

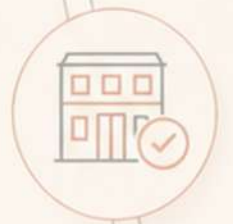


BEST BAR NONE

Assessment Preparation Guide

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A message from the chairman



As Chairman, I am delighted to welcome you to Best Bar None, the Home Office endorsed initiative recognised across the hospitality trade as a benchmark for safe and responsible venue management. In an industry that serves millions each week, the safety and wellbeing of our customers, staff and communities must always come first. Best Bar None provides a trusted framework that raises standards, builds public confidence and celebrates venues that demonstrate excellence in creating safer, more welcoming environments.

I would like to sincerely thank all the venues who take part to support safer socialising. Your commitment strengthens relationships with local authorities, improves community safety and ensures our hospitality spaces remain vibrant, inclusive and trusted places to gather. By working together under the Best Bar None banner, we show what our industry can achieve through partnership, responsibility and a shared commitment to safer socialising.

Best wishes

The Lord Smith of Hindhead
Chairman, Best Bar None

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Scheme Objectives

- To **promote the safe, responsible and effective management** of licensed premises, reducing alcohol-related harm, crime and disorder.
- To **establish and recognise high standards** of operation across the licensed hospitality sector, sharing best practice and encouraging continuous improvement
- To **strengthen partnerships** between licensed businesses, local authorities, police and other stakeholders to support safe, vibrant and inclusive town and city centres.
- To **increase public confidence** in accredited venues by promoting well-run, welcoming and socially responsible environments for customers, staff and local communities.

Who can take part?

Any business that operates in the night-time economy:

- **Licensed premises** (pub, restaurant, micro-pub, bar, cocktail lounge, comedy club, nightclub etc.)
- **Specialist entertainment** (snooker hall, bowling alley, cinema etc.)
- **Late night food premises** (takeaway, pop-up cafe, national fast food chains etc.)

Why take part?

Best Bar None is a nationally recognised accreditation trusted by over 4,000 venues in more than 65 towns and cities. It independently recognises high standards, helping venues demonstrate their commitment to safety, responsible management and excellent customer experiences.

- Gain **recognised accreditation** that demonstrates your venue meets nationally recognised standards of operation and management.
- Receive **expert feedback and support** to strengthen policies, procedures and day-to-day practices.
- **Enhance your reputation** with customers, partners and stakeholders by showcasing your commitment to safety and responsible hospitality.
- Access **discounted insurance**, through Best Bar None's collaboration with NDML, the leading specialist insurance broker for nightclubs, bars, pubs, restaurant groups and hotels.

The Assessment Process

Your local scheme coordinator will arrange for an assessor to visit your venue to complete an accreditation assessment. The process is carried out annually and is designed to confirm that your venue meets the required standards while providing an opportunity to demonstrate the policies, procedures and practices that support a safe, responsible and welcoming environment.

Best Bar None is a supportive, non-enforcement scheme focused on recognising good practice and encouraging continuous improvement. Where any accreditation criteria are not initially met, assessors will provide guidance to help you address any gaps to achieve accreditation wherever possible.

What you'll receive:

- Upon completion, a **detailed assessment report** highlighting strengths and opportunities for improvement.
- **Guidance and support** from trained assessors throughout the process.
- Best Bar None **accreditation certificate** and promotional materials (where available) on successful completion.
- Your venue will appear on our **accredited venue map** on the Best Bar None website www.bestbarnone.co.uk.
- Eligibility for local **Best Bar None Awards** where applicable and potential recognition at the National Best Bar None Awards.

The Assessment

The assessment includes both **essential** and **bonus** criteria.

Essential questions are either mandatory licensing conditions or Best Bar None standard practice. To achieve accreditation, **you must score 100%** on all essential questions. As most are licence conditions, you are likely to have many, if not all, of these measures in place already.

Bonus questions allow you to showcase where you go **above and beyond** the minimum standards through additional policies, procedures, staff training, partnership working and community engagement that help create a safe, responsible and welcoming environment.

If you think a relevant policy or procedure is missing, or your existing documents could benefit from a refresh, you're welcome to use our **free policy and document templates**. Written by licensing experts in partnership with PubWatch, they can be downloaded, copied and adapted free of charge from www.bestbarnone.com/resources.

Assessment information is stored securely on the digital platform and is used only by your local Best Bar None scheme and the National Best Bar None team to support accreditation, reporting, scheme development and awards consideration.

The following pages provide an overview of the assessment and the information you'll need before you begin.

Licence, Certificates and Insurance

This section covers **Legal and Compliance** and **Safety Certificates**

Licence Conditions

Please have a **full copy of your licence** to hand and highlight details of any licence conditions, such as:

- CCTV
- Challenge 25
- Door supervisors
- Noise management
- Incident and refusals logs
- Trading hour restrictions

Required Licensing and Compliance Displays

Please ensure that the following are in place in your premises:	Please Tick
• Tobacco/vape age restriction notices (if applicable)	
• Premises Licence Summary displayed	
• Full Premises Licence available on site	
• Notice (section 57) prominently displayed	
• Drinks price lists and required measures	
• DPS alcohol sales authorisations	
• No-smoking signage	
• Health & Safety poster	

Recommended Evidence Pack

It would be really helpful if you prepared a compliance folder containing the following documents/evidence:

• Premises Licence	
• DPS details and staff alcohol sales authorisations	
• Refusals and incident records	
• Challenge 25 policy and training records	
• Gas Safety Certificate	
• Electrical Safety Certificate	
• Employer's Liability Insurance	
• Public Liability Insurance	

Bonus point opportunities

If you have them, please provide evidence of any of the following in place:

- Alcohol unit information displayed for customers (e.g. Drinkaware poster).
- Unit information displayed by drink category (e.g. wine, lager, cider).
- Unit information displayed for individual products.
- Any additional good practice that may contribute towards the assessor's discretionary bonus score.

Safety and Risk

This section covers **Fire Safety**, **Health and Safety at Work** and **Security and Prevention**

Fire Safety

Please have the following documents/evidence available:	Please Tick
• Current fire risk assessment (reviewed within the last 12 months)	
• Fire equipment servicing records	
• Records of fire alarm, emergency lighting and call point checks	
• Written fire evacuation procedures and records of evacuation drills	

During the walkaround, you will need to evidence that fire warning systems are operational.

Health and Safety at Work

Please have the following documents/evidence available:	Please Tick
• Accident recording system or accident book	
• Lost property procedure	
• Lost property recording system or register	
• Regularly checked and suitably stocked first aid kit	
• Details of first aid arrangements (Responsible person etc.)	

Security and Prevention

Please have the following documents/evidence available:	Please Tick
• Evidence of compliance with any licence conditions relating to door supervisors (if applicable)	
• SIA register/log and evidence of management checks (if applicable)	
• Incident recording system	
• Details of CCTV provision and any related licence conditions	
• CCTV retention policy and footage retention period	
• Evidence that trained staff can access and download footage	
• Compliant CCTV signage displayed throughout the premises	
• ICO registration details	
• GDPR/Data Protection Policy	
• Evidence that CCTV is operated in line with relevant guidance and codes of practice	

Bonus point opportunities

If you have them, please provide evidence of any of the following in place:

- Fire evacuation drills carried out at least every 6 months.
- Enhanced first aid measures, such as a trained first aider on every shift, defibrillator, bleed kit, quiet room, incident grab bag or healthcare professional on site.
- SIA badge checks, door staff training, and evidence of contractor insurance
- Additional security measures, such as ID scanners, body-worn cameras, panic buttons, radio networks, active staff patrols or zero-tolerance signage.
- Clear processes for reporting and escalating security concerns, with staff trained to recognise suspicious or unusual behaviour
- Search policies, risk assessments, staff training and customer signage relating to searches.
- Procedures for handling confiscated drugs, weapons or other contraband, and measures to prevent drug use within the venue.
- CCTV good practice, including staff training, secure access controls, camera audits, effective coverage of key areas, secure footage storage and cyber security measures.
- Any additional good practice that may contribute towards the assessor's discretionary bonus score.

Gaming Machines/Gambling

This section covers **Gambling**

If you don't have gaming machines on your premises you can skip this section.

Gambling

• Please have the following documents/evidence available:	Please Tick
• Details of all gaming machines located on the premises	
• Evidence that each machine displays the correct category	
• The appropriate gaming machine notification or permit for the number of machines operated	
• Written policy or risk assessment covering gambling-related risks	
• Age verification signage displayed on gaming machines	
• Evidence of measures in place to protect young and vulnerable people	
• Evidence that Category C (adult-only) gaming machines are appropriately monitored	
• Details of staff supervision, CCTV coverage, or machine positioning that enables effective oversight	

Bonus point opportunities

If you have them, please provide evidence of any of the following in place:

- Staff training on protecting young and vulnerable people from gambling-related harm.
- Gambling support information or signage displayed for customers.
- Any additional measures to safeguard vulnerable customers.
- Staff training on the Gambling Commission's Code of Conduct.
- Any additional good practice that may contribute towards the assessor's discretionary bonus score.

Community Impact and Safety

This section covers **Public Nuisance - Litter** and **Public Nuisance - Noise**

Public Nuisance - Litter

• Please have the following documents/evidence available:	Please Tick
• Written glass collection policy, including indoor, outdoor and perimeter checks	
• Written spillage and broken glass procedure or risk assessment	

Public Nuisance - Noise

• Please have the following documents/evidence available:	Please Tick
• Written noise management policy or risk assessment	
• Evidence of any measures used to prevent noise nuisance and comply with licence conditions	
• Workplace noise risk assessment for the protection of staff	

Bonus point opportunities

If you have them, please provide evidence of any of the following in place:

- Litter prevention measures, such as daily checks, litter bins, cigarette bins, litter picking and anti-litter signage.
- Secure management of external bottle bins or skips.
- Measures to prevent customers leaving with glasses or bottles.
- Additional controls for glassware and spillages, such as external glass checks, customer bottle bins, safety equipment or use of polycarbonate containers.
- Noise management measures beyond licence requirements, including staff training, signage, queue management, external monitoring, noise limiters or engagement with neighbours.
- Regular monitoring and recording of noise levels.
- Additional staff welfare measures relating to workplace noise.
- Any additional good practice that may contribute towards the assessor's discretionary bonus score.

Policies and Staff Training

This section covers **Staff Training and Care**.

Staff Training and Care

• Please have the following documents/evidence available:	Please Tick
• Right to Work check records	
• Proof of identity checks for all employees	
• Policy for identifying and supporting vulnerable or intoxicated customers	
• Staff training records covering vulnerability and welfare	
• Policy for preventing and responding to crime, disorder and anti-social behaviour	
• Policy for dealing with drugs, weapons and other prohibited items	
• Staff training records covering prohibited items and staff safety	

• Safeguarding policy covering customers and staff	
• Staff training records covering safeguarding, abuse, exploitation, harassment and discrimination	

Bonus point opportunities

If you have them, please provide evidence of any of the following in place:

- Scheduled refresher training for Vulnerability and Welfare, Crime and Disorder, Drugs and Weapons, Safeguarding, Crime Scene Preservation and Customer Service.
- Crime Scene Preservation policy and staff training.
- Customer Service policy and staff training.
- Use of ProtectUK and ACT resources, including alerts, guidance and staff training.
- A structured induction programme for new team members, including knowledge checks and mentoring.
- How managers stay up to date with licensing requirements and industry developments.
- How staff are kept informed of licensing, compliance and business updates.
- Any additional good practice that may contribute towards the assessor's discretionary bonus score.

Martyn's Law - Terrorism (Protection of Premises) Act

This section covers **Capacity Management** and **Suspicious Items and Bomb Threat Procedures**

Capacity Management

• Please have the following documents/evidence available:	Please Tick
• Details of the venue's approved capacity, including indoor and outdoor areas	
• Capacity management policy or procedure	

Suspicious Items and Bomb Threat Procedures

• Please have the following documents/evidence available:	Please Tick
• Written procedure for responding to suspicious items	
• Documented bomb threat procedure, including communication and escalation processes	

Bonus point opportunities

If you have them, please provide evidence of any of the following in place:

- Security measures to protect the premises, staff belongings and customer property.
- Capacity monitoring processes, including comfort capacity arrangements where used.
- Security awareness training, reporting procedures and regular security briefings.
- Measures to identify, report and respond to suspicious behaviour, including use of SCan principles.
- Staff training, exercises and risk assessments relating to terrorism, suspicious items and bomb threats.
- Documented evacuation, invacuation and lockdown procedures, supported by training records.
- Terrorism risk assessments and engagement with emergency services.
- Enhanced security measures such as CCTV, barriers, controlled access points, security plans, drills, metal detectors or detection dogs.
- Ingress, egress, queue management, dispersal and close-down procedures, including staff crowd management training.
- Security controls for external areas, including monitoring, CCTV, barriers and regular checks.
- Building security measures, including access controls, security inspections and designated safer spaces.
- Any additional good practice that may contribute towards the assessor's discretionary bonus score.

Safety and Welfare

This section covers **Vulnerability Management** and **Protection of Children from Harm**

Vulnerability Management

• Please have the following documents/evidence available:	Please Tick
• Sexual harassment prevention policy	
• Sexual harassment risk assessment specific to the venue	
• Procedures for preventing and responding to drink spiking or needle/injection incidents	
• Staff training records covering identification of vulnerable people and response	
• Reporting and escalation procedures, including safeguarding and police referrals	
• Relevant vulnerability or safeguarding policies	

Protection of Children from Harm

• Please have the following documents/evidence available:	Please Tick
• Written Proof of Age policy	
• Evidence of Challenge 21 or Challenge 25 implementation	

Bonus point opportunities

If you have them, please provide evidence of any of the following in place:

- Additional safeguarding measures for vulnerable adults, such as Ask for Angela, Safe Spaces, welfare teams, vulnerability registers, safe transport arrangements or partnerships with support agencies.
- Reporting procedures, staff training and additional initiatives to prevent and respond to sexual harassment.
- Measures to reduce the risk of drink spiking, including drink covers, awareness campaigns, welfare areas and increased monitoring.
- Clear identification of staff so customers know who to approach for assistance.
- Staff wellbeing initiatives, including mental health support, mentoring and welfare programmes.
- Measures to help staff and customers travel home safely.
- Initiatives to discourage drink or drug driving and promote safe transport options.
- Additional controls to prevent underage sales and consumption, including refusals logs, till prompts, risk assessments and monitoring procedures.
- Policies and reporting processes for identifying and responding to vulnerable children.
- Any additional good practice that may contribute towards the assessor's discretionary bonus score.

Customer Experience and Community

This section contains **BONUS** questions only

Bonus point opportunities

If you have them, please provide evidence of any of the following in place:

- Support for local charities or community groups.
- Participation in local initiatives such as Pubwatch, Best Bar None or local authority meetings.
- Engagement with local safety schemes, such as Street Pastors, Safe Spaces, Taxi Marshals or Night Angels.
- Any additional good practice that may contribute towards the assessor's discretionary bonus score.

END OF ASSESSMENT



Setting the Standard in Safer Socialising

Protect Your Business

A yearly assessment to ensure you meet Licensing Act responsibilities, manage risks effectively and operate with confidence and due diligence.

Stand Out

Demonstrate your commitment to excellence and safety. Accreditation enhances your reputation and credibility with customers and local authorities.

Increased Custom

A safe, welcoming environment draws more guests, builds loyalty and encourages repeat business.

Build a Culture of Pride

Show your team they're part of a gold-standard operation. Pride in the workplace improves morale, staff retention, service and customer experience.

Partnership Working

Work closely with police, licensing authorities and other venues to share knowledge, solve problems and strengthen your local night-time economy together.

Become a Best Bar None Accredited Venue:

For more information visit www.bestbarnone.com
or email: bbn.admin@bestbarnone.com



SCAN ME