

# Checklist



**Best Bar None Sheffield is delivered by Sheffield BID in partnership with  
Sheffield City Council & South Yorkshire Police.**

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**Also at:** Unit 1 Winter Garden, 90 Surrey Street, Sheffield S1 2LH



This **checklist** supports venues around their participation in **Best Bar None**.

It outlines the areas featured in the accreditation process. It lists documents/policies that will be required as part of the process. These will vary depending on the size of your operation.

Some areas are mandatory and are marked **ESSENTIAL**. If you do not have the necessary documents/policies in place, this can be discussed during the assessment. We will be able to provide you with policy information and templates as required.

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#### **Venue Management - Licence, certificates, insurances and notices – ALL ESSENTIAL UNLESS STATED OTHERWISE**

- \* Tobacco products notices / no smoking signs / health and safety poster.
- \* kCal displayed on price list where required.
- \* Summary of premises licence or certified copy on display (every page) / full premises licence or certified copy, including plan of premises on site / section 57 notice prominently displayed.
- \* Price lists on display, including descriptions, charges incl. VAT, ABV, and measures (particularly wine at 125ml, see mandatory conditions).
- \* Gas safety certificate (checked annually and confirmed by a gas safety certificate) / electrical safety certificate (legal requirement for inspection every 5 years).
- \* PAT testing records. **BONUS**
- \* Employer's liability insurance certificate (dated within the last 12 months – letter, email or certificate).
- \* Public liability insurance – may be stored online.
- \* Insurance of outside contractors – venues should ensure outside contractors (e.g. security) have adequate insurance. Best practice is for venues to record the policy number, expiry date and insurance company. **BONUS**

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#### **Safety and Security – ALL ESSENTIAL UNLESS STATED OTHERWISE**

- \* SIA log/register and regularly checked.
- \* Door staff familiar with venues processes and procedures. **BONUS**
- \* SIA badges checked on website. **BONUS**  
*It is not necessary for every licensed premise to use door staff (unless stipulated on licence). If door staff or staff AT ANY TIME carry-out the role of a door supervisor, then they MUST be registered in accordance with the Security Industry Authority (SIA) regulations and a register/log kept.*
- \* Incident recording system – can be electronic or written. Quality of entries to be checked.
- \* Search policy and approach to searching patrons (should have written policy even if the need to search is low). **BONUS**
- \* Building checks and what is done to ensure security of premises and staff/customer belongings e.g. opening and closing checks, floor walkers, CCTV, lockers, use of a safe etc. **BONUS**
- \* Safe space provided and secure. **BONUS**
- \* Glass safety and secure storage for outside areas. Bottle skips and bins locked. **BONUS**
- \* Other security measure in place e.g. scanners, CCTV, metal detectors. **BONUS**
- \* Fire evacuation procedures / other evacuation procedures e.g. terrorism, violent incidents.



- \* Written evacuation procedure (e.g. marauding knife attacker / serious violent incident could mean venue may have to go into lockdown with customers still inside the premises). **BONUS**
- \* Fire safety risk assessment (reviewed within the last 12 months – can be inhouse or through outside specialist).
- \* Fire equipment check (dates of last check/servicing in the last 12 months).
- \* Fire detection warning system / fire exit(s) checks/ fire safety checks for lighting/alarm call points.
- \* Accident recording system (conforms to Health & Safety at Work legislation) if required.
- \* Mapping areas of crime (can be used to target resources, deal with problems). **BONUS**
- \* Management of capacity inside and outside the premises (e.g. policy, counters, manually).
- \* Comfort capacity in place as well as legal capacity. **BONUS**
- \* CCTV on premises effective. **BONUS**
- \* CCTV – Surveillance Camera Commissioner’s / Information Commissioner’s conduct of practice adhered to. **BONUS**
- \* CCTV and how long data captured is retained.
- \* CCTV and staff member always on shift who can operate system, playback, download.
- \* CCTV and GDPR policy in place / visible readable signage notifying of CCTV / registered with Information Commissioner’s Office.
- \* CCTV records kept and lenses cleaned. **BONUS**
- \* Policy for managing lost and found property.
- \* Engagement in local safety initiatives e.g. PubWatch, Street Pastors, SafeSpace. **BONUS**
- \* Prevent litter accumulating around external areas.
- \* Policy or risk assessment to prevent noise nuisance from your premises (licence specific if required).
- \* Additional measures to prevent noise nuisance. **BONUS**
- \* Preventing glasses or bottles being removed from premises. **BONUS**
- \* How venue has positive relationship with neighbourhood businesses / residents. **BONUS**
- \* Gaming machines on premises (if applicable), category displayed, protection measures in place to safeguard against vulnerability.

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### Staff Training and Care – **ALL ESSENTIAL UNLESS STATED OTHERWISE**

- \* Risk assessment in place for noise for staff in the workplace.
- \* Support measures for staff regarding noise in the workplace e.g. ear defenders, quiet areas. **BONUS**
- \* Policy documents:
  - \* How to deal with a drunk person.
  - \* Duty of care/vulnerability (drugs or non-psychoactive substances). Note - this could be part of vulnerability package policy.
  - \* Crime and disorder.
  - \* What to do if drugs are found.
  - \* Weapons.
  - \* Crime scene preservation. **BONUS**
  - \* Responsible Alcohol retailing including refusal of sales to drunk people, proxy and underage sales.



- \* Conflict management.
  - \* Counter terrorism/suspect packages. **BONUS**
  - \* Sexual exploitation/harassment exploitation/harassment.
  - \* Safeguarding staff.
  - \* Safeguarding customers. **BONUS**
  - \* Customer service. **BONUS**
  - \* Equality and diversity.
  - \* Right to work.
- \* How venue inducts new team members into the business. In person / online. **BONUS**
- \* Staff training records:
- \* How to deal with a drunk person - training provided to all relevant staff.
  - \* Intoxication training to key staff, staff identified by policy, managerial team, etc. (what to do if someone has taken drugs or non-psychoactive substances). Note - this could be part of vulnerability package policy.
  - \* Crime and disorder training.
  - \* What to do if drugs are found training to key staff, staff identified by policy, managerial team etc.
  - \* Weapons training to key staff, staff identified by policy, managerial team, etc.
  - \* Health and safety training including COSHH, working from height, etc.
  - \* Fire safety training including evacuation and equipment checks and usage.
  - \* Crime scene preservation: manager(s) and/or DPS trained. **BONUS**
  - \* Responsible alcohol retailing including refusal of sales to drunk people, proxy and underage sales key staff, staff identified by policy, managerial team, etc. trained
  - \* Conflict management key staff, staff identified by policy, managerial team, etc. trained.
  - \* Counter terrorism/suspect packages key staff, staff identified by policy, managerial team, etc. **BONUS**
  - \* Sexual exploitation/harassment exploitation/harassment, key staff, staff identified by policy, managerial team, etc.
  - \* Safeguarding staff training. **BONUS**
  - \* Safeguarding customers training. **BONUS**
  - \* Customer service training. **BONUS**
  - \* Equality and diversity training.
  - \* Right to work training to key staff, staff identified by policy, managerial team, etc.
- \* Staff training records refreshed, documented and signed. Every 12 months / when changes made. **BONUS**
- \* Venue management team kept up-to-date with relevant licensing information/changes e.g. attend meetings, head office updates, membership of trade associations. **BONUS**
- \* Staff kept up-to-date with relevant information/changes about licensing and/or your business e.g. email, newsletter, notice boards. **BONUS**
- \* Processes in place for staff to raise concerns e.g. inappropriate behaviour by a customer. **BONUS**
- \* Regular staff meetings e.g. face-to-face, supervisor, virtual meeting. **BONUS**



- \* Support wellbeing of staff e.g. mental health champions, wellbeing events. **BONUS**
- \* Manage getting staff home safely. **BONUS**

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### Customer Safety and Welfare – **ALL ESSENTIAL UNLESS STATED OTHERWISE**

- \* Written proof of age policy.
- \* Measures in place to protect against sale of alcohol to children e.g. Challenge 21/25, till prompts, posters.
- \* Policies and procedures in place to ensure protection of children from harm e.g. risk assessment, refusal logs, CCTV, walk arounds. **BONUS**
- \* Policies regularly reviewed (once every 12 months). **BONUS**
- \* Reporting mechanism in place if child is suspected of being vulnerable e.g. child sexual exploitation, county lines (may not be applicable if children not allowed on premises). **BONUS**
- \* Responsible drinking and compliance with mandatory condition in relation to availability of smaller measures e.g. offered verbally, displayed on posters.
- \* Management of mandatory condition in relation to the impact of irresponsible drinks promotions e.g. written policy, do not run promotions.
- \* Displaying alcohol unit information to customers. **BONUS**
- \* Other measures in place to protect vulnerable adults e.g. Ask for Angela, vulnerable person register, safe area, vulnerability policy. **BONUS**
- \* Sheffield Women's and Girls' Nighttime Safety Charter. **BONUS**
- \* Staff easily identifiable to customers and how is this done. **BONUS**
- \* Appoint a person to take charge of incidents. **BONUS**. Note – if appointed person, this is marked. **ESSENTIAL**
- \* Measures in place regarding first aid e.g. first aid kit, first aider, quiet room, defib, stab pack, grab bag. **BONUS**. Note - First aid kits are checked and marked. **ESSENTIAL**
- \* Policies and procedures in place for broken glass and spillage, inside and outside the venue. **BONUS**  
Note – if policies in place this is marked. **ESSENTIAL**
- \* Measures in place for ingress and egress e.g. queue management procedures, dispersal policy. **BONUS**
- \* Getting customers home safely at night e.g. transport options, taxi info displayed, waiting areas. **BONUS**
- \* Contribute to your local community e.g. support charity, attend meetings. **BONUS**
- \* Encourage responsible drinking e.g. provide food, live music, quiz nights, low or no alcohol beers, tea and coffee. **BONUS**
- \* Use local suppliers. **BONUS**
- \* Assessor's impression of the venue – not customer perspective. Whether standards are adequate from the point of view of the independent assessor. **BONUS**
- \* Venue prepared for the assessment.