

Setting The Bar

Welcome to Setting the Bar, Stockton on Tees Borough Council's licenced premises award scheme.

All on-licensed premises operating in Stockton will be invited to participate during their initial license application, existing premises will be invited at the point of renewing their license. In addition the scheme will complement the targeted inspection regime to enable premises to be assessed during their routine inspection to Bronze level, whilst raising awareness of the opportunity to apply to the scheme to be assessed to a higher level. The scheme promotes to operators the benefits of operating above the minimum requirements of the Licensing Act 2003 in order to provide a higher standard of premises.

Each criteria is categorised and the scoring will be as follows:

Please note that evidence is required

- M Mandatory - applications must meet **all** relevant mandatory criteria met – Bronze Award
- D Desirable – applicants should demonstrate commitment to improvement beyond mandatory requirements. All M and D criteria met – Silver award
- E Exceptional standard, only premises that achieve all of the M, D and E criteria will receive a Gold award

Applications will be considered on a quarterly basis. Applications can be completed on-line xxxxxxxxx. Should you need any assistance with your application please contact xxxxx

What happens next?

Following submission of the application with copies of policies and other documentation, a visit **may** be required to assess the premises. If a visit is required we will examine all written policies and documentation that you have not submitted against the information you have provided in the application. Cleveland Police will also be consulted.

Setting the Bar status will be awarded based on your application and the evidence you provide. However, you may be re-assessed throughout the year and your status can be withdrawn or suspended if you do not show evidence that the practices you outline in the application do apply at all times and in all circumstances.

If you have any questions, please email xxxxx or telephone xxxxx

Application Form

Premises name			
Premises Licence Number			
Premises address			
		Postcode	
Applicant name	Licensee <input type="checkbox"/> Manager <input type="checkbox"/> DPS <input type="checkbox"/>		
Applicant Phone number			
Applicant email address (this will be used for contact during the application process)			
Licence holder name and address			
Designated premises supervisor name			
Manager name			
Category of premises	Pub <input type="checkbox"/>	Bar <input type="checkbox"/>	Restaurant <input type="checkbox"/> Club <input type="checkbox"/> Casino <input type="checkbox"/> Off-Sales <input type="checkbox"/>
Contact name and number to arrange assessment if required			
Date of last fire risk assessment			
Did you apply for this scheme last year?			
Date of application			

1. THE PREVENTION OF CRIME AND DISORDER

Crime and disorder at licensed venues can include theft, conflict, violence or anti-social behaviour as a result of, for example: inadequate security provisions, poor design and layout, customers becoming drunk or being under the influence of drugs.

Measures must be in place at the premises to prevent, manage and respond to incidents of crime and disorder. Policies should be proportionate to your business.

Key	Standard	Evidence to support application	Assessor comments	
M 2.1	Do you provide regular staff briefings / debriefings to improve working practices at your premises? They can be informal but any problems identified and remedial action taken must be documented	You must keep a record Applicant comments	Standard Achieved	Yes/No
M 2.2	Do you keep a log of all incidents at the venue, including refused or ejected customers, thefts, lost property, accidents and injuries?	You must keep a record Applicant comments	Standard Achieved	Yes/No
M 2.3	What appropriate measures do you have in place to reduce crime and disorder in your premises, for example: <ul style="list-style-type: none"> • regularly walking the floor • toilet checks • employing glass collectors • security devices e.g. CCTV & security mirrors • lockers/cloakrooms • Use of Polycarbonate plastics 	This will vary across different business but evidence should be provided which shows that appropriate additional measures have been used or considered Applicant comments	Standard Achieved	Yes/No

Key	Standard	Evidence to support application	Assessor comments
M 2.4	<p>This criterion is only applicable to premises that employ door staff.</p> <p>Are Door staff SIA registered and easily identifiable by wearing a uniform, high visibility jacket or arm band? Is there a process for door staff to record security incidents, drug confiscations, violent incidents, thefts, accidents and banned customers?</p>	<p>You must make the register available for inspection and provide details of how you determine the number of staff to employ. Visual checks on uniform may be carried out by the assessor.</p> <p>Applicant comments</p>	Standard Achieved Yes/No
M 2.5	<p>You must have a zero tolerance policy to drugs and weapons being brought into your premises. All items must be bagged and tagged and reported to Police. You should display signs informing customers that they may be searched</p> <p>Use of Metal detectors would fit in this section but I think it would be a Desirable so would this need to be in a separate category</p>	<p>You must make the policy available for inspection and provide evidence of your policy in use including any documented checks that you conduct.</p> <p>Applicant comments</p>	Standard Achieved Yes/No
M 2.6	<p>Do you have a clear and effective policy for preventing and dealing with intoxication ('drunkenness') at your premises?</p>	<p>You must be able to describe your policy and provide evidence of measures in place. It is expected that the policy will be documented and a copy of the policy must be made available for inspection.</p> <p>Applicant comments</p>	Standard Achieved Yes/No
M 2.7	<p>This criterion is only applicable to premises that employ door staff.</p> <p>Do you have effective search policies which minimise the opportunity for drugs and weapons to be brought into the premises and are all door staff</p>	Applicant comments	Standard Achieved Yes/No

Key	Standard	Evidence to support application	Assessor comments
	trained on the premises search policy?		
D 2.8	Do you regularly undertake Security reviews with a record of actions? Is this kept and reviewed?	You must keep a record Applicant comments	Standard Achieved Yes/No
D 2.9	This criterion is applicable to premises that are a member of Pubwatch Do you attend meetings regularly (i.e. 4 out of 6 meetings)? Do you check the ban list regularly and keep a log that it has been checked and communicated?	Where applicable evidence should be provided which shows that your premises actively engages with the scheme	Standard Achieved Yes/No
D 2.10	Do you provide training in conflict management to all staff to give them the knowledge and confidence to deal with difficult situations and reduce crime and disorder at the premises?	Applicant comments	Standard Achieved Yes/No
E 2.11	What appropriate additional measures do you have in place to reduce Crime and Disorder for example, <ul style="list-style-type: none"> • ASB Policy • Toilet attendants • CCTV operator • Minimum drinks pricing • Table service • All seating • Dress code 	You must be able to describe your policy and provide evidence of measures in place. It is expected that the policy will be documented and a copy of the policy must be made available for inspection. Applicant comments	Standard Achieved Yes/No

Key	Standard	Evidence to support application	Assessor comments	
E 2.12	Do you provide training in crime scene preservation to all staff to give them the skills and knowledge to secure and protect a crime scene until police arrive?	Applicant comments	Standard Achieved	Yes/No

2. ENSURING PUBLIC SAFETY

Licensable activities, in particular the provision of alcohol and some types of entertainment can increase the risk to public safety. Measures must be in place at the premises to promote public safety. Policies should be proportionate to your business.

Key	Standard	Evidence to support application	Assessor comments
M 3.1	A Health and Safety risk assessment must be carried out for the premises to identify any risks posed to staff or customers and precautionary measures to manage those risks. Guidance can be found on the HSE website. The risk assessment must be reviewed regularly.	You must make the risk assessment available for inspection. Applicant comments	Standard Achieved Yes/No
M 3.2	Fire safety regulations should be followed, this includes: <ul style="list-style-type: none"> • Fire Risk assessment for the premises • Having electrical equipment regularly maintained and PAT tested • Ensuring fire exits are clearly visible, unobstructed and maintained 	Applicant comments	Standard Achieved Yes/No
M 3.3	Do you have a policy in place to manage capacity at the premises and prevent overcrowding?	You must be able to describe your policy and provide evidence of measures in place. For larger premises, it is expected that the policy will be documented and a copy of the policy must be made available for inspection. Applicant comments	Standard Achieved Yes/No
M 3.4	Do you have a glass policy in place at the premises, to include collection and	You must be able to describe your policy and provide evidence of measures in place. For larger premises, it is	Standard Achieved Yes/No

Key	Standard	Evidence to support application	Assessor comments
	disposal of used glasses/bottles, spillages and broken glass, alternatives to glass drinking vessels and clear staff responsibilities for tasks?	<p>expected that the policy will be documented and a copy of the policy must be made available for inspection.</p> <p>Applicant comments</p>	
M 3.5	Do you maintain a fully stocked first aid kit?	This must be made available for inspection.	Standard Achieved Yes/No
M 3.6	Do you offer and promote to customers free drinking water? This could move to public nuisance to even it up	Applicant comments	Standard Achieved Yes/No
M 3.7	Do you provide training in fire safety and have a premises safety policy which is available to all staff to give them the knowledge and confidence to deal with emergency situations, including raising the alarm, location and use of equipment in particular fire extinguishers, utilities and layout of premises?	Applicant comments	Standard Achieved Yes/No

Key	Standard	Evidence to support application	Assessor comments
D 3.8	<p>Do you have written procedures, communicated to all staff on the action required to protect injured or vulnerable people?</p> <p>Have staff undergone vulnerability training?</p>	Applicant comments	
D 3.9	<p>Do you promote safe transport options to customers? This may include:</p> <ul style="list-style-type: none"> • the location of official taxi ranks • contacts for licensed private hire vehicles • safe waiting areas • night bus information • designated Driver Scheme <p>This could move into Public nuisance as it is part of a dispersal policy</p>	<p>You should demonstrate that customer safety is important even when they leave your premises</p> <p>Applicant comments</p>	Standard Achieved Yes/No
D 3.10	Do you provide access to condoms in male, female and disabled toilets?	Applicant comments	Standard Achieved Yes/No
D 3.11	<p>Do you have a designated space where vulnerable people can wait safely until help arrives?</p> <p>This is closely linked to 3.8 which is also a D. Is it being kept separate in order for applicants to get another point?</p>	Applicant comments	Standard Achieved Yes/No

Key	Standard	Evidence to support application	Assessor comments
D 3.12	<p>Do you participate in the Councils co-ordinated pub Radio Scheme providing access to CCTV and the Stockton Town Pastors</p> <p>(Do the radios work in Bham and Thornaby and Yarm)</p>	Applicant comments	Standard Achieved Yes/No
D 3.13	<p>Do you recruit appropriate people who present a professional reputable image and do you maintain appropriate staffing levels</p> <p>This ones a bit vague and they will all say yes. How about</p> <p>Do you provide staff with identifiable uniforms/name tags so that staff present a professional image.</p> <p>Do you maintain appropriate staffing levels</p>	Applicants comments	Standard Achieved Yes/No
E 3.14	<p>Do you display and provide information on the following:</p> <ul style="list-style-type: none"> • recommended levels of daily consumption • warnings of 'drink spiking' • support for local alcohol & drug services • domestic violence • sexual assault • stop smoking 	Applicant comments	Standard Achieved Yes/No

3. THE PREVENTION OF PUBLIC NUISANCE

Excessive noise and nuisance from licensed premises is a major concern for people living or working in the area. Measures must be in place to manage and prevent public nuisance from premises. Policies should be proportionate to your business.

Key	Standard	Evidence to support application	Assessor comments Score	
The following criterion is not applicable to off - sale premises				
M 4.1	Do you have a noise management policy in place that sets out the measures and procedures in place to ensure that noise does not cause a nuisance to neighbours? The policy should include: <ul style="list-style-type: none"> • the use of external areas • disposal of glass • acoustic noise assessment • location of DJ's • 'wind down' periods 	You must be able to describe your policy and provide evidence of measures in place. It is expected that the policy will be documented and a copy of the policy must be made available for inspection. Applicant comments	Standard Achieved	Yes/No
M 4.2	Do you ensure that staff are aware of their general responsibilities under the Licensing Act 2003 particularly around spotting the signs and refusing to sell alcohol to customers becoming intoxicated or under the influence of alcohol.	Applicant comments	Standard Achieved	Yes/No
D 4.3	Do you have measures and procedures in place to minimise noise disturbance to neighbours from customers queuing to access the premises or when leaving?	You must be able to describe your procedures and provide evidence of measures in place. It is expected that the policy will be documented and a copy of the policy must be made available for inspection Applicant Comments	Standard Achieved	Yes/No

Key	Standard	Evidence to support application	Assessor comments Score
M 4.4	Image, appropriate person and levels of staffing ???	Applicant comments	Standard Achieved Yes/No
D 4.5	Do you regularly engage with local residents or businesses to ensure you are being 'good neighbours' and dealing with problems as they arise?	Applicant comments	Standard Achieved Yes/No

What does E look like???

E – litter patrol around curtilage of the premises at the end of trading (cigarette ends etc)

4. PROTECTION OF CHILDREN FROM HARM

Licensable activities, in particular the provision of alcohol and some types of entertainment can increase the risk of harm to children attending licensed premises. Measures must be in place to protect children at licensed premises.

Key	Standard	Evidence to support application	Assessor comments
M 5.1	Do you have measures and procedures in place to prevent underage sales of alcohol?	You must be able to describe your procedures and provide evidence of measures in place. It is expected that the policy will be documented and a copy of the policy must be made available for inspection. Applicant comments	Standard Achieved Yes/No
M 5.2	Do you keep a refusals register which is reviewed regularly to identify trends and patterns?	The register should show the date, time, description of customer and name of staff member who refused the sale Applicant comments	Standard Achieved Yes/No
M 5.3	Off Sales - Are posters on display warning that it is an offence to purchase alcohol on behalf of an underage person and stating that proof of age may be required (i.e. Challenge 21/25 or Cleveland Police's Fake ID Scheme)?	Applicant comments	Standard Achieved Yes/No
M 5.4	Do you provide training to all door, bar and till staff in the age related sections of the Licensing Act 2003? This includes the ability to competently check customers' identification where necessary.	Applicant comments	Standard Achieved Yes/No

Key	Standard	Evidence to support application	Assessor comments
D 5.5	Do you provide safeguarding training to all staff?	Applicants comments	Standard Achieved Yes/No
D 5.6	On sales - Are posters on display warning that it is an offence to purchase alcohol on behalf of an underage person and stating that proof of age may be required (i.e. Challenge 21/25 or Northumbria Police's Fake ID Scheme)?	Applicant comments	Standard Achieved Yes/No

What does E look like???

E

- ID scan equipment
- Wrist bands for mixed age music events

ADDITIONAL MEASURES TAKEN

This section provides you with an opportunity to highlight areas of good practice that makes your premises over and above the standards set. This could include areas such as:

- Taking additional responsibility for the look and cleanliness around the outside of your premises, clearing up debris, litter or cigarette ends, providing additional bins, plants or other measures to keep the general area clean, tidy and attractive*
- Additional physical security measures such as additional CCTV or Club Scan etc.*

Additional measures will contribute to the overall scores

Description	What additional benefit this brings	Assessor comments

FOR STOCKTON ON TEES BOROUGH COUNCIL USE ONLY

Section	Mandatory		Desirable		Exceptional		Comments
	Possible	Total	Possible	Total	Possible	Total	
1. Reducing and preventing crime and disorder							
2. Public safety							
3. Prevention of public nuisance							
4. Protection of children from harm							
5. Additional							
TOTAL							