



TOWER HAMLETS



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BEST BAR NONE TOWER HAMLETS Toolkit 2019

To provide assistance for licensees with your Best Bar None assessment

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Best Bar None Toolkit

This tool kit gives you a check-list of the things that you may find useful to show how you meet the essential criteria. We have provided a number of tools like Security Review forms that you can copy or use in your day to day business. We have also included some additional tools to help with things such as recording confiscated drugs and weapons and maintaining door supervisor records. Logs, specimen policies (to be adapted for your own requirements) and report forms included in this Toolkit are included under each criteria.

These are suggestions only – your premises might already keep records in another format which will also be acceptable. You might not feel the need to have too many written policies in place, depending on the size and type of your business, which will also be acceptable as long as you can provide evidence that meets the criteria.

Advice

To meet the requirements of the Award we suggest that you might consider assembling a **Policy Book, Folder or set of folders** that contains the following:

Section A: Prevention of Crime and Disorder

Documents/tools needed include:

- Security Review Record or Log
- If you employ door staff a log of their details and SIA registration number
- Written information (a policy) on searching of patrons
- Incident/Accident/Theft Report or Log
- Clear policy regarding safe disposal of drugs.
- Toilet Check logs
- A written policy stating you have a zero tolerance policy with regards to drugs & psycho-active substance (legal high) use and outlining what the venue will do to ensure that drugs are not brought into the venue or consumed on its premises. It should also state what you will do if anyone is caught with drugs on the premises and how the drugs will be disposed of.
- Some type of lost property recording system eg Lost Property Log
- Drugs/Weapons Removal/Fake ID/ Collection Record
- A written policy on preventing and dealing with disorder and managing conflict

Section B: Public Safety

Documents/tools needed include:

- Written information (a policy) that demonstrates a responsible attitude towards the sale of alcohol – ie not serving people who are drunk.
- Building checklist
- Incident/Accident/Theft Report or Log
- Glass collection policy
- Spillage and broken glass policy
- Risk assessment for 'noise' at work

Section C: Prevention of Public Nuisance

Noise & Disturbance

Documents/tools needed include:

- An effective noise policy that is relevant to your surrounding area
- Evidence of an effective dispersal policy that is relevant to your surrounding area

Section D: Protection of Children from Harm

Protection of Children from Harm

Documents/tools needed include:

- Evidence of a robust proof of age policy and evidence that procedures are followed at all times
- Posters/notices to customers advising customers of this strict policy
- A policy of rigorously checking accepted forms of ID (passport, photo driving licence or PASS accredited proof of age cards) for those who appear to be under 21
- Acceptable forms of ID and counterfeit IDs
- Age verification calculator
- A refusals register or log

Staff Training

Do you need to compile a **Booklet or Folder/Folders** that deals with **staff training**? You must be able to demonstrate what training actually consists of. Consider including the following:

- Name of staff member
- Date training undertaken
- Type of training
- Whether an examination has been set
- Date examination taken
- Whether the staff member passed the examination
- Staff member signs documentation to show their understanding of training

Training* **must** be undertaken in the areas of:

- Drinks and drunkenness
- Drugs
- Crime prevention (what staff can do to prevent theft from occurring in the venue)
- Dealing with disorder.
- Fire – evacuation procedures, safety equipment
- Underage drinking – what the relevant law is, who is responsible, what action should be taken.

*any training undertaken should be proportionate to your business. For example, a large venue which employs ten or fifteen bar staff will need to ensure that their staff have received extensive training in the above areas, delivered either externally or through the DPS or personal licence holder. This would be excessive for a small pub with only one or two bar staff where training could be carried out by the DPS or personal licence holder and staff can sign the personal licence handbook or other documentation to show their understanding.

POLICY FOLDER

Of

Name of Premises

Name of premises licence holder:

Name of designated premises supervisor



Section A: Prevention of Crime and Disorder

**LICENSED PREMISES DOOR STAFF
SIA LICENCE CHECK FORM**

The definition of a **security guard** is someone who guards premises, property, one or more individuals (against assault or injury from the unlawful conduct of others.) or screens the suitability of people entering a premises. The definition of a **door supervisor** is a person employed to refuse or eject someone at a premises licensed under the Licensing Act 2003

Name of Person Carrying Out Check:

| Full Name of door staff and duties being carried out (see definition above) | DOB and Address | SIA 16 Digit Licence Number & Expiry Date | If no SIA licence Do not employ |
|---|-----------------|---|------------------------------------|
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| Name of DPS/Manager on duty | Signature of DPS/Manager SIA Licence Number: | Confirm details of agency supplying door staff if not directly employed by premises |
|-----------------------------|---|---|
| | | |

Any further information:

1. This policy applies in relation to the searching of patrons in this premises
2. The responsible person in the policy is one of the following:
 - Premises licence holder
 - Designated premises supervisor
 - A person aged 18 or over who is authorised to allow the sale or supply of alcohol by someone under 18
3. This establishment reserves the right to search any patrons entering the premises.
4. The responsible person reserves the right to search patrons if s/he suspects that illegal drugs or an offensive weapon(s) are being brought onto the premises.
5. The responsible person shall ensure that a notice is displayed to remind patrons that the right is reserved to make a search
6. Searches may be carried out as a condition of entry; females will be searched by female staff, males by male staff.
7. Searches will be carried out in a non-discriminatory manner eg. Every tenth person will be searched; everyone will be searched etc.
8. Two staff will be present when any search is made to protect staff against any potential allegations
9. The responsible person identified above will ensure that staff are made aware of the existence and content of this policy

Signed:

Post held:

1. This policy applies in relation to illegal drugs & psycho-active substances (legal high) on these premises.
2. The responsible person in the policy is one of the following:
 - Premises licence holder
 - Designated premises supervisor
 - A person aged 18 or over who is authorised to allow the sale or supply of alcohol by someone under 18
3. This premise operates a zero tolerance policy with regards to drugs & psycho-active substances (legal high) and posters are displayed to this effect. Staff must be vigilant to ensure that drugs & psycho-active substances (legal high) are not brought into the venue or consumed on its premises.
4. Staff serving alcohol on the premises must require any individuals who appear to them and/or the responsible person to be under the influence of drugs & psycho-active substances or appear to be selling drugs and/or psycho-active substances to immediately leave the premises. If safe to do so, the drugs and/or psycho-active substances should be taken from the offender.
5. If anyone is caught with drugs and/or psycho-active substances on the premises, the staff member should immediately notify the police and be able to provide a description of the offender or name if known.
6. If drugs have been taken from the offender they should be put into a plastic bag which should be marked with the time found or removed; the name of the person finding or removing the drugs and/or psycho-active substances and where the drugs and/or psycho-active substances were found. The bag should be sealed immediately and placed in the safe for collection and disposal by the police. Drugs and/or psycho-active substances should never be flushed or thrown away.
7. The responsible person identified above will ensure that staff is made aware of the existence and content of this policy.

Signed:

Post held:

Toilet Check Record

| Date: | Toilet | Time | Condition-Poor | Condition-Fair | Condition-Good | Problem? (if nil, record N/A) | Action Taken? (if check only please tick) | Actioned By: (initials) |
|-------|--------|------|----------------|----------------|----------------|----------------------------------|---|----------------------------|
| | Ladies | | | | | | | |
| | Gents | | | | | | | |
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| | Ladies | | | | | | | |

Disorder Policy

1. This policy applies in relation to the prevention of and dealing with disorder and managing conflict on this premises
2. The responsible person in the policy is one of the following:
 - Premises licence holder
 - Designated premises supervisor
 - A person aged 18 or over who is authorised to allow the sale or supply of alcohol by someone under 18
3. Each member of staff is responsible for ensuring that disorder and conflict does not arise through any of their own actions
4. If disorder does arise each member of staff should notify the responsible person immediately, together with door supervising staff and the police if necessary
5. Each member of staff should familiarise themselves with the content of Managing work related in licensed and retail premises produced by the Health and Safety Executive - <http://www.hse.gov.uk/pubns/indg423.pdf>
6. The responsible person identified above will ensure that staff are made aware of the existence and content of this policy

Signed:

Post held:

Section B: Public Safety

Drinks/Drunkenness Policy

1. This policy applies in relation to the sale or supply of alcohol on the premises.
2. The responsible person in the policy is one of the following:
 - Premises licence holder
 - Designated premises supervisor
 - A person aged 18 or over who is authorised to allow the sale or supply of alcohol by someone under 18
3. Staff serving alcohol on the premises must require any individuals (who appear to them and/or the responsible person to be under the age of 18 years) to produce an acceptable proof of identification bearing their photograph, date of birth and a holographic mark.
4. Staff serving alcohol on the premises must not serve alcohol to any individuals (who appear to them and/or the responsible person) to be intoxicated. Staff should always display a responsible attitude to the selling of alcohol.
5. The responsible person identified above will ensure that staff are made aware of the existence and content of this policy

Signed:

Post held:

Example of a notice that can be displayed in a venue:

IMPORTANT NOTICE

Drunken, violent or quarrelsome behaviour is not allowed on these premises.

Anyone who behaves in this manner will be removed and if necessary the police will be called.

Useful Links

- www.drinkaware.co.uk

Opening Checks

| Start Session Checks | Completed? |
|---|------------|
| 1. Fire escapes unlocked and cleared to route end | |
| 2. Door supervisors sign in. | |
| 3. Door supervisors wearing registration badges. | |
| 4. If venue open on arrival occupancy head count. | |
| 5. Any special instructions delivered to staff. | |
| 6. Any new starters shown around venue | |

| | | |
|--------------|-------------|------------|
| Verified by: | Print Name: | Signature: |
| Manager: | Print Name: | Signature: |

Capacity Record

| Time | Count | Initials | Total in | Number refused |
|-------|-------|----------|----------|----------------|
| 19:00 | | | | |
| 19:30 | | | | |
| 20:00 | | | | |
| 20:30 | | | | |
| 21:00 | | | | |
| 21:15 | | | | |
| 21:30 | | | | |
| 21:45 | | | | |
| 22:00 | | | | |
| 22:15 | | | | |
| 22:30 | | | | |
| 22:45 | | | | |
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| 23:15 | | | | |
| 23:30 | | | | |
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|--|--|
| Occupancy count at shift start: | |
| Max occupancy during night: | |
| Manager's Signature: | |

Glass Collection Policy

1. This policy applies in relation to the sale or supply of alcohol on these premises.
 - The responsible person in the policy is one of the following:
 - Premises licence holder
 - Designated premises supervisor
 - A person aged 18 or over who is authorised to allow the sale or supply of alcohol by someone under 18
2. Staff serving alcohol on the premises must ensure that empty or left glasses or bottles are removed from the bar's surface immediately after the patron leaves the area.
3. Staff must clear tables of glasses, bottles, plates, cutlery etc. as soon as practicable as patrons vacate that table and no longer than 5 minutes after a table is vacated.
4. The responsible person identified above will ensure that staff are made aware of the existence and content of this policy.

Signed:

Post held:

Glass Collection and slips and Trips Policy

1. This policy applies in relation to the sale or supply of alcohol on this premises.
2. The responsible person in the policy is one of the following:
 - Premises licence holder
 - Designated premises supervisor
 - A person aged 18 or over who is authorised to allow the sale or supply of alcohol by someone under 18
3. Staff serving alcohol on the premises must ensure that empty or left glasses or bottles are removed from the bar's surface immediately the patron leaves the area.
4. Staff must clean up broken glass on the premises (inside and outside)
5. Staff must conduct perimeter checks outside for any glasses or bottles.
6. Staff must clear tables of glasses, bottles, plates, cutlery etc as soon as practicable as patrons vacate that table and not longer than 5 minutes after a table is vacated.
7. Staff must ensure bar areas are kept tidy and bottles/glasses are suitably stored.
8. Staff must clean up spillages immediately and leave the floor dry.
9. The responsible person identified above will ensure that staff are made aware of the existence and content of this policy

Signed:

Post held:

Fire Safety Policy

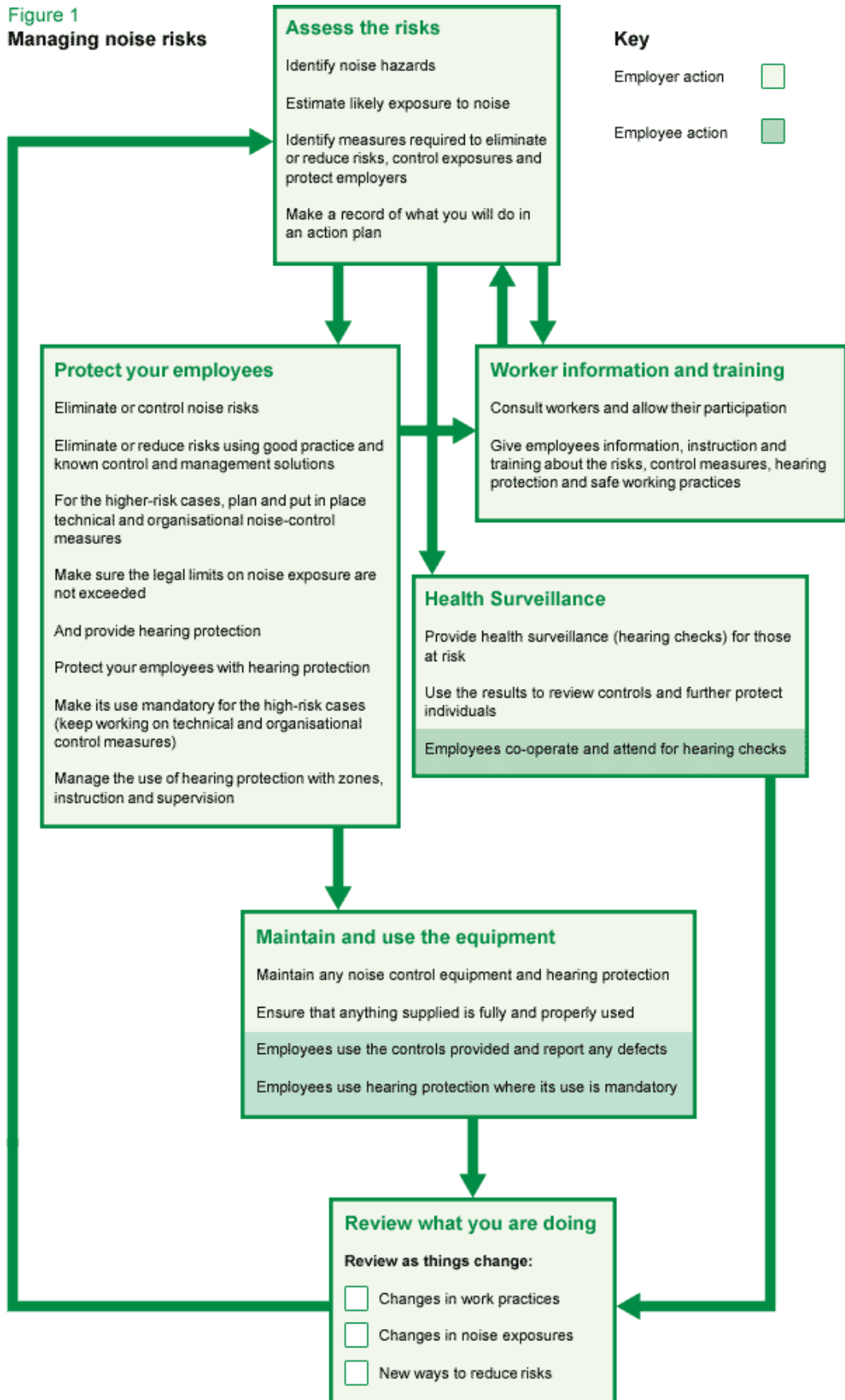
1. This policy applies in relation to Fire Safety on the premises.
2. The responsible person in the policy is one of the following:
 - Premises licence holder
 - Designated premises supervisor
 - A person aged 18 or over who is authorised to allow the sale or supply of alcohol by someone under 18
3. Written risk assessment to be completed on the premises.
4. The responsible person in charge of the premises must have an adequate fire detection warning system in place
5. The responsible person in charge of the premises must ensure all fire exits must be free from obstruction and well lit at all times.
6. The responsible person in charge of the premises must provide evidence of fire equipment being inspected/ serviced annually.
7. The responsible person identified above will ensure that staff are made aware of the existence and content of this policy

Signed:

Post held:

Risk Assessment for Noise

Figure 1
Managing noise risks



RISK ASSESSMENT

| What are the hazards? | Who might be harmed and how? | What are you already doing? | Do you need to do anything else to control this risk? | Action by who? | Action by when? | Done |
|------------------------------|-------------------------------------|------------------------------------|--|-----------------------|------------------------|-------------|
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Section C: Prevention of Public Nuisance

Noise Policy

1. This policy applies in relation to the maintenance of acceptable noise levels on this premises.
2. The responsible person in the policy is one of the following:
 - Premises licence holder
 - Designated premises supervisor
 - A person aged 18 or over who is authorised to allow the sale or supply of alcohol by someone under 18
3. This establishment will take every precaution to ensure that customers leaving the premises do so quietly and in an orderly manner
4. This establishment will display posters eg the Sshhh poster at exit points, reminding customers to keep noise levels down
5. Staff will ensure that doors and windows are shut at the agreed time of ... pm
6. Staff will ensure that music is played only at the level set by management
7. Music levels will be turned down thirty minutes before closing and ensure that music with a slower beat which is more relaxed is played
8. The responsible person identified above will ensure that staff are made aware of the existence and content of this policy

Signed:

Post held:

Section D: Protection of Children from Harm

Age Verification Policy

1. This policy applies in relation to the sale or supply of alcohol on this premises.
2. The responsible person in the policy is one of the following:
 - Premises licence holder
 - Designated premises supervisor
 - A person aged 18 or over who is authorised to allow the sale or supply of alcohol by someone under 18
3. Staff serving alcohol on the premises must require any individuals (who appear to them and/or the responsible person to be under the age of 18 years) to produce an acceptable proof of identification bearing their photograph, date of birth and a holographic mark.
4. Examples of appropriate identification include
 - a passport
 - a photo driving licence
 - a proof of age card carrying the PASS hologram
5. The responsible person identified must ensure provide evidence of posters or other materials which display appropriate warnings against underage drinking or stating that proof of age may be required eg Challenge 25 etc.
6. The responsible person identified above will ensure that staff are made aware of the existence and content of this policy

Signed:

Post held:

Acceptable Forms of ID

The only acceptable forms of ID are:

1. A passport
2. A photo driving licence
3. Proof of Age cards which carry the PASS hologram.



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|------------------------|----------------------|
| Employee's Name | Position Held |
|------------------------|----------------------|

| Date | Training Received | Staff Member's Signature to show their understanding | Manager's Signature |
|-------------|--------------------------|---|----------------------------|
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Staff Training Record

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| Employee's Name | Position Held |
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| Date | Training Received | Staff Member's Signature to show their understanding | Manager's Signature |
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| Employee's Name | Position Held |
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| Date | Training Received | Staff Member's Signature to show their understanding | Manager's Signature |
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Staff Training Record

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| Employee's Name | Position Held |
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| Date | Training Received | Staff Member's Signature to show their understanding | Manager's Signature |
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| Employee's Name | Position Held |
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| Date | Training Received | Staff Member's Signature to show their understanding | Manager's Signature |
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| Employee's Name | Position Held |
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| Date | Training Received | Staff Member's Signature to show their understanding | Manager's Signature |
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| Employee's Name | Position Held |
|------------------------|----------------------|

| Date | Training Received | Staff Member's Signature to show their understanding | Manager's Signature |
|-------------|--------------------------|---|----------------------------|
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Complimentary Material

Drugs Awareness Information

Licensed premises do attract illegal drug users and dealers and you will come across illegal substances while you are working. You need to be aware of the law and to work within it.

The main drug-related crimes you will come across in your venues are:

Drug dealing

Drug using

Spiking (where somebody puts a drug into someone's drink, usually in order to commit a sexual offence)

Zero Tolerance

The best approach to drug dealing and drug misuse is zero tolerance.

In order to achieve this you should try to:

Stop drugs coming into your venue (refuse entry to known or suspected drug dealers)

Build a reputation in your venue that drugs won't be tolerated.

In the past door supervisors have been known to turn a blind-eye to drug dealing in licensed premises. This is against the law.

Drug Paraphernalia - festivals

There is an online shop currently selling stash boxes (containers for keeping controlled drugs in) disguised as everyday objects to fool security at festivals. If you are doing searches it will be helpful to be aware of these items. The stash boxes are disguised as pens, batteries (called Duraball and recently featured in FHM as a must-have item at festivals) and lighters (all pictured above).

Here's how the vendor advertises their 'stash battery':

'The stash battery is a brilliant idea for hiding things away. Simply unscrew the base and pop what you want inside. You can then put the battery into an electronic device and it is perfectly stashed.'

So, these items will be hidden inside electronic items and you may want to check out the batteries in such devices if you suspect someone is carrying drugs. The lighters (the black one is called 'Slic') and pens are functioning items as well as stash containers and are designed to be difficult for security to spot.

Misuse of Drugs Act 1971

The main law relating to the possession, supply and trafficking of illegal drugs is the Misuse of Drugs Act 1971. The Act lists 'controlled' drugs and gives the penalties for supply and possession of each. Controlled drugs are classified A, B & C - class A drugs are seen as the most harmful and carry the highest penalties.

Penalties:

Unlawful possession

Class A - up to seven years

Class B - up to five years

Class C - up to five years

Supplying

Class A - up to life

Class B - up to fourteen years

Class C - up to five years

Knowingly turning a blind-eye to drug dealing on licensed premises is also an offence under the Licensing Act 2003 so you must work within the law and prevent this happening on your premises. If the police suspect that dealing in Class A drugs is occurring in your premises they have the power to close the premises for up to 24 hours. The licence may ultimately be revoked (taken away from the licensee).

Drugs by Classification

Class A

Opium

Cocaine

Morphine

Crack

Ecstasy

LSD

Amphetamine if prepared injectable form

Magic mushrooms

Class B

Cannabis

Amphetamines

Mephedrone

Class C

Temazepam & Flunitrazepam (trade name Rohypnol) illegal to possess without a prescription

GHB

Ketamine

Street Names

Heroin: H, skag, brown, horse, gear, smack

Cocaine: coke, charlie, C, toot, snow, white

Crack: rocks, wash, stones, pebbles, base, freebase

Ecstasy: e, pills, doves, hug-drug, disco biscuits, xtc, M&Ms

LSD: acid, blotter, dots, flash, micro dot, tab, strawberries

Amphetamines: speed, uppers, whiz, sulph, dexies

Cannabis: blow, weed, draw, grass, hash, wacky backy, puff

Mephedrone: MCat, Miaow, Meow meow, MC, bubbles

Ketamine: K, special K, super K, vitamin K

Police Powers

Spotting Drug-Dealing & Drug Misuse in Your Venue

There are several signs which tell us that drug-dealing and drug misuse are happening in our venues so you need to be alert and monitor the behaviour of customers. When meeting and greeting your customers at the door, you can check for signs of drug misuse:

Appearance of Customers

Dilated pupils/pinprick pupils

Drunken appearance

White marks/powder around nostrils

Excessive sniffing/runny nose

Behaviour of Customers

Giggling

Non-stop talking

Dopey/vacant expression

Non-stop dancing

Sudden fright/tearfulness

Drug Litter & Paraphernalia

Syringes/needles

Burnt tin foil/spoons

Small self-seal bags

Small bottles/vials

Razor blades/plastic cards

Red/watering eyes

Non-stop drinking of soft drinks/water

Cardboard filters/torn Rizzla packets

Sudden cold-like symptoms

Twitching arms & legs

Excessive energy

Spotting Drug-Dealers

Look out for:

A person/people being very popular in the venue

Frequent visits to the toilet sometimes with other people

Customers who stay for a short time & don't drink or pay attention to the entertainment or what is going on in the venue

Secretive/sly/shifty behaviour

Information from other customers or staff - often the cleaning staff may tip you off to suspected drug misuse, for example in the toilet area

Money changing hands between customers

Comply With The Misuse of Drugs Act 1971 to Avoid Prosecution

The only people who are legally allowed to possess controlled drugs while carrying out their duties are police officers. So you must always act within the law and your venue's policy and you should never:

Put drugs in your pocket, even for a short time as you could face prosecution - if you are busy, get cover from a colleague so that you can report and record the drugs straight away

Take any controlled drugs outside the premises - report and record what you have found or seized straight away

Ignore drug-taking/dealing - you have an obligation to prevent drug taking and dealing in your venue

Allow suspected drug-dealers into your venue - they should be refused entry to your venue

Act on your own in a situation involving drugs - you need to protect yourself against possible allegations and/or prosecution

If You Find Drugs in Your Venue

If you find drugs in your venue you should:

Call a manager immediately & show them what you have found (don't move anything until s/he arrives at the scene)

Go with the manager to a secure office

Count the drugs (using latex gloves) and place in a sealed bag (or sealed envelope if a bag is unavailable)

Label and date the contents

Place in a secure cabinet or safe

Call the police and hand the drugs over against a receipt

Report & record

Finding Drugs on a Customer

You need to ensure two staff are present for searching to protect yourself against potential allegations

Search in a secure area if permission is given by the customer (If permission is refused, eject the customer & give details/evidence/CCTV footage to the police). Remember you have no legal right to search anyone and you must ask for their permission before you search them.

Any items found in a search should be kept in sight of the customer and door staff until stored (follow previous procedure on finding drugs in your venue)

You may have to arrest the customer (call the police and hand the customer and evidence over to the police)

Report and record the incident in the duty register

Customers Suffering From The Effects of Drugs

Try to reassure the customer by speaking to them calmly

Take the customer to a cooler/quieter area

Ask his/her friend/s for their co-operation (try to find out what they have taken)

Inform the manager who will decide on what action is to be taken - they may call for medical assistance and/or the police

Do not offer coffee - coffee is a stimulant

Never evict a person who is suffering from the effects of drugs or alcohol (remember your duty of care under the Health & Safety at Work Regulations 1974)

If the customer has had their drink spiked they will require medical attention.

If the Class C drugs GLB or GHB are linked to drug-assisted sexual assault, this is an offence under the Sexual Offences Act 2003 and is punishable with up to ten years imprisonment.

Health & Safety Handling Drugs and Drug Litter

You need to protect yourself from risk of infection when handling drugs and drug litter. There is a risk of HIV and hepatitis when handling syringes, needles and anything contaminated with blood or bodily fluids.

Dispose of contaminated waste (anything contaminated with bodily fluids) by flushing it down the toilet.

Syringes can be placed in an empty bottle until they can be disposed of safely in a sharps box (never in the domestic rubbish as this could injure someone else) or handed to the police if they are evidence.

You may need to wear needle-proof or latex gloves to protect yourself when dealing with risks (such as HIV and hepatitis) associated with drugs, drug litter and contaminated waste.

You may choose to get a hepatitis jab from your GP to give yourself additional protection. If you do this, you still need to protect yourself from risks - don't be complacent

1. This policy applies in relation to the prevention of and dealing with theft on this premises
2. The responsible person in the policy is one of the following:
 - Premises licence holder
 - Designated premises supervisor
 - A person aged 18 or over who is authorised to allow the sale or supply of alcohol by someone under 18
3. Each member of staff is responsible for ensuring that theft of belongings from staff or customers does not arise through any of their own actions
4. If a customer reports a theft to a member of staff, s/he should notify the responsible person immediately, together with door supervising staff and the police if necessary
5. Any property found or left on the premises must be logged onto the Lost Property Register and the responsible person notified immediately
6. If a wallet, purse or other money is found on the premises it must be logged onto the Lost Property Register (preferably with another staff member present) and the responsible person notified immediately
7. All lost property should be stored in an agreed, secure place
8. The responsible person identified above will ensure that staff are made aware of the existence and content of this policy

Signed:

Post held:

1. This policy applies in relation to managing capacity of patrons on this premises
2. The responsible person in the policy is one of the following:
 - Premises licence holder
 - Designated premises supervisor
 - A person aged 18 or over who is authorised to allow the sale or supply of alcohol by someone under 18
3. Managing staff is responsible for ensuring the premises does not exceed its capacity.
4. To have measuring devices or occupancy level records to prevent overcrowding.
5. Monitor entrance doors and maintain attendance count to guarantee that capacity regulations are followed.
6. If disorder does arise each member of staff should notify the responsible person immediately, together with door supervising staff and the police if necessary.
7. The responsible person identified above will ensure that staff are made aware of the existence and content of this policy

Signed:

Post held:

Public Security

Put your building evacuation plan in here

Event Control

Pro-forma Notice- Event Control

To: Licensing Manager- Tower Hamlets Council

On [insert date] at [insert time], this premises [insert name of premises] is holding the following event:
[insert details of planned event]

This event is covered by the normal conditions of our licence but this is to notify you, in advance, of this special event.

If you have any queries then please contact me [insert name] on [insert telephone number].

Many thanks

Reply to:

London Borough of Tower Hamlets
Licensing Team
John Onslow House,
1 Ewart Pl,
London,
E3 5EQ

Licensing@towerhamlets.gov.uk

8. This policy applies in relation to Fire Safety on the premises.
9. The responsible person in the policy is one of the following:
 - Premises licence holder
 - Designated premises supervisor
 - A person aged 18 or over who is authorised to allow the sale or supply of alcohol by someone under 18
10. Written risk assessment to be completed on the premises.
11. The responsible person in charge of the premises must have an adequate fire detection warning system in place
12. The responsible person in charge of the premises must ensure all fire exits must be free from obstruction and well lit at all times.
13. The responsible person in charge of the premises must provide evidence of fire equipment being inspected/ serviced annually.
14. The responsible person identified above will ensure that staff are made aware of the existence and content of this policy

Signed:

Post held:

Risk Assessment

Risk Assessment

Since 1 January 1993, employers have been required to assess the hazards within their work place and make arrangements for minimising the risk to both employees and others arising from the undertaking of the business. This involves:-

- Identifying all the hazards i.e. all those things with the potential to cause harm associated with the premises and the activities carried on there.
- Assessing the health and safety risks posed by the hazards (to both employees whilst they are at work and other persons not in your employment but who may be subjected to the hazard/s). This requires you to consider the likelihood of the hazards occurring and the consequences of this.
- Ensuring that all significant risks are either removed or, where this is not reasonably practicable, reduced to an acceptable level by the implementation and maintenance of suitable and effective control measures.

Your risk assessment must be reviewed, and revised accordingly should you have reason to believe that it is no longer valid, or there has been a significant change in the matters to which it relates. **Where you employ five or more employees, you must record the findings of the assessment and record any group which are identified as being especially at risk.**

The following website: <http://www.hse.gov.uk/risk/fivesteps.htm> should be of assistance in explaining the risk assessment process to you.

Example of Risk Assessments pertinent to your business can be found at:

<http://www.hse.gov.uk/risk/casestudies/pdf/pub.pdf>

<http://www.hse.gov.uk/risk/casestudies/pdf/nightclub.pdf>

For further information or advice you can contact:

Health & Safety Team
Consumer and Business Regulations Service
London Borough of Tower Hamlets
Mulberry Place
5 Clove Crescent
London
E14 2BG.

Tel: 0207 364 5008

Fax: 0207 364 6901

Email: healthandsafety@towerhamlets.gov.uk

RISK ASSESSMENT

| What are the hazards? | Who might be harmed and how? | What are you already doing? | Do you need to do anything else to control this risk? | Action by who? | Action by when? | Done |
|------------------------------|-------------------------------------|------------------------------------|--|-----------------------|------------------------|-------------|
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Food Hygiene

Food safety regulations

Premises who provide food must ensure they comply with the Food Safety Act 1990 and Food safety and Hygiene (England) Regulations 2013.

Copies of the Food Safety Act 1990 and Food Safety and Hygiene (England) Regulations 2013 can be obtained from [Office of Public Sector Information](#) (opens in new window), or a copy can be inspected at the council offices where you may also obtain further help or advice.

For further information contact:

Consumer and Business Regulations Service - Food Safety

John Onslow House,
1 Ewart Pl,
London,
E3 5EQ

0207 364 5008

Open: 9am to 5pm on Monday to Friday

Smoke Free

Smoke Free Policy

PURPOSE

This policy has been developed to protect all employees, service users, customers and visitors from exposure to secondhand smoke and to assist compliance with the Health Act 2006. This places a legal responsibility on _____ to enforce smoke free environments in most of its premises and on service users, visitors and staff to comply with this requirement.

Exposure to secondhand smoke increases the risk of lung cancer, heart disease and other serious illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not completely stop potentially dangerous exposure.

POLICY

It is the policy of _____ that all our workplaces are smokefree, and all employees have a right to work in a smokefree environment. Smoking is prohibited in all enclosed and substantially enclosed public areas in the workplace. This includes company vehicles.

IMPLEMENTATION

Overall responsibility for policy implementation and review rest with _____.

However, all staff are obliged to adhere to, and support the implementation of the policy. The person named above shall inform all existing employees, consultants, residents and contractors of the policy and their role in the implementation and monitoring of the policy. They will also give all new personnel a copy of the policy on recruitment/induction.

NO-SMOKING SIGNS

Appropriate 'no-smoking' signs will be clearly displayed at the entrances to and within the premises, and in all smokefree vehicles.

NON COMPLIANCE

Local disciplinary procedures will be followed if a member of staff does not comply with this policy. Those who do not comply with the smokefree law may also be liable to a fixed penalty fine and possible criminal prosecution.

STAFF SMOKING BREAKS

Employees will only be permitted to smoke during contractual and designated break times, and will not be permitted to take additional smoking breaks; to ensure that non-smoking employees are not discriminated against in any way.

SMOKE DRIFT AND LITTER

Whilst outside, smokers should refrain from smoking near entrances, exits and open windows and must not dispose of cigarette butts and other smoking materials except in litter bins provided in designated smoking shelters and smoking areas. It is an offence to discard smoking litter on the ground. Employees found to be littering could be liable to a fine of up to £80.

HELP TO STOP SMOKING

Free NHS support is available locally to help smokers give up. Local pharmacists provide free consultations on a one-to-one basis and NRT (Nicotine Replacement Therapy) medications including patches, nasal spray, gum, microtabs and lozenges on prescription. Alternatively, visit <http://www.smokefree.nhs.uk> or call the NHS Smoking Helpline on 0800 022 4332 for details.

CONSULTATIONS

This policy has been developed in full consultation with employees, trade union and health and safety representatives (where applicable).

.....(Name and position)