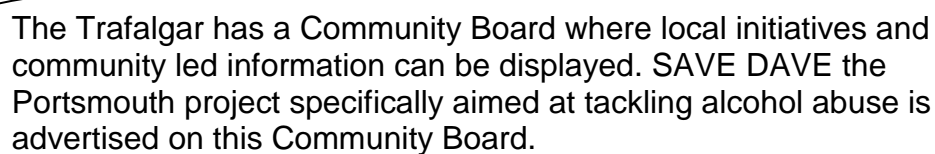
Pure nightclub has a policy whereby the duty manager patrols the club every 30 minutes in order to identify if there are any drunk persons within and to deal with them appropriately.

A14 Do you make your customers aware of local or national alcohol services?

Portsmouth has the highest alcohol related hospital admissions in the South East with just under 4000 in the year 2008/2009. This costs the NHS £74 million per year.

8000 people in Portsmouth are classed as 'harmful' drinkers which mean they can consume up to 50 units a week.

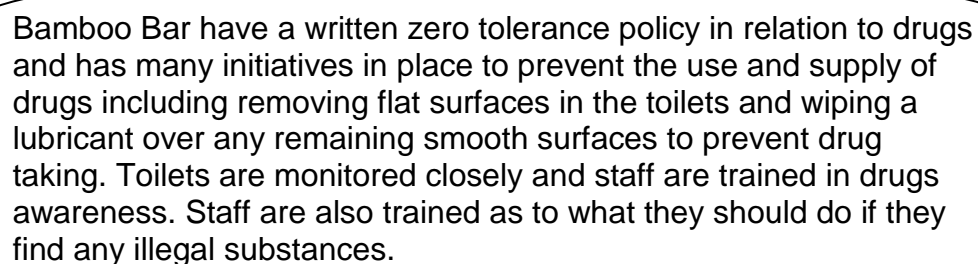
Advertising local or national alcohol services not only helps give advice to harmful drinkers, fulfils the social responsibility aspect and reduces the strain on services in Portsmouth.



The Trafalgar has a Community Board where local initiatives and community led information can be displayed. SAVE DAVE the Portsmouth project specifically aimed at tackling alcohol abuse is advertised on this Community Board.

A15 Describe what policies are in place to prevent the use and supply of illegal drugs in your premises?

All venues should operate a **zero tolerance** approach to drugs. A strict approach will reduce incidences of drug taking in your venue.



Bamboo Bar have a written zero tolerance policy in relation to drugs and has many initiatives in place to prevent the use and supply of drugs including removing flat surfaces in the toilets and wiping a lubricant over any remaining smooth surfaces to prevent drug taking. Toilets are monitored closely and staff are trained in drugs awareness. Staff are also trained as to what they should do if they find any illegal substances.

A16 What have you adopted in order to minimise harm caused by illegal drugs?

There is recognition that some people could still be in a premises and under the influence of drugs despite any controls that have been implemented. Therefore, it is important that you can recognise the signs of drug taking or have measures in place to limit the harm that can be caused by drugs.

The Wedgewood Rooms has adopted many excellent initiatives to reduce the harm that can be caused by drugs, including the consideration of a full search policy as a condition of entry, the availability of health promotion and harm reduction literature for its customers. Liaising with the authorities to ensure that they are supplying up to date literature. Security staff and duty managers consciously monitor for suspicious behaviour inside the premises as well as on entry. Any drug related incidents are reported to the police and offenders are detained for arrest.

A17 What procedures are in place to ensure that any substances found, which are believed to be illegal are disposed of safely?

Your premises may not be exposed to drugs use in general, however, it is good practice to know what to do SHOULD you find controlled drugs.

- Drugs should always be handled using gloves.
- The drugs should be placed into a sealable bag (evidence bag if you have access to these).
- Keep a record of the person who found the drugs, along with details of where and when.
- The same details should be written on the bag.
- The police should be called and the drugs to be kept in a safe place (either the cash safe or dugs safe if you have one) until the police arrive to collect them.

A18 Does your premises have a staff training package with regard to drugs?

All staff should be trained in drug awareness so that they can identify types of drugs if they come across any and to recognise if a customer is under the influence of drugs. This can more easily alert you as to whether you have an issue with drugs in your premises or enable you deal with a customer in the most effective way in terms of customer care or first aid if you know whether they have taken illegal substances. Disposal of drugs does not just cover illegal substances. Prescribed drugs must also be disposed of safely.

Route 66 have an online Licensing training package for their staff which includes drugs awareness training. The package also includes an exam to test their knowledge which is also completed online.

Thefts/Burglary

A19 What initiatives do you have in place, which may assist you in reducing the number of thefts and burglaries from your premises?

It is essential that each premises has a crime prevention strategy. Everyone concerned with the sale and consumption of alcohol will be aware that drinking can make an individual more vulnerable and less likely to guard their personal property. Perhaps the usually careful individual may leave their mobile telephone on a table whilst going to the bar or leave a bag unattended whilst visiting the toilet. Thefts within licensed premises account for a high proportion of crime and intoxicated customers are rich pickings for thieves.

Many of our venues in Portsmouth have fantastic initiatives in place to prevent thefts.

The Electric Arms has bag clips under their tables so that customers can secure their bags.

The Slug & Lettuce in Southsea have roving security patrols to keep a watch for any thefts or unattended property.

The Pizza House does not have a dedicated cloakroom but uses a coat rail behind the bar in order for customers to securely leave their coats.

Lloyds No 1 checks their toilets regularly for any suspicious activity and records this so that staff know when the checks are due.

Fleet & Babylon have a audible alarm system to ensure security when there is no one on the premises.

Bamboo Bar has CCTV installed to deter potential thieves and to identify should an incident occur.

A20 Describe your staff training package with regard to crime prevention.

As part of any staff training or induction programme, each premises should provide their staff with some guidance or training in relation to what they could do to prevent offences of theft from occurring within the venue.

Bar Risa and Highlights has a staff induction training package which also includes being vigilant within the premises at all times. This is communicated to staff within the first few days of starting employment.

A21 Prevention of selling contraband and stolen goods on the premises.

Very often low level criminals will use licensed premises in order to sell contraband or stolen goods as they will have a large audience in some of these premises.

Disorder

A22 What do you do to prevent or keep incidents of disorder to a minimum?

It is important that each premises has a policy to deal with potential outbreaks of disorder. All licensed premises have potential for disorder to break out. You have methods of identifying problems, and ways in which to deal with them. Your strategy should be communicated to your staff so that they are also briefed on what to look out for and what they should do.

A23 If disorder or crime occurs in your venue, how would you deal with:

- **preservation of a crime scene?**
- **Care of any victims?**

If an incident does occur it is very important to ensure that the victim receives the support (whether medical or otherwise) that they need and it is also very important that the area in which the crime has taken place is secured in order to maintain evidence. This should include first aid treatment to be given to the victim/s, emergency services called, crime scene preserved/cordoned, weapon preserved and witnesses detained or details taken. Although a lot of the points to remember are common sense it is worth having a written policy to ensure that everyone knows what to do and what not to do because in an emergency things are easily missed.

Martha's has an excellent written policy of what to do in the case of a serious assault. This policy includes an appointed person who oversees the preservation of the crime scene as well as ensuring that the victim receives the care that they need.

A24 What procedures are in place to ensure that any items, which may be classed as weapons, are disposed of safely?

This question is in reference to an implement that you may find rather than a “weapon” that has been used. In relation to bladed implements, the item should be recovered using gloves, and either placed into a clear plastic tube as distributed by the police or alternatively, it should be placed into a secure and solid container such as a box and preferably witnessed. The item description together with the details of the date, time and person finding it should be written down in an incident report. The container should be kept in a safe place until the police can be called to come and collect it. If a firearm was discovered, it should not be touched, the area should be cordoned and the police called immediately to remove the item.

A25 Do you have a staff training package with regard to disorder/conflict Management?

A lot of aggressive behaviour can occur, for example, if a customer disputes the change that they receive or if there is a complaint that the customer feels has not been dealt with to their satisfaction. It may even be because the customer has been refused service through drunkenness or if they have been asked to produce identification. Research has shown that staff are more likely to refuse service to a drunk person or ask a customer for identification if they have been trained in conflict management as they feel more confident in dealing with the potential issues that this may cause.

Public Safety

First Aid

B1 What first aid facilities do you have in your venue?

The Health and Safety (First Aid) Regulations 1981 requires employers to provide adequate and appropriate first aid equipment, facilities and people so that the employees can be given immediate help if they are injured or ill at work.

The minimum first aid provision in any work place is:

- Suitably stocked first aid box.
- An appointed person to take charge of first aid arrangements.
- Information for employees about first aid arrangements.

The appointed person's role is to ensure that the facilities and equipment is suitable and stocked and also contacting the emergency services when required.

B2 Do you ensure that at least one person present during opening hours is trained in basic first aid?

It is not a legal requirement to have first aiders in the work place, however, the care that is administered before emergency medical help arrives can sometimes mean the difference between life and death so it is best practice in an environment such as a licensed premises where serious injuries can occur. It is also advised that you have a quiet area/room designated but not necessarily dedicated, so that you are able to treat people in a quiet and light space. If your premises does not have a dedicated first aid room you can nominate an office space.

Event Control

B3 If you have any events, which may be different from your "normal" trading, (e.g. live music event, televised football etc) would you give prior notice to the police, other agencies or neighbours?

Existing managerial security and operating systems may be sufficient in the normal day to day trading of your business, however, any extra pressure during special events or demand on busy nights could result in crime, disorder or anti-social behaviour.

At the very least you should notify the police or relevant authority if you are planning to hold an event which has the potential to impact on your neighbourhood to a greater extent than normal trading operations. Under the Licensing Act 2003, if licensees do not take these issues under consideration, a consequence of a failure to control their customers could lead to additional conditions being placed on their licence.

A responsible licensee should assess the potential impact that the event may have on the community and assess their internal operating procedures to ensure that they have systems in place that can cope with any extra demand and stresses.

B4 What formal planning steps or risk assessment process do you Undertake, if any, to cater for any problems this event may cause?

Any event which is out of the ordinary may have unintended consequences. That does not mean that the event shouldn't occur as long as you have assessed what those consequences may be and put in appropriate steps to

ensure that risks are minimised. Broadly speaking, the risks fall into one of 9 categories.

Public Disorder

Is your event likely to attract a far larger amount of customers than normal. If so would you consider having doorstaff if you do not already have them or increasing doorstaff numbers. You may want to do a staff/doorstaff briefing so that all the staff are pre-warned on what to expect.

Crowd Control – Disorderly queuing

If the event is likely to attract a large number of customers you may want to consider the use of crowd control barriers so that you can keep the queue in order. It would also ensure that the queue does not obstruct the public highway for passers-by and cause a nuisance. The queue should ideally be monitored by a member of staff/doorstaff to ensure that there is no drinking/drug taking or disorder in the queue.

Weapons and Drugs – searching of persons entering the venue

Is your event likely to attract a different type of customer to what the venue normally has? If so, are these customers more likely to be the type of people that will take drugs e.g. dance events. You may want to consider introducing random searches on entry or increasing the number of searches if you already have a search condition in place. There are also certain events that may attract customers that are more likely to carry offensive weapons such as knives or guns and this also needs to be taken into consideration.

There are a lot of measures that can be put into place to minimise the risk of customers bringing drugs or weapons to the venue. Advance warning can be given to customers via the internet, advertising or on tickets, that there will be a search condition in place. Prominent signs can be placed on the entrance to the premises to warn customers about the policy.

Staff should be made aware of what to do in the event of finding any drugs or weapons, either in the venue or on a person.

Under age wishing to gain entry to the venue

Is this event likely to attract under 18's. For example the event could be as simple as an 18th birthday party booking. The birthday person is therefore likely to have friends which are 17 years old who may try and gain entry into the venue. It may be worth having a staff briefing to re-iterate the law in relation to acceptable forms of identification and the serving of under 18's.

Drunkenness

Are the levels of drunkenness more likely to be high during this event? E.g. all day drinking events or pub crawls. Staff should be briefed before the start of

work to ensure that they are more vigilant. Perhaps consideration of security of you don't usually employ them or an increase in the numbers of security.

Drug dealing in the venue

If your event is likely to attract more customers that will take drugs then it will also be likely that the event may attract drug dealers. It is therefore important that you ensure that your staff are briefed and vigilant.

Monitoring of the queue and any dark or secluded area of the venue should take place, including the toilets. Communicate that searching will be conducted on advertising literature or tickets and that drugs will not be tolerated as a way of deterring people.

Theft of personal property

An event which draws people from outside the area could also draw potential criminals targeting unsuspecting visitors to your venue and hoping to become lost in the crowd. Ensure that have adequate staff monitoring all areas of your premises. Have a policy in place where unattended property is identified before it becomes stolen property. If you do not have a cloakroom but your event is likely to attract a number of customers, consider putting a temporary cloakroom facility in place.

Customers leaving the premises

If the event is likely to attract a larger number of customers than is normal for that particular day or time it is very important to ensure that customers are monitored when they are leaving the premises, especially if, for example, it is an event when customers are likely to all leave at about the same time. This will help reduce the likelihood of complaints raised as a result of anti-social behaviour or littering.

General safety in the venue

There are lots of measures that you can put into place to reduce the possibility of crime, disorder and anti-social behaviour. These include:

- Monitor and react to areas of the premises which may become overcrowded.
- Ensure that staff, in particular any security staff, are easily identifiable to customers in need of assistance.
- Ensure that vulnerable customers are identified, for example, disabled persons, lone intoxicated females.
- Consideration of using safety/plastic glasses during high risk events.
- Sufficient first aid trained staff proportionate to the number of customers at the event.
- Adequate numbers of staff patrolling the premises to ensure that standards are above level at all times.

Glass

B5 How do you ensure the safe use of glass is maintained at all times?

Inside your premises:

Some venues use plastic instead of glass as a matter of course, for example, Walkabout, however, other venues will use plastic glasses after a certain time of day, for example, Tiger Tiger. This is because the customer profile changes depending upon what time of day it is. Some venues will utilise plastic glasses when they have certain events on, for example, football games. It is important to assess the risk from the type of customers that will be attending a particular event.

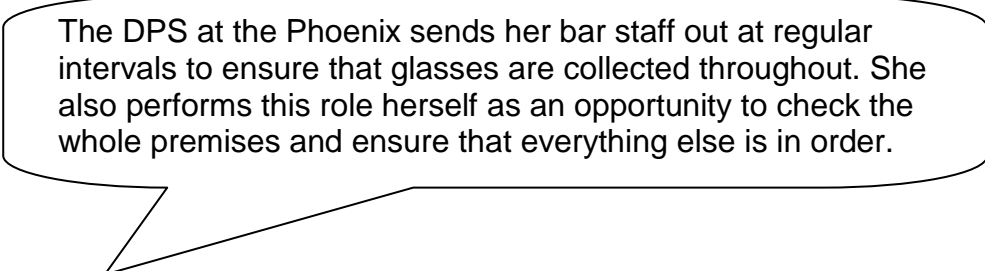
There are also other benefits to using glass at your premises. It may affect your insurance premiums if there is less chance of someone getting injured with a glass and plastics do not break, therefore, it would reduce cleaning.

Any outside drinking areas

A lot of licensed premises have smoking areas or beer gardens. It is very important to ensure that glass safety is maintained in these areas. Glass can more easily break and shatter in these areas than on indoor carpeted floor and cause injuries. Glasses and bottles that are taken away from the premises and left lying around on the road/street can also cause injury and can be used as a weapon if a fight breaks out. For example, two people arguing gets asked to leave a premises and continue fighting half way down the street. One picks up a bottle/glass left lying around by a previous customer. Outside drinking/smoking areas should be supervised if possible, if not, at least monitored regularly. Ideally, drinks should not be taken outside in order to avoid any associated issues.

B6 What procedures do you use to ensure effective glass collection at all times?

Depending on the size and type of venue you will need different methods of ensuring that glass collection is done thoroughly. Bigger venues will have dedicated glass collectors and use a customer/staff ratio to organise rotas.



The DPS at the Phoenix sends her bar staff out at regular intervals to ensure that glasses are collected throughout. She also performs this role herself as an opportunity to check the whole premises and ensure that everything else is in order.

Some venues place secure bottle bins in key areas in order to reduce the number of bottles lying around that can cause littering and injuries.

B7 How do you ensure the safe disposal of glass is maintained at all times?

Safe glass disposal includes ensuring that the staff tasked with emptying bins are provided with the correct equipment and are sufficiently trained in manual handling. Customers are monitored upon leaving a venue to ensure that bottles and glasses are not taken out and left in the middle of the street. Bins are secured in back areas to ensure that they are not a potential fire hazard in the case of arson.

B8 Describe your fire detection/warning system

Depending upon the type, size and location of your premises you should have some kind of fire detection or warning device. It could be a series of smoke alarms or it could be an electronic audible warning system linked to a centralised system that notifies the fire brigade automatically. To ensure that your premises has the right sort of system it is a legal requirement for a risk assessment to be carried out by a 'competent' person. A 'competent' person is someone who has sufficient expertise and training. Be wary of who you ask to conduct the risk assessment as there are several rogue traders purporting to be fire safety experts.

B9 Detail any equipment you have in your premises for fighting fire and has it been serviced.

As a rule of thumb you should have at one extinguisher for every 200 square metre of space with at least one per floor. The type of extinguisher depends on the nature of the room and will be identified by carrying out a fire risk assessment. Fire extinguishers must be serviced at least annually. Make sure you keep the certificate that you should be presented with when the extinguishers have been serviced – it is not enough for inspectors to see the date on the side of the extinguisher. Make sure that when you have the extinguishers serviced you receive and retain a certificate.

B10 Outline your premises means of escape in an emergency situation

There are no hard and fast rules in relation to fire exits and travel distances. In general, the higher the risk the shorter the travel distance should be. Risk depends on things such as the likelihood of a fire starting, occupancy levels and movement ability of the people contained within the premises. If you are unsure you should seek advice from a 'competent' person.

B11 Do you have a structured fire evacuation policy?

Licensed premises **MUST** have an emergency plan so that you and your staff know exactly what to do in the event of a fire and this plan **MUST** be recorded.

In small premises, the plan could be as minor as having a fire action notice in the staff areas. However, the more complex larger venues will need to be more structured and may need to be prepared in consultation with other people, for example, multi-occupied complexes.

Such a plan could include:

- How people will be warned if there is a fire.
- What staff should do in the event of a fire.
- How the evacuation of the premises should be carried out.
- Identification of escape routes.
- Fire fighting arrangements
- How the emergency services will be called and who is responsible.
- Staff training needs.

B12 Who is responsible for carrying out any fire risk assessment?

ALL licensed premises regardless of size **MUST** have a fire risk assessment carried out. The responsible person must carry out, or appoint a competent person to carry out a suitable and sufficient fire risk assessment to assess the risks of fire to their employees and others who may be affected by their work or business.

A competent person is someone who understands the relevant fire safety legislation, have appropriate education, training, knowledge and experience in the principles of fire safety; have an understanding of fire development and the behaviour of people in fire; understand the fire hazards, fire risks and relevant factors associated with occupants at special risk within the buildings of the type in question, and have appropriate training and/or experience in carrying out fire risk assessments.

The Hampshire Fire and Rescue website provides details on how to complete a fire risk assessment and also gives details on courses that are available so that people can gain more knowledge on the legislation.

<http://www.hantsfire.gov.uk/forbusiness/firesafetyregs/fsriskassessment.htm#competent>

B13 Describe your staff training package with regard to fire safety.

Regular staff training in relation to fire safety is very important. You need to ensure the safety of your customers and staff. As a rough guide, a building should be emptied within 2 to 3 minutes. This is a very short space of time, therefore it is important that you and your staff know exactly what they should do.

Liquid & Envy include fire safety in their staff induction packs which is given within the first two days of employment including an assessment to identify areas which they do not understand. This is followed with monthly training sessions on fire safety and a six monthly fire drill.

Anti-terrorism

Terrorist attacks in the UK are a real and serious danger. Crowded places, including bars, pubs and nightclubs, may feature in the attack plans of terrorist organisations in the future; as they are usually locations with limited protective security measures and therefore affords the potential for mass fatalities and casualties.

Although terrorist attacks on bars, pubs and nightclubs have been infrequent recently, there is a long history of such attacks and there have been recent attacks on bars and nightclubs in other countries around the world.

It is possible that your premises could be involved in a terrorist incident. This might include having to deal with a bomb threat or with suspect items left in and around your premises or sent through the post.

B14 Do you have a separate bomb threat evacuation policy?

In terms of terrorism, there are many circumstances as to why you may need to evacuate your premises.

- A threat received directly by your premises.
- A threat received elsewhere and passed on to you (i.e. by the police)
- Discovery of a suspicious item in your premises
- Discovery of a suspicious item near your premises
- An incident to which you have been alerted to (e.g. by the police)

A very important consideration when planning evacuation routes in response to near simultaneous terrorist attacks is to ensure that people are moved away from other potential areas of vulnerability or areas where a larger secondary device could be detonated.

A general rule of thumb is to find out if the device is internal or external to your premises. If it is within the building you may consider evacuation. If it is external, it may be safer to stay inside.

Assembly areas should be at least 50m away from the incident. For example, in the case of most vehicle bombs this distance would put them beyond police cordons – although it is advisable to have an alternative assembly area 1km away.

B15 – Describe your procedures for dealing with suspect people/packages.

You must ensure that your staff know what they should do if they come across a suspect package or person. This helps to ensure the safety of them, you, your customers and your premises.

Packages

- Do not touch suspicious items
- Move everyone away to a safe distance
- Prevent others from approaching
- Communicate safely to staff, customers and the public
- Use hand-held radios or mobile phones away from the immediate vicinity of a suspect item, remaining out of line of sight and behind hard cover
- Notify police
- Ensure that whoever found the item or witnessed the incident remains on hand to brief the police

Suspect people

These could be people who are carrying out hostile reconnaissance on your premises or people that are about to carry out a terror attack.

Hostile reconnaissance

They will be part of the terrorist team that have been tasked with obtaining a profile of the target location, determining the best method of attack and determining the optimum time for attack.

You and your staff know the premises best and the general rule of thumb is that you should be looking for and aware of any people acting suspiciously or things that seem out of place. Some of the things to look out for will include:

- Significant interest being taken in the outside of your premises including parking areas, deliver gates, doors, entrances or queues.
- People taking pictures, filming, taking notes, sketching of your premises. Tourists should not necessarily be taken as such but should be treated sensitively but with caution.
- Vehicles parked outside buildings of other facilities with people remaining in the vehicle for an unusual length of time.
- Standing or loitering in the same area on numerous occasions for no apparent reasonable explanation.
- The same vehicle and different individuals or the same individuals and a different vehicle returning to the same location.
- Multiple identification documents.
- In the past reconnaissance operatives have drawn attention to themselves by asking peculiar and in depth questions of employees or others far more familiar with the environment.

Suicide attacks

The use of suicide attackers is a very effective way of delivering an explosive attack to a specific location. Suicide bombers may use all sorts of vehicles as a bomb or may carry or conceal explosives on their persons.

Some of the things to look out for include:

- Simple observation such as staring quickly and looking away.
- Attempts to disguise identity – motorcycle helmets, hoodies etc, or multiple sets of clothing to change appearance.
- Multiple identification documents – suspicious, counterfeit, altered documents etc.
- Non co-operation with police or security personnel.

B16 Describe your staff training package in relation to anti-terrorism training.

Under the Health and Safety at Work Act 1974 you have a duty to ensure that the core standards and statutory duties have been met in terms of safety at work and that safety includes safety from terrorism.

That includes:

- Carrying out adequate risk assessments and introduce suitable measures to manage identified risks.
- Co-operate and co-ordinate safety arrangements between owners, managers, security staff, tenants and others involved on site.
- Ensure adequate training, information and equipment are provided to all staff.
- Have procedures in place to deal with the imminent and serious danger and evacuation.

A comprehensive training package should include; vigilance, how to respond to threats (including telephone threats) and how to deal with suspect packages/people, what to do in an emergency. More information can be found on:

<http://www.nactso.gov.uk/SiteCollectionDocuments/AreasOfRisk/Pubs%20and%20Clubs%202009%20ENG.pdf>

Many of these training points not only guard against terrorism but can also help combat thefts and burglaries.

Building Safety

B17 How are spillages, which can be hazardous, identified and managed to prevent injury to customers?

In a licensed premises environment there are generally three types of spillages that can occur; chemical, bodily fluids, and alcohol from spilled drinks.

It is important that the staff are trained to recognise the different types of spillages and how to deal with them. E.g. bodily fluids should be treated as clinical waste, staff should be aware of COSHH data in relation to different chemicals and staff should be constantly aware of any drinks that may have been spilled as these could be a slip hazard to them and to customers.

In order to ensure the safety of staff and customers at all times a policy should be built into the working routine that covers all areas of the premises.

The law (COSHH) requires that employers control harmful chemicals that may be used in the workplace. Broadly speaking the legislation asks employers to ascertain what the hazards are, provide controls to reduce those hazards and ensuring that those controls are constantly used.

B18 How do you ensure that your building is, at all times, in good order to prevent injury to any customer or staff member?

In an environment where customers are drinking alcohol and can become boisterous, things can get broken. It is important to conduct regular maintenance checks on the building and contents for two reasons. Firstly, broken fixtures and fittings can be a hazard to customers or staff, e.g. blocked toilets causing a flood or cracked mirrors in the toilets which may break and cut people. Secondly, for the purposes of aesthetics, maintenance and repair should be kept up for service standard reasons.

B19 How do you ensure that all lighting is protected from customers and staff in relation to heat and burns?

Light bulbs are a heat source and therefore it is very important that they are kept away from sources of fuel, including people. Lighting should be checked regularly to ensure that it is still in good working order and that fittings haven't been moved or have fallen down.

A lot of businesses use halogen lamps in light fittings as opposed to the normal household bulb. As well as being generally longer lasting, halogen

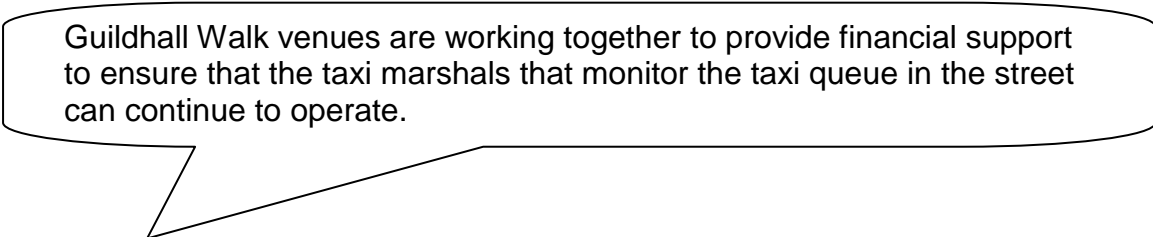
bulbs also produce more heat. Poor housekeeping of lighting could result in fires as dust is a very easily combustible material.

Transport

B20 With regard to late night transport, do you make any of the following available.

It is really important that there are adequate facilities to ensure that customers that can get home after a night out. Dispersal of customers is vital because large gatherings of intoxicated people can become a flashpoint for anti-social behaviour or violence. There are a number of ways that a licensed premises or a collection of licensed premises can ensure that their patrons get home safely.

- Provide a safe and secure place for people to wait for taxis.
- Advertising reliable services by providing free phone numbers for licensed mini-cabs and details of nearby taxi ranks, bus timetables etc.
- Agree an operating policy with local taxi's e.g. banning the sounding the horn after 11pm at night.
- Discuss with the local council the location of taxi ranks to ensure that they are easily accessible without causing bottlenecks outside venues.
- Provision of security staff pr taxi marshals to monitor taxi ranks.
- Work with the local authority to agree bus routes, stops and timetables.
- If the premises exits onto the public highway, ensuring the separation of customers and traffic to maximise safety – possibly by the installation of permanent or removable barriers.
- Advertising parking facilities so that customers leave in a direction with minimum disturbance to local residents.



Guildhall Walk venues are working together to provide financial support to ensure that the taxi marshals that monitor the taxi queue in the street can continue to operate.

Section C

Noise

C1 What do you do to ensure that noise from your premises is kept to a minimum?

Noise is defined as “unwanted sound”. Under the third licensing objective of “public nuisance” it is important that your premises does not create noise that could disturb your neighbours. These include:

- Adequate soundproofing
- Ensuring that all doors and windows are closed during regulated entertainment.
- Monitoring the effect of noise breakout outside during regulated entertainment.
- Display advice notices to customers about noise.
- Use lollipops or similar to reduce customer noise upon leaving.
- Have a designated place for people to wait for taxis away from direct line of sight of residents.
- Music policy adjusted to play “chilled” music at the end of the evening to affect the mood.
- Use of noise limiters to control the volume of music.
- Monitoring/supervision of outside smoking areas in order to limit noise.

The Old Vic monitors the beer garden regularly to ensure that there is no loud or rowdy behaviour. In instances where it becomes a possible nuisance the area will be closed off for a short period of time after several warnings.

C3 Do you have a specific “dispersal” policy with regards to customers leaving your premises at the same time?

Every venue, whether pub, club, or bar can and should prepare and implement a dispersal policy. This policy would set out steps that the premises will take at the end of the trading session to minimise the potential for disorder and disturbance as customers leave the premises. This applies regardless of the size, location and nature of the business although the contents of the policy would obviously differ.

In preparing a dispersal policy there are many elements that you should take into consideration. These include:

- Transport
- Road safety
- Staffing
- Car parking
- Cloakroom
- Music and lighting
- External lighting
- Minimising noise on exit
- Bottles or glasses
- Litter
- Door staff

- Marshals
- Wind down period/drinking up time

Community Engagement

C4 Are you involved in any local activity, which underlines your commitment to being a “good neighbour” and responsible business?

Licensed premises can demonstrate their commitment to being a good neighbour and responsible businesses by being active members of local groups such as Neighbourhood forums

C5 Do you attend meetings of community partnerships or crime prevention groups such as “Pub and Club Watch”?

Pubwatch is the licensed trade's equivalent of Neighbourhood Watch. The main differences are that they are more active and effective than most Neighbourhood Watch Schemes. Pubwatch schemes have been in existence throughout the UK for over 40 years and range in size from over 200 premises in cities to small rural schemes with as little as 5 premises involved.

The basic principle involved in a Pubwatch is that the licensees of the premises involved agree on a number of courses of action against those individuals who cause or threaten damage, disorder, violence, use or deal in drugs in their premises or are a general nuisance. A lot of pubwatches around the country also set policies on how they will deal with wider issues in the area such as under age drinking.

Being an active member of pubwatch is acknowledged as being an indication of good management and a commitment to the four licensing objectives.

After the 2003 Licensing Law came into effect, some authorities put conditions onto licenses that stated that the DPS or representative of the premises should, where a pubwatch exists, attend regular meetings. Check your license to make sure that you are not in breach of any conditions.

Litter/Waste

C6 What do you do to prevent or discourage customers from polluting the environment with waste/litter which may come from your venue?

If a litter problem can be traced to a particular business, the local authority can issue a street litter notice or designate the area a litter control zone.

These put responsibilities on the owner/manager to keep the area clean and tidy. Failure to comply could result in fines.

Litter can also reduce the public perception of an area and mean that customers would prefer not to visit that area if it is not clean and well lit.

Things that you could do to improve the levels of litter in the street are:

- Having litter bins at the exits to your premises or just outside your premises.
- Having advice notices to customers about littering.
- Report offences to the appropriate authorities if you see someone littering.
- Refrain from street flyering.
- Clear the area around your premises from litter.

In Portsmouth there are currently 3 areas around the night time economy that are designated:

City Centre

- Guildhall Square
- Guildhall Walk
- Hampshire Terrace
- Museum Road
- Cambridge Road
- St Michael Road
- Edinburgh Road
- Stanhope Road

Gunwharf

- Park Road from the junction of St Georges Road to Burnaby Road

Southsea

- Albert Road from the junction of Lawrence Road to Francis Avenue

Protection of Children from Harm

D1 How do you identify under 18's?

Each premises must have a strict policy in force at all times with regard to customers under the legal age who may enter the premises and either try to buy or consume alcohol. In addition to the legal requirements, a person who is

under the age of 18 who has consumed intoxicants, may be more vulnerable and is more likely to become a victim of crime than someone who is older and more sober.

Things you could do include:

- A rigorous policy of checking accepted forms of ID.
- Club scan devices
- Notices to customers advising them of the strict policy (designed to deter)
- Staff training with regard to underage drinking.

D2 If you allow under 18's to enter your premises, how do you ensure they are protected from harm?

With the introduction of the Licensing Act 2003, children are permitted into a licensed premises as a default, however, local authorities may limit or prohibit access to a specific licensed premises by children after taking into account several factors, including:

- where entertainment or services of an adult or sexual nature are provided.
- where there is a strong element of gambling taking place .
- with a known association with drug taking or dealing .
- where there have been convictions or other forms of proof of members of the current staff at the premises for serving alcohol to minors or with a reputation for underage drinking.
- where the supply of alcohol for consumption on the premises is the exclusive or primary purpose of the services provided at the premises.

To ensure that you identify all risks that may arise from the presence of children in your premises you should carry out a risk assessment in relation to children and your premises. This assessment should take into account, for example, areas that are difficult for you to supervise (proxy sales). The assessment will identify whether you should consider prohibiting children altogether, limiting the times when they can be present, controlling the times at which certain TV programmes are shown etc.

This process should be repeated if you are considering putting on any events where children will be present in order to minimise risks.

D3 How do you ensure that under 18's do not consume intoxicants from your bar?

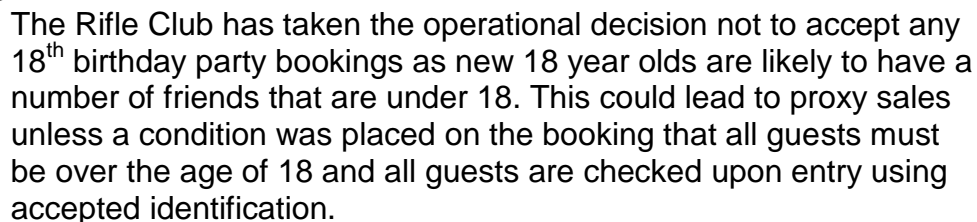
If you do allow children into your premises it's very important that you are aware of the law in relation to alcohol and children. The main ones are:

- ALL alcohol must be bought by individuals over the age of 18.

- Those aged 16 or 17 can consume beer, wine or cider bought by an adult when it is an accompaniment to a table meal and the young person is accompanied by an adult.
- All persons under the age of 16 must be accompanied by an adult over the age of 18 whilst inside a licensed premises.

In all cases the alcohol must be bought by a person over the age of 18. There are many procedures that could be implemented to ensure that only those legally entitled to, may consume alcohol in your premises. These include:

- A rigorous policy of checking accepted forms of identification.
- Limiting the hours that children can have access. E.g. only when it's quiet enough to aid supervision/monitoring by staff and management.
- Close monitoring of sales to ensure that no proxy sales are carried out.
- Only permitting one drink to be bought by one ID confirmed adult any one time.



The Rifle Club has taken the operational decision not to accept any 18th birthday party bookings as new 18 year olds are likely to have a number of friends that are under 18. This could lead to proxy sales unless a condition was placed on the booking that all guests must be over the age of 18 and all guests are checked upon entry using accepted identification.

D4 How do you ensure that under 18's do not purchase intoxicants from your bar?

This question is very similar to the previous question but can be dealt with very differently by different venues. Procedures that can be put into place include:

- Regular training for staff to ensure that they understand the legislation in relation to serving under 18's and the consequences.
 - Can get an £80 on the spot fine rising to a maximum of £5000.
 - "Persistently selling" means 2 or more times in 3 months and can result in a £10,000 fine and up to 3 months suspension of the licence. Police can also ask for a 48 hr immediate period of voluntary closure.

Slug and Lettuce in Southsea trains all their staff at the start of every shift to ensure that the "Challenge" policy is fresh in their minds every day.

- A rigorous policy of checking customers and only accepting certain forms of ID, i.e. photographic driving licence, passport or PASS card.

The Festing has a button on the tills which staff use every time they refuse someone for identification reasons. This allows the manager to track risk periods and ensures that the staff are carrying out due diligence.

- Consideration of excluding under 18's when during times when licensable activities are taking place will reduce the risk of under 18's gaining access to the bar.
- A survey conducted in Liverpool in 2007 amongst staff that worked behind the bar in licensed premises showed that a lot of them were intimidated against asking for identification or refusing a sale based on drunkenness or age because they were worried about being assaulted or verbally abused. The best practice is to