

Report of visit carried out under the Licensing Act 2003 and Gambling Act 2005
 Licensing Best Practice Compliance

Crime and Disorder			
Category	Question	Y/N/ NA	Evidence
Tier 1	Essential		
1.	Do you keep a log of all incidents at the venue, including refused or ejected customers, thefts, lost property, accidents and injuries?		
2.	Do you have a CCTV system in place to reduce crime and disorder?		
3.	Are Door staff SIA registered and easily identifiable? Is there a process for door staff to record security incidents, drug confiscations, violent incidents, thefts, accidents and banned customers?		
4.	Do you have a zero-tolerance policy to drugs and weapons being brought into your premises? The policy must reflect Newcastle City Council Drugs Protocol and include any action you will take if drugs or weapons are found.		
5.	Do you have a clear and effective policy for preventing and dealing with intoxication ('drunkenness') at your premises?		
6.	Do you provide staff training in dealing with intoxication in line with Section 141 of the Licensing Act 2003?		

Tier 2	Expected		
1.	Do you regularly undertake Security reviews with minutes and actions kept and reviewed?		
2.	Do you provide regular staff briefings / debriefings to improve working practices at your premises?		
3.	Do you have an anti-theft strategy in place?		
4.	<p>What additional measures do you have in place to reduce crime and disorder in your premises, e.g.:</p> <ul style="list-style-type: none"> • regularly walking the floor • toilet checks • employing glass collectors • lockers/cloakrooms 		
5.	Do you attend Pubwatch meetings regularly? Do you check the ban list before opening and keep a log that it has been checked and communicated?		
Tier 3	Desirable		
1.	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?		
2.	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?		

Public Safety			
Category	Question	Y/N/ NA	
Tier 1	Essential		
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. (5 or more employees requires a written RA)		
2.	Fire safety regulations should be followed, this includes: <ul style="list-style-type: none"> • Having electrical equipment regularly maintained and PAT tested • Ensuring fire exits are clearly visible, unobstructed and maintained 		
3.	Do you have a policy in place to manage capacity at the premises and prevent overcrowding?		
4.	Do you promote safe transport options to customers? This may include: <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 		
5.	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?		
6.	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?		

7.	Do you have a queueing policy and a customer dispersal policy in place to avoid long queueing, overcrowding and congestion?		
8.	Do you use only accredited external promoters for all events and promotions in the Premises?		
Tier 2	Expected		
1.	Do you have a glass policy in place at the premises, to include collection and disposal of used glasses/bottles, spillages and broken glass, alternatives to glass drinking vessels and clear staff responsibilities for tasks?		
2.	Do you have written procedures, communicated to all staff on the action required to protect injured or vulnerable people?		
3.	Do you have policies or procedures in place to tackle sexual harassment in your premises (such as the Shout Up campaign)?		
4.	Have your staff accessed drug and alcohol awareness sessions as offered by Newcastle City Council in partnership with CGL, which supports general awareness of drugs, alcohol, their legality, impacts, effects and harms and of your responsibility under the Northumbria police Drugs Policy?		
5.	Do you have policies and procedures to protect staff from stress and harassment, and offer support if needed?		
6.	Do you provide staff with adequate breaks in designated smoke-free areas with seating and low noise?		
7.	Do you provide information on harm reduction for drugs and		

	alcohol?		
8.	Do you have a designated space where vulnerable people can wait safely until help arrives?		
9.	Do you actively promote the availability of non-alcoholic beverages?		
Tier 3	Desirable		
1.	Do you display information relating to units of measure, recommended levels of daily consumption (including for pregnancy) and warnings of 'drink spiking'?		
2.	Do you provide information on accessing advice and support for local alcohol and drug services?		
3.	Do you display information relating to support and advice services for domestic violence or sexual assault?		
4.	Do you display stop smoking or smoking cessation information?		
5.	Do you provide outside smoking areas away from customer entrances/exits and separate from other outside seating areas for non-smokers?		
6.	Do you impose a Minimum Unit Price above the mandatory requirement? For example (1) Alcohol must not be sold on the premises at a price below 50p per unit.		

	(2) Where alcohol is supplied together with other products or services for a single price, sub-paragraph (1) applies as if the alcohol were supplied on its own for that price.		
Public Nuisance			
Category	Question	Y/N/ NA	
Tier 1	Essential		
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 		
2.	Do you have measures and procedures in place to minimise noise disturbance to neighbours from customers queuing to access the premises or when leaving?		
Tier 2	Expected		
1.	Do you regularly engage with local residents or businesses to ensure you are being 'good neighbours' and dealing with problems as they arise?		
2.	Do you ensure that the times when glass is disposed of and removed from the premises is not a time of day likely to disturb residents (between 8am and 6pm)?		
Tier 3	Desirable		
1.	Do you provide a telephone number to local residents to report noise disturbances to a responsible person at the		

	premises?		
Protection of Children From Harm			
Category	Question	Y/N /NA	
Tier 1	Essential		
1.	Do you have measures and procedures in place to prevent underage sales of alcohol?		
2.	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)?		
3.	Do you keep a refusal register which is reviewed regularly to identify trends and patterns?		
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.		
5.	Are there provisions in place to restrict children from viewing age restricted films?		
Tier 2	Expected		
1.	Do you restrict the admission of children after a specified time in the evening or only admit children if they are accompanied by an adult?		
2.	Do you have a Safeguarding policy in place to protect children whilst on the Premises?		
Tier 3	Desirable		
1.	Does the till use prompts to remind staff to ask for proof of age?		