

Report of visit carried out under the Licensing Act 2003 and Gambling Act 2005
 Licensing Best Practice Compliance

| Crime and Disorder | | | |
|---------------------------|--|--------------------|-----------------|
| Category | Question | Y/N/ NA | Evidence |
| Tier 1 | Essential | | |
| 1. | Do you keep a log of all incidents at the venue, including refused or ejected customers, thefts, lost property, accidents and injuries? | | |
| 2. | Do you have a CCTV system in place to reduce crime and disorder? | | |
| 3. | Are Door staff SIA registered and easily identifiable? Is there a process for door staff to record security incidents, drug confiscations, violent incidents, thefts, accidents and banned customers? | | |
| 4. | Do you have a zero-tolerance policy to drugs and weapons being brought into your premises? The policy must reflect Newcastle City Council Drugs Protocol and include any action you will take if drugs or weapons are found. | | |
| 5. | Do you have a clear and effective policy for preventing and dealing with intoxication ('drunkenness') at your premises? | | |
| 6. | Do you provide staff training in dealing with intoxication in line with Section 141 of the Licensing Act 2003? | | |

| Tier 2 | | Expected | |
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| 1. | Do you regularly undertake Security reviews with minutes and actions kept and reviewed? | | |
| 2. | Do you provide regular staff briefings / debriefings to improve working practices at your premises? | | |
| 3. | Do you have an anti-theft strategy in place? | | |
| 4. | What additional measures do you have in place to reduce crime and disorder in your premises, e.g.: <ul style="list-style-type: none"> • regularly walking the floor • toilet checks • employing glass collectors • lockers/cloakrooms | | |
| 5. | Do you attend Pubwatch meetings regularly? Do you check the ban list before opening and keep a log that it has been checked and communicated? | | |
| Tier 3 | | Desirable | |
| 1. | Do you provide training in crime scene preservation to all staff to give them the skills and knowledge to secure and protect a crime scene until police arrive? | | |
| 2. | Do you provide training in conflict management to all staff to give them the knowledge and confidence to deal with difficult situations and reduce crime and disorder at the premises? | | |

| Public Safety | | | |
|---------------|---|------------|--|
| Category | Question | Y/N/ NA | |
| Tier 1 | Essential | | |
| 1. | A Health and Safety risk assessment must be carried out for the premises to identify any risks posed to staff or customers and precautionary measures to manage those risks. Guidance can be found on the HSE website. The risk assessment must be reviewed regularly. (5 or more employees requires a written RA) | | |
| 2. | Fire safety regulations should be followed, this includes: <ul style="list-style-type: none"> • Having electrical equipment regularly maintained and PAT tested • Ensuring fire exits are clearly visible, unobstructed and maintained | | |
| 3. | Do you have a policy in place to manage capacity at the premises and prevent overcrowding? | | |
| 4. | Do you promote safe transport options to customers? This may include: <ul style="list-style-type: none"> • The location of official taxi ranks • contacts for licensed private hire vehicles • safe waiting areas • night bus information • Designated Driver Scheme | | |
| 5. | Do you ensure that staff are aware of their general responsibilities under the Licensing Act 2003 particularly around spotting the signs and refusing to sell alcohol to customers becoming intoxicated or under the influence of alcohol? | | |
| 6. | Do you provide training in fire safety and have a premises safety policy which is available to all staff to give them the knowledge and confidence to deal with emergency situations, including raising the alarm, location and use of equipment in particular fire extinguishers, utilities and layout of premises? | | |

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| 7. | Do you have a queueing policy and a customer dispersal policy in place to avoid long queueing, overcrowding and congestion? | | |
| 8. | Do you use only accredited external promoters for all events and promotions in the Premises? | | |
| Tier 2 | Expected | | |
| 1. | Do you have a glass policy in place at the premises, to include collection and disposal of used glasses/bottles, spillages and broken glass, alternatives to glass drinking vessels and clear staff responsibilities for tasks? | | |
| 2. | Do you have written procedures, communicated to all staff on the action required to protect injured or vulnerable people? | | |
| 3. | Do you have policies or procedures in place to tackle sexual harassment in your premises (such as the Shout Up campaign)? | | |
| 4. | Have your staff accessed drug and alcohol awareness sessions as offered by Newcastle City Council, which supports general awareness of drugs, alcohol, their legality, impacts, effects and harms and of your responsibility under the Northumbria police Drugs Policy? | | |
| 5. | Do you have policies and procedures to protect staff from stress and harassment, and offer support if needed? | | |
| 6. | Do you provide staff with adequate breaks in designated smoke-free areas with seating and low noise? | | |
| 7. | Do you provide information on harm reduction for drugs and alcohol? | | |

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| 8. | Do you have a designated space where vulnerable people can wait safely until help arrives? | | |
| 9. | Do you actively promote the availability of non-alcoholic beverages? | | |
| Tier 3 | Desirable | | |
| 1. | Do you display information relating to units of measure, recommended levels of daily consumption (including for pregnancy) and warnings of 'drink spiking'? | | |
| 2. | Do you provide information on accessing advice and support for local alcohol and drug services? | | |
| 3. | Do you display information relating to support and advice services for domestic violence or sexual assault? | | |
| 4. | Do you display stop smoking or smoking cessation information? | | |
| 5. | Do you provide outside smoking areas away from customer entrances/exits and separate from other outside seating areas for non-smokers? | | |
| 6. | Do you impose a Minimum Unit Price above the mandatory requirement? For example (1) Alcohol must not be sold on the premises at a price below 50p per unit. (2) Where alcohol is supplied together with other products or services for a single price, sub-paragraph (1) applies as if the | | |

| Public Nuisance | | | |
|------------------|--|------------|--|
| Category | Question | Y/N/ NA | |
| Tier 1 | | | |
| Essential | | | |
| 1. | Do you have a noise management policy in place that sets out the measures and procedures in place to ensure that noise does not cause a nuisance to neighbours? The policy should include: <ul style="list-style-type: none"> the use of external areas disposal of glass acoustic noise assessment location of DJ's | | |
| 2. | Do you have measures and procedures in place to minimise noise disturbance to neighbours from customers queuing to access the premises or when leaving? | | |
| Tier 2 | | | |
| Expected | | | |
| 1. | Do you regularly engage with local residents or businesses to ensure you are being 'good neighbours' and dealing with problems as they arise? | | |
| 2. | Do you ensure that the times when glass is disposed of and removed from the premises is not a time of day likely to disturb residents (between 8am and 6pm)? | | |
| Tier 3 | | | |
| Desirable | | | |
| 1. | Do you provide a telephone number to local residents to report noise disturbances to a responsible person at the premises? | | |

| Protection of Children From Harm | | | |
|----------------------------------|---|------------|--|
| Category | Question | Y/N /NA | |
| Tier 1 Essential | | | |
| 1. | Do you have measures and procedures in place to prevent underage sales of alcohol? | | |
| 2. | Are posters on display warning that it is an offence to purchase alcohol on behalf of an underage person and stating that proof of age may be required (i.e. Challenge 21/25 or Northumbria Police's Fake ID Scheme)? | | |
| 3. | Do you keep a refusal register which is reviewed regularly to identify trends and patterns? | | |
| 4. | Do you provide training to all door, bar and till staff in the age-related sections of the Licensing Act 2003? This includes the ability to competently check customers' identification where necessary. | | |
| 5. | Are there provisions in place to restrict children from viewing age restricted films? | | |
| Tier 2 Expected | | | |
| 1. | Do you restrict the admission of children after a specified time in the evening or only admit children if they are accompanied by an adult? | | |
| 2. | Do you have a Safeguarding policy in place to protect children whilst on the Premises? | | |
| Tier 3 Desirable | | | |
| 1. | Does the till use prompts to remind staff to ask for proof of age? | | |

| Health and Safety | | | |
|-------------------|--|------------|--|
| Category | Question | Y/N /NA | |
| Tier 1 | Essential | | |
| 1. | Do you have suitable and sufficient risk assessments for slips trips and falls? Floors in good condition? Spillage procedures? Stairs in good condition with suitable nosings? | | |
| 2. | Have all stairs / steps got suitable handrails. Minimum height between 900mm and 1000mm above the pitch line of the stairs. Lighting suitable? | | |
| 3. | Suitable guarding to prevent falls from a height on any mezzanine area, 900mm to 1000mm? | | |
| 4. | Are all changes in level suitably highlighted? | | |
| 5. | <p>Cellar safety.</p> <p>A CO2 gas sensor is required where cellar is in the basement or a poorly ventilated room.</p> <p>CO2 is heavier than air and will accumulate at floor level</p> <p>Members of staff must be properly trained to connect and disconnecting cylinders to avoid cross-threading valve damage and gas leakage</p> <p>Empty and full CO2 cylinders must be secured, or chained, to prevent damage</p> <p>Delivery or collection operations, ensure hatches, cellar flaps or trapdoors are secured open, cordon off the area and use warning signs</p> | | |
| 6. | Electrical installations inspected at least every 5 years by a competent person with documented evidence? | | |
| 7. | In premises built prior to 2000 duty holders must ensure that anyone at risk of being exposed to asbestos at their premises are aware of where the asbestos is and of the risks associated with asbestos exposure. Asbestos register or Asbestos management plan on site? | | |

| Food Hygiene and Food Safety | | | |
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| Question | | | |
| Please tick all the following products that are prepared/sold in your premise. | | | |
| Fruit/Veg | | Frozen food | |
| Sandwiches | | Biscuits/ Drinks only | |
| Refrigerated foods made on premise | | Dairy products | |
| Hot displayed foods | | Eggs | |
| Unwrapped meats | | Jam/preserves | |
| Homemade sandwiches/rolls | | Drinks/Beverages | |
| Wrapped foods (e.g., Chocolate bars, canned food/packets) | | Alcohol | |
| Other, please specify: | | | |

| Food Safety Management System | | |
|--|-----|----|
| Do you have any written food safety procedures in place? | Yes | No |
| If yes, please provide details (e.g., Safer Food Better Business or Records of checks). If no, how do you ensure that food is stored, handled, prepared, produced safely? | | |

| Cleaning | | | |
|--|--|--|--|
| Do you have a supply of hot water? | | Do you have hand washing facilities with a supply of hot water, soap, and drying facilities in or very close to the production area? | |
| What cleaning products do you have? - Anti-bacterial - Detergent - Disinfectant | | | |
| Do you use a dishwasher to clean utensils and equipment? | | Please state what type of cloths you use. <i>Disposable/reusable</i> | |
| Do you have a written cleaning procedure in place? | | How often is the premise deep cleaned? | |

| Waste/Pests | |
|--|--|
| Please provide details of your arrangements for waste disposal | |
| Do you have a contract with a pest control company? | |
| If no, what checks are carried out to ensure the premise is pest free? | |

| Food Information Regulations | |
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| Do you bag/fully wrap any food products in advance of service? e.g., wrap a sandwich in clingfilm or place in a bag. | |
| Do you apply any labels to food you produce or food you re-pack, if yes please provide details. | |

| Allergens | |
|--|--|
| Are all staff aware of the 14 allergens? | |
| Do you have any procedures in place for dealing with customers with food allergies / intolerances? If yes, please provide details. | |
| Are these procedures written down? | |