

Checklist

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



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

It outlines the areas featured in the accreditation process and 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 if/as required.

Venue Management

Licence, certificates, insurances and notices

ALL ESSENTIAL UNLESS STATED OTHERWISE

- * Age limit & warning notice displayed re: tobacco products – where applicable.
- * 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 and available to view if needed.
- * Notice (section 57) prominently displayed identifying position of person nominated for keeping the licence, or a copy of it, on site
- * Price lists on display, including descriptions, charges, ABV, and measures (particularly wine at 125ml, see mandatory conditions).
- * Details of small measures contained in price lists or other printed material available to customers e.g. menus.
- * At least one legible no smoking sign on display.
- * Health and safety law poster – displayed to staff.
- * 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. This can be a letter, email or certificate.
- * Public liability insurance – clearly stating the minimum level of cover provided and the company covered by the policy. This 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**



Safety and Security

ALL ESSENTIAL UNLESS STATED OTHERWISE

Door Staff

- * When stipulated on a venue's licence, door supervisors **MUST** be registered in accordance with the Security Industry Authority (SIA) regulations. Door staff familiar with venues processes and procedures. *Note: where not a condition of the licence this will be noted.*
- * Door staff employed even if not a condition of licence. **BONUS**

Incidents and security

- * 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, mirrors to improve visibility. **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, internal radio network. **BONUS**
- * Procedure with regards to confiscation of drugs or other sensitive items. **BONUS**
- * Procedure with regards to confiscation of a weapon. **BONUS**
- * Measures in place to prevent drug use in the venue e.g. regular toilet checks, zero tolerance signage. **BONUS**

Risk Management

- * Fire evacuation procedures practiced at least every 12 months.
- * Fire evacuation procedures practiced every 6 months. **BONUS**
- * Other written evacuation procedures place and practiced at least every 12 months e.g. terrorism, violent incidents.
- * Other evacuation procedures practiced every 6 months. **BONUS**
- * Written evacuation procedures e.g. incident meaning the venue may have to go into lockdown with customers still inside the premises. **BONUS**
- * Fire safety risk assessment – reviewed within the last 12 months.
- * Fire equipment check – dates of last check/servicing within the last 12 months.
- * Fire detection warning system check
- * Fire exits check
- * Fire safety checks for lighting/alarm call points.
- * Accident recording system – conforming to Health & Safety at Work legislation.
- * Mapping areas of crime on the premises – can be used to target resources, deal with specific problems. **BONUS**
- * Dealing with lost property.
- * Engaging with local safety initiatives that are active in the area e.g. Pubwatch, Street Pastors, Safe Space. **BONUS**



Capacity management

- * Management of capacity inside and outside the premises e.g. policy, counters, manual recording.
- * Comfort capacity in place as well as legal capacity. **BONUS**

CCTV and GDPR

- * CCTV – on premises and effective. *Note: where not a condition of the licence to operate CCTV this will be noted. CCTV can prove to be an invaluable crime prevention, detection and evidence gathering tool.*
- * CCTV – Surveillance Camera Commissioner's / Information Commissioner's conduct of practice adhered to. **BONUS**
- * CCTV – how long data captured is retained.
- * CCTV – member of staff 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 – regular audits in place to ensure system working e.g. lenses are clean. **BONUS**

Public nuisance

- * Measures in place to prevent litter accumulating around external areas e.g. litter bins, cigarette bins.
- * Other measures taken to minimise litter e.g. litter picks, additional signage **BONUS**
- * Policy or risk assessment to prevent noise nuisance from your premises. Includes any licence specific requirements.
- * Additional measures to prevent noise nuisance. **BONUS**
- * Preventing glasses or bottles being removed from premises. **BONUS**
- * Measures taken to ensure the venue has positive relationships with neighbourhood businesses and/or residents. **BONUS**

Gambling

- * Gaming machines on premises and – if applicable – category displayed, the number of machines on site, and protection measures in place to safeguard against vulnerable people being harmed or exploited by gambling e.g. documented process. *Note: where there are no gaming machines on-site this will be noted.*
 - * Other measures in place to protect young and vulnerable people from being harmed or exploited by gambling e.g. staff training. **BONUS**
 - * Measures in place to monitor use of category C (adult only) gaming machines e.g. CCTV supervision.
 - * Other measures in place to monitor use of category C (adult only) gaming machines e.g. prompts for staff. **BONUS**
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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 policy
 - * Crime and disorder policy.
 - * What to do if drugs are found policy.
 - * Weapons policy.
 - * Responsible alcohol retailing including refusal of sales to drunk people, proxy, and underage sales policy.
 - * Conflict management policy.
 - * Sexual exploitation/harassment policy.
 - * Equality and diversity policy.
 - * Right to work policy.
 - * Crime scene preservation policy. **BONUS**
 - * Counter terrorism/suspect packages policy. **BONUS**
 - * Safeguarding staff policy. **BONUS**
 - * Safeguarding customers policy. **BONUS**
 - * Customer service policy. **BONUS**
- * How the venue inducts new team members into the business. **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.
 - * 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.
 - * 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.
 - * Sexual exploitation/harassment exploitation/harassment, key staff, staff identified by policy, managerial team, etc.
 - * Right to work training to key staff, staff identified by policy, managerial team, etc.
 - * Equality and diversity training.



- * Crime scene preservation: manager(s) and/or DPS trained. **BONUS**
 - * Counter terrorism/suspect packages key staff, staff identified by policy, managerial team, etc. **BONUS**
 - * Safeguarding customers training. **BONUS**
 - * Safeguarding staff training. **BONUS**
 - * Customer service training. **BONUS**

 - * Staff training records refreshed, documented, and signed at least every 12 months / when significant changes to policy/procedures are 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 meetings. **BONUS**
 - * Support for wellbeing of staff e.g. mental health champions, wellbeing events. **BONUS**
 - * Supporting staff in getting staff home safely e.g. subsidised taxis, use of apps to check in when home safely. **BONUS**
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Customer Safety and Welfare

ALL ESSENTIAL UNLESS STATED OTHERWISE

Protection of children from harm

- * Written proof of age policy.
- * Measures in place to protect against sale of alcohol to minors e.g. Challenge 21/25.
- * Additional measures in place to protect against sale of alcohol to minors e.g. till prompts. **BONUS**
- * Other policies and procedures in place to ensure protection of children from harm e.g. risk assessment, underage sales refusal logs, CCTV. **BONUS**
- * Policies regularly reviewed – at least once every 12 months. **BONUS**
- * Reporting mechanism in place if a child is suspected to be vulnerable e.g. child sexual exploitation, county lines. **BONUS**

Responsible drinking

- * Responsible drinking and compliance with mandatory condition in relation to availability of smaller measures e.g. staff training, displayed on posters.
- * Management of mandatory condition in relation to the impact of irresponsible drinks promotions e.g. written policy, don't run drink promotions.
- * Displaying alcohol unit information to customers. **BONUS**



Vulnerability management

- * In addition to any staff training, other measures in place to protect vulnerable adults e.g. Ask for Angela, dedicated safe space, vulnerability policy. **BONUS**
- * Staff easily identifiable to customers and how is this done. **BONUS**
- * Appointed person in place to take charge of incidents.
- * Suitably stocked first aid kit(s) that are checked regularly.
- * Designated first aider on hand to report incidents. **BONUS**
- * Other measures in place regarding first aid e.g. designated quiet room, access to stab packs, defibrillators, grab bags for incidents. **BONUS**
- * Policies and procedures in place for broken glass and spillage, inside and outside the venue e.g. glass collection policy, perimeter checks **BONUS**
- * Additional policies and procedures in place for broken glass and spillage, inside and outside the venue e.g. bottle bins, use of non-glass containers. **BONUS**

Ingress and egress

- * Measures in place for ingress and egress e.g. queue management procedures, dispersal policy. **BONUS** *Note: this could be MANDATORY if a condition on the licence.*
- * Supporting customers in getting home safely at night e.g. staff able to advise transport options, taxi information displayed, provision of waiting areas. **BONUS**

Accessibility – seating

- * Designated seating options for carers or companions – space for mobility aids. **BONUS**
- * Accessible seating areas, providing equitable viewing and participation opportunities. **BONUS**
- * Accessible seating can be pre-booked **BONUS**

Accessibility – wheelchair and pushchair accessibility

- * Entrances, pathways, and ramps throughout the venue are wide, smooth, and unobstructed for standard and larger electric wheelchairs. **BONUS**
- * Emergency exits and evacuation routes are accessible to wheelchair users, including those using larger electric wheelchairs. **BONUS**
- * Service counters, reception desks, or bar areas are at accessible heights for wheelchair users. **BONUS**
- * Floor surfaces are smooth, even, and free from potential barriers that might affect accessibility for wheelchair users, including those with larger or power wheelchairs. **BONUS**

Accessibility – toilets

- * Toilets equipped with sturdy, securely fixed rails and handles to support individuals with mobility challenges. **BONUS**
- * Sinks, soap dispensers, hand dryers, or paper towel dispensers designed and positioned to ensure accessibility for wheelchair users and individuals with limited reach or dexterity. **BONUS**



- * Emergency pull cords are easily reachable from seated or floor positions, with clear instructions provided in simple language and visual aids. **BONUS**

Signage

- * Signs positioned at eye level for both standing individuals and wheelchair users, well-lit, and free from obstructions. **BONUS**
- * Signs simple/intuitive, featuring clear directions, such as arrows or sequential steps, to support individuals with cognitive impairments. **BONUS**
- * Digital and temporary signs regularly maintained and designed with accessibility in mind, featuring captions, large fonts, universally recognised symbols, and high-contrast designs. **BONUS**

Carers and companions

- * Venue offers an easy process for free or discounted tickets for carers or companions, with reasonable proof requirements e.g. disability ID card. **BONUS**

Staff training and awareness

- * Staff trained to understand the diverse needs of individuals with disabilities and how to communicate effectively using simple language, visual aids, or communication cards. **BONUS**
- * Staff trained to support individuals with mobility impairments, sensory sensitivities, or mental health challenges. **BONUS**
- * Staff receive ongoing training on best practices, new accessibility technologies, and tools. **BONUS**

Customer experience and community

- * Contribution to the local community e.g. support for local charity, support for a local sports team. **BONUS**
- * Encouraging responsible drinking e.g. provision of food, quiz nights, low or no alcohol beers, tea, and coffee. **BONUS**
- * Use local suppliers. **BONUS**
- * Assessor's impression of the venue – not a customer perspective, but whether the standards are adequate from the viewpoint of an independent assessor. **BONUS**
- * How well the venue prepared for their assessment.