



2019 Best Bar None

Premises Brochure & Application Pack

Sheffield BBN Scheme managed by



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What is Best Bar None?

Best Bar None is an accreditation scheme supported by the Home Office and the drinks industry which is aimed primarily at promoting responsible management and operation of alcohol licensed premises, and recognising and rewarding responsible licencing practices.

It was piloted in Manchester in 2003 and found to improve standards in the evening and night time economy, with premises now competing to participate. It has since been adopted by 75 towns and cities across the UK and is being taken up internationally.

Sheffield's scheme was established in 2009 and is now entering its 10th year with 38 currently accredited premises; including both universities student unions. Initially the scheme was limited to licensed premises within the city centre ring road. This year we are extending the area to include Kelham Island to recognise the growing night time economy in this area of the city.

Sheffield BBN is embedded in a number of strategic plans in the city e.g. SCC's 2016-2020 Alcohol Strategy. The additional innovative work being done with Sheffield BBN and the implementation of Ask for Angela satisfies the aims of both the Alcohol Strategy and the Domestic and Sexual Abuse Strategy, evidencing that BBN can be utilised to address complex issues occurring in the night time economy. BBN is also embedded in the local BID Strategy. (See page 5)

Why should we have a Best Bar None Scheme in Sheffield?

- Sheffield has a lot to offer in terms of night –time economy: licensees and local authorities work tirelessly behind the scenes to ensure anyone visiting Sheffield premises feel safe. The BBN Scheme helps support this;
- In 2017 Sheffield was awarded 'Purple Flag Status' for the seventh successive year. Areas awarded the Purple Flag are recognised for providing a vibrant and diverse mix of dining, entertainment and culture while promoting the safety and wellbeing of visitors and local residents. The BBN scheme was one of the major factors in obtaining and maintaining Sheffield's Purple Flag Status;
- BBN helps promote the town or city as a safe and vibrant place to go at night;
- Sheffield BBN scheme is very popular with Sheffield's 60,000+ students, particularly since the introduction of 'Ask for Angela' in 2017; we had 28 premises signed up in 2017 with plans to extend this year;
- It shows Sheffield's night-time economy's willingness to address alcohol related crime and anti-social behaviour through the promotion of good practice and education;
- It is acknowledged by the Home Office as having a positive effect on the night time economy;
- It helps and promotes a partnership approach to resolving issues in the night-time economy: in Sheffield all premises meet monthly with the police and licensing authority to ensure we have an ongoing dialogue, share issues and come up with practical partnership responses.

"One of Sheffield BID's main objectives is to make Sheffield city centre safer. As well as funding a Sheffield BID police sergeant, and two city centre ambassadors, we work closely with the Best Bar None scheme and other organisations, to ensure people are safe when they are enjoying an evening out in Sheffield.

Diane Jarvis, Sheffield BID manager



How Sheffield's BBN scheme has evolved over the past ten years

In **2009** 'The Frog and Parrot' won the Sheffield 'Overall Winner' award in the first year of the scheme and went on to win the National Overall Winner the same year. Since then, 'Henry's' and 'The Plug' have both gone on to make the final six shortlist at national level having won in 2012 and 2013 respectively awards for the overall prize for Sheffield.

In **2013** the scheme was extended to include Ecclesall Road, Hunters Bar and Sharrow vale Road.

Sheffield was the first BBN area to launch its nationally recognised award winning BBN app (see below) - It is the one stop app for all the information you need for a safe night out in the city. It allows you to find Sheffield's best and safest entertainment venues for your night out via GPS and includes all BBN accredited premises in the city. It also gives tips on your health and safety during a night out and travel information.

In **2016** the Sheffield Best Bar None Scheme won two national awards - the 'Best Overall Scheme' & 'Most Innovative Scheme' awards.

In **2016** Sheffield BBN purchased every street pastor within the city centre a mobile phone charger unit:

"People's phones often run out of charge and we have found people unable to contact friends or find a way home. With the phone chargers these issues have been resolved. We are very thankful of the support that Sheffield BBN gave us in providing us with these chargers." **Tricia Watts, Street Pastor Coordinator**

In **2017** Sheffield Hallam Students' Union won the Best Bar None 'Most Improved' award and Gold Award at the prestigious NUS Awards night held at the NEC in Birmingham.

In **2017** the Sheffield BBN Manager was awarded the national BBN 'Outstanding Contribution' award.

In **2017** Sheffield BBN launched 'Ask for Angela' in partnership with SYP, Sheffield Rape and Sexual Abuse Centre & Pub Watch. We believe this initiative helps support the fundamental foundations and values of Best Bar None. To date 28 premises have signed up; with over 35 members of staff trained, there are more training dates planned for 2018 (see page 9)

In **2018** Sheffield went on to win another National Innovation Award for Sheffield's 'Best Bar None Champion Scheme' which encourages bar staff to take a more proactive role in the scheme by becoming a BBN Champion. BBN Champions are trained in taking a more active role in preparing a licensed venue for a Best Bar None assessment, encouraging good practice at the venue, and promoting the venue's Best Bar None status to staff and customers. We will be rolling out another two training dates planned for 2018 (see page 9)

2018 sees the BBN scheme extending its boundaries to cover Kelham Island: 'The Valley of Beer'.

The foundations of Sheffield's BBN scheme are grounded in on-going consultation with key stakeholders. Sheffield BBN regards licensed premises and assessors as our key stakeholders because without both we wouldn't have a scheme and the success of the scheme depends on their involvement.

Tracey Ford BBN Project Manager



How does BBN help the Night-time economy? – understanding the bigger picture.

Sheffield BBN is about much more than an annual awards ceremony; managing premises and sharing good practice, the scheme is embedded and recognised in a number of strategic plans in Sheffield.

The Sheffield First Safer and Sustainable Communities Partnership is the city's Crime and Disorder Reduction Partnership with statutory responsibilities established under the Crime and Disorder Act 1998.

Priorities are

1. Reduce anti-social behaviour
2. Help create sustainable and cohesive communities
3. Reduce violent crime
4. Protect the most vulnerable
5. Young adults
6. Improve public confidence

The 2016-2020 Sheffield Alcohol Strategy considers wider harms to society and the economy that can result from alcohol use, including neglect, antisocial behaviour, violence and theft that can harm those who drink and those impacted by the behaviour. The five themes of the strategy are:

1. Alcohol and health
2. Alcohol, Treatment and Recovery
3. Licensing and the night time economy
4. Alcohol and Crime
5. Community responses and vulnerable groups.

Domestic and Sexual Abuse Strategy – new strategy in draft includes specific reference to 'Ask for Angela'.

1. Provide effective services to those in need
2. Protect the most vulnerable and those at highest risk
3. Prevent domestic and sexual abuse by sending out clear messages that abuse is not acceptable in our city

Sheffield BID is a business-led, not-for-profit organisation that works to improve the local trading environment to boost footfall, enhance the visitor experience and support economic growth. They have five themes:

1. Busier
2. Together
3. Easier
4. Cleaner
5. Safer

The success of the scheme is cited as of particular note in the introduction to Sheffield City Council's Alcohol Strategy 2016-2020 and the on-going running of the scheme is an action for implementation, as the delivery of the scheme is now embedded in the strategic direction of the city when addressing alcohol and the night time economy. This continues to be the case as we enter the second year of implementation of the alcohol strategy, and the additional innovative work being done with Sheffield BBN and the implementation of Ask for Angela satisfies the aims of both the Alcohol Strategy and the Domestic and Sexual Abuse Strategy, evidencing that BBN can be utilised to address complex issues occurring in the night time economy.

Helen Phillips-Jackson Strategic Commissioning Manager – Substance Misuse



BBN- How does it work locally?

There are a number of key stakeholders / partners involved in Sheffield BBN, listed below (not exhaustive):

- BBN accredited licensed premises
- Pub Watch
- Public Health, Sheffield City Council
- City Centre Management Team, Sheffield City Council
- Sheffield City Centre Residents Action Group (SCCRAG)
- Street Pastors
- South Yorkshire Police (SYP)
- Sheffield Community Safety Partnership
- Sheffield Drugs and alcohol and domestic abuse coordination team (DACT) (SCC)
- Sheffield Hallam University
- Sheffield University
- Sheffield City Council Licensing Team
- Bhayani Law

The BBN Project manager attends monthly with which brings together licensed premises to discuss any licencing related issues, upcoming events, rough sleeping, begging, sexual exploitation and policing. This meeting is an essential forum where licensed premises, street pastors, SYP and local authorities can have a two way dialogue about current issues.

Issues raised by premises can be and have been escalated to the relevant department by the BBN project manager, examples of this include:

- In response to concerns raised by premises BBN commissioned the creation of a specific 'Legal High' training package for premises. 49 people attended from 11 different premises.
- BBN produced new drugs posters to include legal highs for all BBN accredited premises.
- Specific training on safeguarding / sexual exploitation was delivered for BBN accredited premises;
- Due to the reporting of begging and substance misuse fuelled ASB, premises are now able to access and report incidents via the Sheffield Business Crime portal which incorporates the City Retailers Against Crime (CRAC) networks to help share information relating to business crime activities which has previously been used to target the daytime economy and has now been extended to the night-time economy (see useful contacts for details);
- The BID Sergeant and BBN was successful in negotiating FREE training for BBN accredited premises, with Charnwood Training (previous sponsors of BBN);
- Raise the profile of Night-time economy - Sheffield launched a BBN film to promote Sheffield's night-time economy and BBN scheme, the promo film promotes what's good about BBN, Sheffield Night life and facts. <https://www.youtube.com/watch?v=dnSXd3-EsUabout>

I have found the Best Bar None scheme in Sheffield is extremely well run, very beneficial to all venues that actively take part, an extremely enjoyable process, helpful and supporting to venues striving to achieve and maintain high operating standards - fundamentally a very rewarding scheme.

Gavin Richards, Maida Vale, Managing Director, THE QUADRUM LEISURE GROUP LTD



What's in it for premises?

- In the first instance to be part of the Scheme is **FREE** (only 'cost' - 2 hours assessment);
- Be part of a local nationally recognised scheme;
- Only BBN accredited premises are featured and promoted on the BBN app;
- BBN accredited premises promoted via social media (free marketing);
- FREE training and support for managers and staff to new and existing premises (see page 9);
- Support and guidance dealing with external antisocial behaviour (begging/rough sleeping);
- Opportunity to get involved in initiatives that promote the night-time economy;
- Access to sample policies and procedures www.bestbarnone.com;
- BBN awards ceremony – a GREAT staff night out.

Social Responsibility

- You are contributing and supporting help meet the city's strategic objectives;
- You are helping to reduce anti-social behaviour and alcohol related crime;
- You are helping to promote Sheffield as being a safe place to visit;
- You are contributing and supporting the excellent partnership working between licensees, the Local Authority and South Yorkshire Police;
- You are showing your customers and the city that you are committed to delivering high standards and to improving your high standards and to keeping people safe;

What's NEW for 2018?

- New look BBN launch;
- More BBN Champion training sessions;
- Expanding ask for Angela – including FREE marketing materials for premises;
- Refreshers training for existing Ask for Angela premises;
- Extending the scheme to include Kelham Island;
- Promoting #strawfreesheffield scheme – additional bonus Points
- Introduced new categories as part of the assessment, zero tolerance to sexual harassment & Attitude Is Everything (larger/live venues only <http://www.attitudeiseverything.org.uk/accessibility>)
- Exploring marketing campaign to promote Sheffield's city centre night-time economy (including app)
- Increased social media presence.





The BBN process explained - tips for preparation

The timeline for the 2019 Scheme:

Date and venue	BBN Activity
Tuesday 29th May 2018 7pm-8.30pm The Common Room	BBN 2019 Launch event Being held at this year's overall winners premises 'The Common Room'- Division Street.
Tuesday 29th May 2018	Application process opens Applications can be downloaded from the www.bestbarnone.com website OR if you are an existing BBN accredited premises you can renew/refresh your application by emailing Tracey.Ford@sheffield.gov.uk or calling 0114 273 6881.
Sunday 8th July 2018	Deadline for 2019 applications close
Monday 16th July 2018	Applications are allocated to a BBN assessor, who will make contact with premises W/C 2nd August 2018 and arrange an assessment date that is mutually convenient.
Friday 30th November 2018	Deadline for completed BBN assessments – <i>please note premises assessed after the deadline can still be accredited but won't be eligible for the awards judging process.</i>
Monday 3rd December 2018	Scoring BBN Assessments begins.
11th December 2018	Judging event (the judging is completed as 'blind judging' so it is completely objective – all premises names are removed).
Wednesday 13th February 2019	2019 BBN Awards – 10 Year Anniversary Sheffield City Hall Ball Room - tickets go on sale December 2018

TIPS

Pre assessment: familiarise yourself with the full assessment, do your own checklist (a copy of this can be downloaded from www.sheffieldbestbarnone.com).

Have your policies & procedures ready.

Attend, or send your staff to the BBN Champion Scheme Training (see page 9 for details).

Your assessor is there to support (as well as assess) - use them or if you have any questions contact Tracey.Ford@sheffield.gov.uk.



2018 BBN FREE Training Dates

Date, Venue & Time	Training
<p>26th June 2018</p> <p>The HUBS</p> <p>2pm-4pm</p>	<p>Ask for Angela training</p> <p>BBN are jointly delivering with Sheffield Rape and Sexual Abuse Centre 'Ask for Angela' Training sessions</p> <p>Who's it for?</p> <p>New premises Existing premises – new staff</p> <p>After completing the training premises will be required to provide their own in-house policy and procedures for implementing the scheme.</p> <ul style="list-style-type: none"> ● In return premises will be provided with in house marketing resources, posters window stickers. ● Promoted on the BBN app and BBN website. <p>What next</p> <p>Contact Tracey.ford@sheffield.gov.uk to reserve your place.</p>
<p>Friday 22nd June</p> <p>Sheffield Town Hall Committee Room 2</p> <p>1.30-4pm</p>	<p>BBN Champion Training</p> <p>The role of the BBN Champion in your premises is to:</p> <ul style="list-style-type: none"> ● Take a more active role in the preparation of the BBN assessment (or even take responsibility for it); ● Promote good practice; ● Promote your BBN status to your staff, but more importantly your customers.



<p>Thursday 26th July</p> <p>Sheffield Town hall Conference room</p> <p>1.30-4pm</p>	<p>The training covers:</p> <ul style="list-style-type: none"> ● Core Licensing Objectives and BBN assessment; ● Understanding the BBN Essential criteria; ● Section A Prevention of Crime & Disorder; ● Section B Public Safety; ● Section C Prevention of Public Noise; & ● Section D Protection of Children from Harm; ● Section E Staff training; ● Bonus and desirable points; ● The BBN assessment – what are assessors looking for? <p>Contact Tracey.ford@sheffield.gov.uk to book.</p>
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Guidance for premises

Points are awarded against three standards: ‘Essential’, ‘Desired’ and ‘Bonus’. The applicant must score 100% of the ‘essential’ criteria (which is set nationally) in order to be eligible for an award.

The operating practices which are deemed to be ‘Essential’ effectively lay down the basic minimum standard required of a responsible operator in the day to day running of their licensed premises.

The essential Criteria for the 2019 assessment are:

Section A – Prevention of Crime & Disorder - Security	
E	Must provide evidence of regular security reviews (written evidence required) and security briefings.
E	Must provide evidence of a procedure in place to ensure that anyone carrying out role of door supervisor is licenced by SIA or subject to a Licence Dispensation Notice i.e. register of door supervisors on duty.
E	Must ensure any security company employed by the venue has adequate insurance cover.
E	Describe your policy on searching patrons. Include e.g. who is searched, where they are searched & why.
E	Must have an incident report book and record each incident.
E	Must provide evidence of an audit trail in relation to confiscated items.

Section A – Prevention of Crime & Disorder – Responsible Drinking	
E	Must provide evidence of compliance to the mandatory code in relation to drinks promotions & availability of smaller measures.
E	Consider the impact of drinks promotions & special events e.g. risk assessment/s. (Bonus for evidence)
E	Must have a copy of the summary premises licence and where it is displayed

Section A – Prevention of Crime & Disorder – Drug Misuse	
E	Must provide evidence of a clear policy on the prevention of illegal drug (including il/legal highs) use and supply on the premises.



- E** Has a clear policy in place in relation to the safe disposal of drugs.
- E** Has proactive approach to preventing drug use including evidence of regular toilet monitoring, controlling flat surfaces etc.

Section A – Prevention of Crime & Disorder – Anti-Theft

- E** Must provide evidence of a lost property recording system or locked box/cupboard.
- E** Private areas are kept locked and secured during operational hours.

Section A – Prevention of Crime & Disorder – Identification and Management

- E** Must provide evidence of policies in place for preventing and dealing with disorder inc. conflict management, weapons, confiscated items & recording systems.

Section B – Public Safety – Preparation

- E** Venue must have Public Liability Insurance
- E** Must have annual gas and five yearly electrical safety checks.
- E** Can evidence full building checks prior to opening and prior to closing for security threats, drugs, lost property etc.
- E** Manages external areas effectively e.g. smoking, noise, litter, glass
- E** Can demonstrate how capacity is managed, including outside areas e.g. comfort factor to manage capacity.
Bonus for evidence
- E** Must provide evidence of a written accident recording system
- E** Has at least one 1st aider with access to an adequate first aid kit at all time during operational hours

Section B – Public Safety – Prevention & Management

- E** Must provide evidence of an effective glass collection policy for inside and outside areas, including perimeter checks.
- E** Must provide evidence of effective spillage and broken glass policy.

Section B – Public Safety – Risk Assessment/ Evacuations

- E** Must provide evidence of procedure/s and regular training for building evacuation/s in the event of an emergency, assembly points e.g. terror threats, bombs.
- E** Must provide evidence of annual fire evacuation training exercises, assembly points
Bonus for additional training sessions.
- E** Must provide evidence of a written fire safety risk assessment which has been completed/ reviewed in the last twelve months.
- E** Must have adequate fire detection warning system/s in place.



E	Fire exits must be free from obstruction at all times and be well lit.
E	Must provide evidence of fire safety checks.
E	Must provide evidence of fire equipment being inspected and serviced annually.

Section C – Prevention of Public Nuisance inc Noise

E	Can provide evidence of a risk assessment for ‘noise at work.’ Applicant must be able to evidence a noise assessment has been carried out & provide PPE accordingly.
E	Each venue must have a policy to deal with noise and the policy should be relative and proportionate to the surrounding area.

Section D – Protection of Children from Harm

E	Clear policies and procedures in place specific to the protection of children from harm e.g. risk assessments
E	Must provide evidence of a robust proof of age verification policy and evidence that procedures are followed at all times.
E	Must provide evidence of current posters stating that proof of age may be required e.g. Challenge 21. Bonus for Challenge 25.

Section E – Training

Must provide evidence of staff training with clear documented policies including records of ongoing refresher training for:	
E	Must have a written policy to prevent and deal with drunkenness.
E	Dealing with disorder
E	Conflict Management
E	Underage sales/ Proxy sales/ responsible alcohol retailing
E	Fire and the use of fire equipment
E	First Aid
E	Drugs awareness
E	Crime Prevention
E	Security/ Counter terrorism (Argus)



Useful Contact Numbers

Emergency Services

Organisation	Contact	Tel No.
Emergency Services		999
Police Non-Emergency		0114 220 2020
Anti-Terrorist Hotline		0800 789 321
Direct 101 centre		0114 252 3996
City Centre CCTV		0114 273 4542

Other Useful Numbers

Organisation	Contact	Tel No.
Best Bar None	Tracey.ford@sheffield.gov.uk	0114 273 6851
Police Licensing Department		0114 252 3617
BID Business Improvement District		0114 339 2015
BID- Sergeant Matt Burdett		0114 296 4120
Street Pastors	Tricia Watts	0793 156 2442
Trading Standards	Greg Ward	0114 273 6241
Safeguarding Children	Julie Hague	0114 273 6753
SCC Licensing Department		0114 273 4264
City centre management	Mick Platts	0114 273 6895
CCRAC Radio	Mick Platts	0114 273 5290
Environmental protection Services	epsadmin@sheffield.gov.uk	0114 273 4651
Street Force	Highway Emergencies	0114 273 4567
The Emergency Planning Service		01709 823878
City Centre Ambassadors		0114 2734337
Pub Watch	Malcolm	07494326342
Drug services		0114 272 1481
Alcohol services		0114 226 3000
Domestic Abuse Helpline		0808 808 2241
Reporting rough sleeping		0800 066 5358 or text SOTS to 80800



Sheffield Best Bar None 2019– Application Form

Name of Premises

Address, including
postcode

Which category
are you applying
for (please circle)

Pub Bar/Late bar Nightclub

Do you want to be considered for the student safety award (tick if YES)

Type of premise

Chain (please state)

Independent (please state)

Have you been accredited before?

Yes

No

Where possible we require the names of two named contacts and contact info email and telephone to arrange assessments

Contact 1

Contact 2

To improve the assessment process can you tell us when the best time is for an assessor to come and assess? please note, we will endeavour to arrange assessment at a suitable time to suit you, however please note that assessors are voluntary and do assessments in their own time, so being flexible is key Please allow 1-2 hours

Monday Tuesday Wednesday Thursday Friday

What times would be best? You can be specific, please state below

Morning Afternoon Evening

Please use the box below to add any additional information that you think would help

I Understand that the premises details (above) could be shared with the licensing and police departments before BBN assessment takes place, I understand that the BBN plaque is the property of Sheffield Drug & Alcohol Coordination Team and can be removed should the premises breach their licensing conditions. By providing an email address I agreed that Sheffield DACT can contact me regarding my application and/or other BBN issues, However I am aware I can opt out of these at any time under GDPR regulations

Signeddate

Submitting your application, you can attached via email to Tracey.ford@sheffield.gov.uk or

dact@sheffield.gov.uk or by Fax 0114 2736984, alternatively you can do this over the phone by contacting

the DACT on 0114 2736881 **DEADLINE FOR APPLICATIONS IS 8th JULY 2018**

