



Safer Barnstaple Accreditation Assessment- Scheme Information for Venues

Safer Barnstaple Background:

In July 2022 North Devon Council and the Office of the Police and Crime Commissioner were successful in obtaining funding as part of the Government Safer Streets funding.

The Safer Streets funding regime is aimed primarily at improving safety for women and girls, and was heavily influenced by the tragic killing of Sarah Everard on 3 March 2021 which brought to the forefront concerns about women and girls' safety in public places.

The Opinions and Lifestyle Survey June 2021 found that from a sample of 16,112 adults, 44% of women aged 16 to 34 years had experienced catcalls, whistles, unwanted sexual comments or jokes in the previous 12 months, while 29% had felt like they were being followed.

Accordingly the Barnstaple Scheme places a heavy emphasis on encouraging work around promoting the safety of women and girls, but will also be used for a range of other projects aimed at tackling wider issues with ASB and crime.

This accreditation scheme for Licenced Premises in Barnstaple aims to encourage best practise in licenced premises and to reward those businesses that go the extra mile in making sure all of their customers and staff have an enjoyable and safe evening.

Safer Barnstaple Accreditation

Safer Barnstaple accreditation is open to any licenced premises in Barnstaple offering on-sales of alcohol (consumption on the premises).

The assessment covers multiple areas and is designed to capture the elements of your business that are considered good practise, and where there are gaps sign-post you to where you can find example documents, policies, and training materials Etc.

The accreditation regime is based on an overall pass mark of 50% for a bronze accreditation award, 60% for a silver award, or over 70% for a gold award.

An Assessor will visit your premises to go through the assessment with you, and you will have the opportunity to ask questions and get feedback. The assessment process on-site is designed to take around 1 hour. The assessor will make contact to confirm the appointment and you will be provided with a list of documents that it would be useful to have to hand for the assessment (this will help to speed up the process on site).

A number of the assessment areas are based on documentation and policies. We recognise that larger multi-site operators are more likely to have written procedures and policies than smaller independent premises. As such the Assessor will be understanding that not all of the assessment areas below will be evidenced by documentation, but will be looking more

broadly for evidence of compliance including discussion with the Manager/ proprietor on the premises policies and procedures.

If you fail to reach the minimum 50% accreditation standard then you will receive written feedback from the Assessor on how you can improve, and will be given the chance to be re-assessed (re-assessment may be via a further site visit, or via you providing information where there were gaps at the initial visit).

We understand that taking part in the accreditation scheme is a time commitment but we hope that the accreditation scheme will provide a welcome publicity boost for Barnstaple licenced premises and highlight some of the excellent work that we know is already going on. Thank you for taking the time to get involved.

Assessment Structure

The assessment process is very broadly based around the four Licensing Act 2003 objectives of:

- Prevention of crime and disorder;
- Protection of public safety;
- Prevention of public nuisance;
- Protection of children from harm.

Each of the assessment areas has a number of sub headings which are summarised below, along with examples of the sort of evidence/ information that the Assessor will be looking for.

If any area is not applicable to your venue, then this will be marked as such by the Assessor and not included in the percentage compliance calculation.

Section A: Premises Management

It is essential that accredited venues have suitable management processes in place to ensure the safety of their staff and customers, and to minimise the likelihood of incidents of disorder. Please find below a summary of the premises management criteria:

- Premises licence displayed;
- Premises Manager/ proprietor a personal Licence Holder;
- Incident/ refusals book/ record in use (refusals at bar, refusals at door, incidents Etc);
- Record of SIA door staff (SIA badge number, date/ times of shift Etc);
- New Door staff briefing procedure (fire evacuation, conflict management, house rules Etc);
- Portable appliance test record;
- Fixed electrical installation test record (5-yearly);
- Gas Safe test/ maintenance record;
- Building and furnishings in reasonable/ good condition;
- Gambling machines marked with category (Cat C or D);
- Gambling machines all observable from bar/ monitoring location;
- Age verification signage displayed on gaming machines;
- Public liability insurance in place;
- BONUS: Documented security review (bi-monthly, 6 monthly, other);

Section B: Safety and Welfare of Staff and Customers

This section of the assessment aims to look at what arrangements you have in place for the safety and welfare of customers including the following:

- Anti-spiking materials available;
- Policy on how to deal with drunken/ intoxicated persons;
- Nominated taxi/ private hire contacts available;
- Search policy for controlled drugs/ prohibited items (strict guidelines for staff to follow when drugs or prohibited items are either found or seized from patrons);
- Zero tolerance to drugs signage in place;
- Regular checks of toilets for drugs, vulnerable customers, cleanliness;
- First aid box available & appropriately stocked;
- Trained first aider on staff;
- Regular checks of the perimeter of the venue for discarded glasses and bottles;
- Non-alcoholic beer/ cider, and or spirits available;
- Free tap water signage;
- Regular staff meetings/ liaison;
- Process in place for staff to raise areas of concern;
- Process in place to ensure staff get home safely (subsidised taxis, car/ lift sharing Etc);
- Fire safety risk assessment;
- Fire equipment appropriately maintained;
- Fire detection system working;
- BONUS: Staff trained on dangers of drink spiking;
- BONUS: use of polycarbonate glasses (permanently/ part-time/ as risk assessed).

Section C: Being a Good Neighbour

This section of the assessment looks at what measures you have in place to ensure your business doesn't impact negatively on nearby residential properties, as well as capturing any community work you are involved with:

- Prevention of litter policy (frequency of litter picking/ sweeping Etc);
- Ashtrays/ bins at key areas (e.g. where customers go to smoke);
- Regular litter picking of area directly adjacent to premises;
- Noise nuisance prevention policy (e.g. frequency of monitoring, noise limiter usage, monitoring of key areas by door staff or Management);
- Noise monitoring records (monitoring of perimeter for noise nuisance);
- Please leave quietly signage;
- Charity links/ voluntary street marshalling/ community work (e.g. links to sports teams, schools, local groups);
- BONUS: At the end of the night door stewards should don high visibility jackets and provide a presence on the street immediately outside the venue to help dissipate any crowds quietly;
- BONUS: decibel meter used to monitor noise outbreak.

Section D: Staff Training and Customer Care

Well trained staff is a great starting point for good customer care, and numerous studies have linked staff retention to good training opportunities. This section aims to capture the following information:

- Staff training policy;
- Proof of age policy (ID accepted, Challenge 21/25 Policy Etc);
- Age verification training appropriate to venue;
- Fire safety training (evacuation procedure, fire equipment checks Etc);
- Responsible alcohol retailing training (refusal of sales to drunk people, underage and proxy sales Etc);
- Staff training on gambling/ gaming machines;
- Policy on age restricted sales (signed by all staff ideally);
- Safeguarding training for staff (link to Barnardos video: <https://www.youtube.com/watch?v=rhX2gzxjhdM>);
- Reasonable adjustments and access for disabled patrons;
- BONUS: Sexual exploitation/harassment training;
- BONUS: Ask for Angela policy, and staff training on the procedure;
- BONUS: Disability Awareness Training for members of staff;
- BONUS: Consider other issues such as large print menus, bar prices and signage;
- BONUS staff training records available.

Section E: Prevention of Crime and Disorder

Now more than ever it is really important that venues do all they can to try and minimise any crime and disorder associated with your business. Examples of the crime and disorder issues to be assessed include:

- Barnstaple Nite Net radio membership;
- Risk assessment for use of door staff;
- CCTV in place covering key areas of venue (public areas, entrance/ exits including those used to eject problematic patrons);
- CCTV signage in place;
- Retention period of CCTV footage at least 28 days;
- Trained member of staff available to operate CCTV system;
- BONUS: Venues using door stewards should have both male and female stewards for searching customers at the door. Where a venue is unable to employ female stewards then female managers should be Security Industry Authority (SIA) trained.