
BEST BAR NONE GUIDE TO THE ASSESSMENT



THE AIM OF THE ASSESSMENT

- ✓ Best Bar None is a national award scheme promoting partnership working between the pub and bar trade, the police, local authorities and other key stakeholders.
- ✓ Through enhanced professionalism and customer safety, the scheme reduces alcohol related crime, anti-social behaviour and health harms in the areas where it operates.
- ✓ Supported by the Home Office, the local authority, Sheffield BID, the police, other partners and the licensed trade
- ✓ Premises are audited for operational standards, policies and procedures, as well as the education and training of staff, in the process of identifying and promoting the best and most innovative practice.

THE AIM OF THE ASSESSMENT

The spirit of the Best Bar None Assessment is:

- ✓ Motivation
- ✓ Encourage raising the bar / standards
- ✓ Better performance / improvements
- ✓ Collaborative approach
- ✓ Identifying / recognising best practice
- ✓ Provide robust and constructive feedback



WHAT IS THE ASSESSMENT?

- The assessment is undertaken by an accredited Best Bar None Assessor who will visit the venue for the assessment
- The assessment is an evaluation or appraisal of the premises
- The key aim is to identify strengths and weaknesses, identify best practice and highlight areas where there is room to improve
- Process is divided into **ESSENTIAL** and **BONUS** criteria
- To be accredited, the venue must fulfil all the **ESSENTIAL** element
- It is important that the assessment process is objective, fair and transparent

THE AIM OF THE ASSESSMENT

The assessment will cover various criteria across these main headings:

- ✓ **Venue management:** assesses security measures and steps taken to reduce noise, litter and other effects the business may have
- ✓ **Staff training and care:** considers how staff are supported by the business to perform their role, develop and grow, protect their wellbeing and safety
- ✓ **Customer safety and welfare:** reviews how well the venue takes care of its customers including preventing alcohol being sold to those under 18
- ✓ **Customer service and community:** recognises that businesses work hard to provide a warm welcome to their customers and the communities they are part of

PROVIDING RELEVANT EVIDENCE

Evidence will be captured in a variety of forms:

- Verbally – assessor’s will converse with management and staff to fill gaps, clarify understanding, establish that something is actually being done in practice
- Formal documents – Manuals, policies, procedures, staff training records, registers and other documents - Assessors will ask to be shown these and that they are venue specific and in date
- Demonstration / Observations – When on site, the assessors may ask to be shown a particular practice / equipment / signage



KEEPING IN TOUCH AND BEING READY

Ahead of the assessment, this is what to expect:

- ✓ Venues will be directed to key material to help them understand and how to be ready for the assessment. The more prepared the better. Where venue's are properly prepared, the assessment is likely to take 2 to 3 hours.
- ✓ Date and time of assessment agreed and confirmed. A reminder a few days before will also follow – email, phone call. It is essential that the venue commit to the process and are available for the assessment
- ✓ The assessment is done via a digital platform so the assessor will need access to a good wifi network
- ✓ **PREPARATION IS KEY – SPEND TIME GETTING READY, PREPARED AND BE "UP FOR IT".**



BEING READY

- ✓ Venues will be asked to provide documents to help support the process.
- ✓ These will range from licences, safety certificates, policy documents, registers. Training records.
- ✓ **IT CANNOT BE STRESSED ENOUGH HOW IMPORTANT IT IS TO HAVE THESE READY ON THE DAY OF THE ASSESSMENT!**
- ✓ **DO NOT GO HUNTING FOR THEM ON THE DAY!**
- ✓ Any documents must be venue specific, not just a generic print off and be in date.
- ✓ Venues will be asked not only to provide the documents but must describe how they are used, implemented and managed. The more any venue can do to show this, the more success you will have in the assessment process and get bonus points!



BEST BAR NONE CORE ASSESSMENT AREAS



WHAT WILL BE ASSESSED

As already mentioned, venues are assessed 4 key theme areas:

- ✓ **Venue management**
- ✓ **Staff training and care**
- ✓ **Customer safety and welfare**
- ✓ **Customer service and community**

Each of these areas will have different components that will be researched by the assessor and marked. The assessor will “drill down” into each key theme area

The more detail that can be provided, the better. **Show how your venue goes above and beyond!**

A breakdown of the areas that will be looked at is shown on the following slides



VENUE MANAGEMENT

- Licence, certificates and insurances
- Door staff register
- Capacity management / recording
- Drugs / weapons procedures
- Fire risk assessment / Fire Safety Checks / Evacuation Procedures / Building checks
- Other safety certificates / records
- Lost / found property
- Confiscated / prohibited items
- Public Nuisance / noise
- Underage sales (notices)
- Smaller measure signage
- Spillage / glass safety, bins and skips
- Queue Management
- Notices and signs (legal and otherwise)
- Search policy / incident recording
- CCTV & procedures
- Gambling

STAFF TRAINING AND CARE

- Risk assessments
- Noise in the workplace
- Policies (drunk person, duty of care, crime & disorder, drugs, weapons, responsible alcohol retail, conflict management, sexual exploitation / harassment, equality & diversity, right to work)
- Staff training records (includes those shown above and for other mandatory policies)
- Processes for dealing with inappropriate behaviour
- Processes for staff well being
- How to get staff home
- Staff noticeboards
- Meetings take place / information changes / licensing & business changes
- Nominated first aider and kits

CUSTOMER SAFETY AND WELFARE

- Safeguarding policy / Ask for Angela / Sheffield Women and Girls Night Time Safety Charter
- Age verification policy and checks (refusal records)
- Measures to protect sale of alcohol to children
- Child vulnerability measures / vulnerable adults measures
- Responsible drinking / drinks promotions
- Identifiable staff
- Incident responsibility
- First aid measures
- Policy relating to drunkenness and disorderly behaviour
- Ingress & egress / Queue management

CUSTOMER EXPERIENCE & COMMUNITY

- How the venue contributes to the community / links / partners
- Participation in Drinkaware type schemes and other local initiatives
- Participation in social responsibility initiatives
- Assessors impression of venue
- How well prepared was the venue for the assessment

BEST BAR NONE

THE DECISION AND FEEDBACK



THE DECISION AND FEEDBACK

- ✓ Throughout the assessment assessor will have inputted evidence vs standards and criteria
- ✓ As much evidence will be gathered as possible to give each venue best chance of success
- ✓ At the end of the assessment a report is generated which will:
 - Ensure understanding of each decision
 - Highlight the positives
 - Show areas that need strengthening / improving

The report will form the basis of taking forward areas of weakness to help the venue succeed

The assessor will continue to work with the venue to ensure success



AFTER THE ASSESSMENT



AFTER THE ASSESSMENT

- ✓ Once all venues are successfully assessed each assessment will be submitted to the scheme coordinator who will prepare for the assessments to be judged to receive a specific BBN award.
- ✓ Award categories are decided. 2020 categories were:
 - Overall Best Bar None, Best bar/Late bar, Best Pub, Best Night Club, Best Entertainment, Best Chain, Best Independent, University Challenge, People's Choice – Pub, People's Choice – Bar/Late Bar, People's Choice – Nightclub, People's Choice – Entertainment Venue
- ✓ Judging panel will sit and make awards to the winning venues across the categories
- ✓ The People's Choice award category will be canvassed during December 2023
- ✓ Awards Presentation Dinner in February 2024

