BEST BAR NONE

Mark Worthington
Licensing & Nightsafe Sergeant
**Best Bar None – what is it?**

- BBN is a national award scheme supported by the Home Office and the BII and aimed at promoting responsible management and operation of alcohol licensed premises.

- The aim of BBN is to reduce alcohol related crime and disorder in a town centre by building a positive relationship between the licensed trade, police and local authorities.

- Best Bar None raises standards and rewards excellence for those venues that attain the Award standard. This is delivered at a local level by active partnerships between the industry, local authorities and police.

- It raises the profile of your town as a safe place to enjoy a night out.
How does it work?

- Although guided by a national committee, BBN schemes are flexible and are fitted around the local conditions in each area of operation. BBN schemes are co-ordinated by various partners in each area.

- Assessment of licensed premises will be carried out by trained, impartial assessors, who will ensure consistency of approach. The assessment criteria will be clear and straightforward, with a minimum of bureaucracy with constructive feedback provided to all entrants.

- Licensed premises wishing to get involved in their local BBN scheme can apply to join.

- Participation in BBN schemes is of a voluntary nature.

More details can be found at [http://www.bestbarnone-northants.co.uk](http://www.bestbarnone-northants.co.uk)
What is it?

Best Bar None rewards venues that are well managed and that take customer safety seriously. It doesn't cost them. The winner of the Manchester Best Bar None 2006 – 5th Avenue – reported an upturn in trade of 45%.

If the scheme can do that for your business... wouldn't it be unfortunate to miss out?

Each venue that applies to join the scheme will be independently assessed on a variety of criteria based on the Licensing Objectives of the Licensing Act 2003 including;
- public safety issues;
- prevention of crime and disorder; and so on.

Once assessed, those venues successful in gaining accreditation will have the choice to be listed in the category and, of course, ‘Best Bar None’ for the current year. Those applicants that excel will be put forward as possible winners of either Best Bar Award, Best Town Centre Bar or Best Club Award. Best Bar None Award. It will be awarded to the venue judged to be offering the ultimate in best practice and will be one of the category winners. Following an awards ceremony held later in the year all successful applicants receive their accreditation certificates and an award to display, which will show the public that yours is a safe venue in which to enjoy a night out.

Also, following the Awards Ceremony, all successful applicants will be listed in the Directory to be found on this website.

• Want to know what's in it for you? Click here to find out •

- Safer for staff
- Safer for customers
- Virtually unbreakable
A BBN scheme will re-launch their scheme annually. Licensed venues will be invited to join by an application form at the launch.

Following the application process, a mutual date will be agreed for a more in depth assessment to be carried out at the premises. The assessment is carried out by two assessors and can take up to three hours (depending on the size of the venue).

Following the assessment visit the scoring booklets are marked (premises will only be compared to other similar premises).

The standard categories are Pubs, Town Centre Bars and Clubs.

If the business meets the minimum standard set, they are then awarded ‘Best Bar None’ and will be able to display signage outside and inside their premises.
What do I get assessed on?

- Door policy
- Security briefing and reviews
- Alcohol promotion policy
- Drugs recovery/seizure policy
- Policy on drunkenness
- CCTV coverage
- Crime & Disorder
- Lost and found property
- Crime prevention strategy
- Risk assessment
- Smoke-free
- Accident & Incident management
- Lighting
- First aid
- Fire safety/procedures
- Glass policy
- General safety
- Noise
- Community Engagement
- Age related issues
### Security Briefing and Reviews

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<tr>
<td>D</td>
<td>A formal regular security review should be held every three months and should be fully minuted with records kept in the main office.</td>
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<td>D</td>
<td>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.</td>
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<td>D</td>
<td>Written records should be kept of problems identified during briefing sessions and action taken to resolve the issues.</td>
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### Alcohol Promotion Policy

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<td>D</td>
<td>Alcohol is retailed in a responsible manner; any promotions do not encourage the purchase of multiple measures (other than a standard double) multiple numbers of bottles or excessive volumes of alcohol, speed drinking or drinking games. There should be no &quot;Fixed fee drink as much as you like&quot; promotions.</td>
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<td>D</td>
<td>There should be marketing of soft drinks</td>
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<td>B</td>
<td>The premises does not take part in any organised bar crawl type events, eg Carnage UK / Stamina etc</td>
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### Drugs Recovery / Seizure Policy

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<td>E</td>
<td>Premises should have a written drugs policy with a zero tolerance approach.</td>
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<td>Staff training in relation to drugs should be provided and documented.</td>
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<td>E</td>
<td>Appropriate signs should be displayed stating the premises zero tolerance policy to customers.</td>
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<td>D</td>
<td>The policy should give strict guidelines for staff to follow when drugs are either found or seized from patrons.</td>
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<td>D</td>
<td>Documents &amp; guidance should be available for staff to use when dealing with such incidents.</td>
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<td>D</td>
<td>There should be an audit trail regarding any seizures that protects the integrity of both the individuals concerned and the premises. This should be available for inspection by police.</td>
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<tr>
<td>B</td>
<td>There should be a dedicated search room available with internal CCTV.</td>
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How can I help the assessors?

- Assessment by Appointment – keep it!
- Be well prepared
- Make yourself available without disruption
- Have all policies etc available and know where to find them
- Use the free text section – it could be key to you winning – make sure you use the opportunity to demonstrate why you should be Best Bar None
Example of assessors report

“I was impressed by how well prepared the premises was for the inspection with the applicant having completed their application pack in advance of the inspection. This included cross references to policies or documents to support how they felt they were meeting the requirements of different parts of the BBN assessment criteria and made the inspection a lot easier. The policy booklet itself was well-organised and easy to work through.

The DPS was polite and well prepared and well intended to ensure we were comfortable throughout the process. Their readiness for the inspection meant it went a lot more smoothly than previous inspections I have done where applicants are ill prepared and constantly running around looking for documents and evidence to support their claims they have met the BBN criteria.

This premises is a shining example of how a pub should be prepared for the BBN inspection having taken the time to ensure that most of the information required is readily to hand and that they have conscientiously worked through the application booklet to ensure they have met at least the essential criteria.
This pub is should definitely be recommended for an award as part of this years BBN. “

“The DPS had prepared the assessors book and typed in all the policies and answers in preparation for the assessment. This is no mean feat and took a considerable time to prepare. All the Policies and documents were in place. Either Neil or myself would view the document and the other talk to Teresa who readily answered any questions and was able to verbally give the details of the documents/policy.

The premises appear to be very well run and have a strong client base of the Irish Community.
Teresa has a strong character and runs a tight ship.
I am personally of the opinion she meets all the criteria for ‘Best Bar None’ and should be considered for an award.
Teresa is an independent freehouse and has not the support/backing of any Breweries.”
Who decides?

- The top five premises in each category are then put forward to be judged.
- The judging process is an opportunity to involve a wider group of local opinion formers and significant members of the local community.
  - Police
  - Town Centre manager
  - CSP manager
  - BBPA
  - Licensing barrister
Winners

- The award ceremony is then held which forms an ideal opportunity to reward participants in the scheme as well as highlight the importance of BBN in a local area.

- Award ceremonies are designed in the most appropriate format for the local scheme; from a high profile awards night to a ceremony at the council offices.

- Finalist get Plaques to display at the entrance to their premises

- Local press coverage

- Other media coverage

- Fancy a Pint website
Northampton Awards Night
Northampton Awards Night
Plaques

BEST BAR NONE

NORTHAMPTON

THE MOON ON THE SQUARE

ACCREDITED PREMISES 2011

BEST BAR NONE

NORTHAMPTON

THE SWAN & HELMET

RUNNER UP 2011
BEST PUB

Nightsafe

BEST BAR NONE

NORTHAMPTON

THE MOON ON THE SQUARE

RUNNER UP 2011
BEST TOWN CENTRE BAR

Nightsafe
Press Coverage

BEST BAR NONE AWARDS 2011
They are the Best Bar None
Northampton’s best licensed premises have been recognised by the Best Bar None awards 2011

Best Pub...

The Whitehills

Assistant Chief Constable Andy Frost, Northamptonshire Police said: “Best Bar None provides an opportunity for the residents to work with Northamptonshire Police and Northampton Borough Council and partners, to reduce crime, especially violence and the fear of crime in and around licensed premises. It is a genuine attempt to improve standards and create a safer environment for customers so that we all can work in it. It is part of our strategy to reduce violence and alcohol abuse, and helps to promote safer and more positive images of our city and its economy.

Northampton Best Bar None offers an immense amount of opportunity to community members to work hard and be a force for good. These premises are safe and friendly environments and help preserve a safety and positive image of the local economy in Northampton. Best Bar None rewards and recognises good practice.”

The 21 accredited pubs, clubs and bars are:

- The Allington
- The Avenue
- The Crown
- The Duke of Gloucester
- The Duke of Wellington
- The Duke"s
- The Embleton
- The Fox
- The George
- The Greyhound
- The Jolly
- The Lamb
- The London
- The Man
- The Malt House
- The Moon
- The Old Bank
- The Pond Wharf
- The Princes Arms
- The Royal Oak
- The Swan
- The Whitehills

You can recognise the accredited premises by seeing this sign:

www.bestbarsnone.northants.co.uk
Press Coverage

CLUBS & LATE NIGHT VENUES...

Best Bar None awards 2011

BEST CLUB
STUDENT UNION NORTHAMPTON

"Winning the Best Bar None award for the second year running is a testament to how hard the staff at the Student Union work to provide a safe environment for our customers. The Student Union is open the first night drinking environment for young people who have had a long time and it is important to us to ensure that we look after them and support them in the number of responsibilities.

The Student Union. Ama Udoh, Operations Manager"

RUNNER UP
NfN's SPORTS BAR

Also accredited...

Aspara Tavern

DID YOU KNOW?

Best Bar None is a not for profit, charitable organisation.

Controller: Christopher Roberts, Chair of Northampton Borough Council

SUCCESS IS GOOD NEWS

We work as an emerging economy in Northampton that is vibrant and busy and we welcome comments and visits from everyone to help keep our town active for everyone.

Best Bar None is now the only independent organisation in the town to keep the town clean and beautiful, and to our advantage, too.

Don't worry; it's not just for the town and our local communities, too!

Best Bar None is the only independent organisation in the town to promote our town's image and the future of our town.

Best Bar None is a not for profit, charitable organisation.

Controller: Christopher Roberts, Chair of Northampton Borough Council

"Best Bar None is good for
Northampton businesses."

If you are interested in supporting
Best Bar None, please contact
controller@bestbar-none.org

BEST TOWN CENTRE BAR...

Best Bar None awards 2011

Best Bar None awards 2011

BEST TOWN CENTRE BAR
MONDE ON THE SQUARE

"We are really pleased to have won this award for the second time, we know it is not an easy job and we should always try to be the best.

The Moon on the Square. Chloe Fitch, Shift Manager"

RUNNER UP
MONDE ON THE SQUARE

Also accredited...

The Queen

BEST BAR NONE: A GREAT SHOWCASE

This year's sponsors include:

- Carlsberg
- Northampton Polytechnic
- Northampton Town Football Club
- Northampton Saints Rugby Football Club
- Royal & Derngate Theatre
- Shirecross Clubs Ltd
- bpb Spirit

Probably the Best Bar None scheme in the world!

That Calls for a Carlsberg! Congratulations to all the winners at the Northampton Best Bar None awards ceremony held recently. For the second consecutive year, the scheme awards those businesses who have gone above and beyond the normal expectations of what people may expect from a bar.

The scheme aims to be the benchmark for the future of the hospitality industry, and the winners are a testament to the hard work and dedication of all the staff.

For more information, visit www.bestbar-none.org.uk

www.bestbar-none.org.uk
What the winners said:

The Whitehills – John O’ Donnell (Licensee) says:

“It is fantastic to win the best bar none award this year, we were accredited last year and as a team have set out to improve our operation, building upon the Spirit Group Policies and going the extra mile to give our customers a safe & secure environment to socialise. All the hard work has paid off, and me and my team are over the moon to win this award.”
What the winners said:

The Student Union - Aman Ubhi (operations manager) says:

“Winning the best bar none award for the second year running is a testament to how hard the staff at the student union work to provide a safe environment for our customers. The student union is often the first real drinking environment for young people who have left home for the first time and it is important to us to ensure that we look after them and impress upon them a culture of responsible drinking”
The Moon on the Square – Chloe Finch (Shift manager) says:

“We are really pleased to have won this award for the second time; we know the competition was high this year. We work extremely hard as a team to provide a safe drinking environment for our customers. The whole team feel really rewarded for all our hard work”
Questions?

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