

# Late Night Levy Best Practice Scheme

## Application Form

If you would like to apply to sign up to the Best Practice Scheme, you should carefully read the criterion in each column head 'standard' and then use the 'Evidence' section to describe how you are able to meet the required standard. You must be able to demonstrate how you meet each 'Standard' for your application to be successful.

If you attach additional sheets, please ensure that they are appropriately referenced so it is clear which criterion they refer to.

Your application will be assessed by the Licensing Officer for your area and a Police Licensing Officer, who will arrange to interview you at your premises and check your policies and procedures during operational hours.

It is recommended that answers are typed rather than handwritten.

**Applications which are either incomplete or illegible will automatically be refused.**

Please complete Part 1 and either Part 2 or 3 as applicable.

## PART 1 To be completed by all applicants

<b>Premises name</b>			
<b>Premises address</b>			
		<b>Postcode</b>	
<b>Applicant name</b>			
<b>Position held</b>	<input type="checkbox"/> Licensee <input type="checkbox"/> Manager <input type="checkbox"/> DPS <input type="checkbox"/> Owner (tick all that apply to you)		
<b>Phone number</b>			
<b>Email address</b>			
<b>Premises Licence Number</b>			
<b>Licence holder name and address</b>			
<b>Designated premises supervisor name</b>			
<b>Manager name</b>			
<b>Category of premises</b>	Pub <input type="checkbox"/> Bar <input type="checkbox"/> Restaurant <input type="checkbox"/> Cafe <input type="checkbox"/> Hotel <input type="checkbox"/> Club <input type="checkbox"/> Off-Licence <input type="checkbox"/> (tick all that apply to your premises)		
<b>Date of application</b>			

## PART 2 To be completed ONLY by applicants operating a bar, club, pub, restaurant, cafe or hotel

### 1. Prerequisites

Standard	Evidence
<ul style="list-style-type: none"> <li>a. At least a 12-month track record of compliance with licence conditions</li> <li>b. No review applications by responsible authorities in the last 12 months or pending appeal</li> <li>c. No attendance at Officer Panel in last 12 months</li> <li>d. No outstanding Noise or Nuisance Abatement Notices</li> <li>e. No substantiated complaints from local residents within the last 12 months</li> <li>f. Promotion of safety campaigns such as Ask for Angela, Ask for Clive, Women's Night Safety Charter, Safe Havens, Reduce the Strength &amp; attendance at WAVE and similar customer safety training.</li> </ul> <p>A comprehensive staff training programme relevant to the business.</p>	

### 2. Record Keeping

Standard	Evidence
<ul style="list-style-type: none"> <li>a. You must have an up-to-date health and safety risk assessment which identifies any risks posed to staff or customers and precautionary measures to manage those risks.</li> <li>b. You must have an up-to-date fire safety risk assessment for the premises. It must state capacity figures and be reviewed regularly to</li> </ul>	

Standard	Evidence
<p>ensure it is still valid, particularly if there has been a significant change of operation.</p> <p>c. You must keep an incident log to record all incidents of crime and disorder at the venue, refused or ejected customers, thefts, lost property, accidents and injuries. Where police are called to deal with incidents a record should be kept of the CAD number or the Police Officers Identification Number.</p> <p>d. If you employ Door Supervisors you must keep a register detailing the name of the door supervisor, their SIA licence number, contact details, the name of their employing company and the date and start and finish times of their shift</p> <p>e. You must keep staff training records. The record must state the name of the person trained, the date of training, the purpose of the training, areas covered and who provided the training</p> <p>f. You must have up to date documents for electrical safety, gas safety and fire fighting and fire safety certificates for the premises</p> <p>g. Documented records of pre-opening checks, toilet checks, glass collection, cleaning and litter patrols.</p>	

### 3. Staff training

Standard	Evidence
<p data-bbox="229 472 735 577">You must provide a comprehensive staff training programme, including refresher training.</p> <p data-bbox="229 613 735 719">The programme should be relevant to your business and may include some or all of the following topics:</p> <ul data-bbox="229 741 759 1684" style="list-style-type: none"><li data-bbox="229 741 663 775">• Selling alcohol and the law</li><li data-bbox="229 779 676 846">• Licensing requirements and conditions</li><li data-bbox="229 853 619 920">• Dealing with intoxicated customers</li><li data-bbox="229 927 667 994">• Safeguarding of young and vulnerable customers</li><li data-bbox="229 1001 587 1034">• Conflict management</li><li data-bbox="229 1041 727 1075">• Underage sales &amp; challenge 25</li><li data-bbox="229 1081 759 1149">• Emergency procedures, including fire safety and evacuation</li><li data-bbox="229 1155 679 1223">• Ejecting customers from the premises</li><li data-bbox="229 1229 528 1263">• Crime Prevention</li><li data-bbox="229 1270 647 1303">• Crime scene preservation</li><li data-bbox="229 1310 531 1344">• Counter terrorism</li><li data-bbox="229 1350 603 1384">• First aid arrangements</li><li data-bbox="229 1391 687 1424">• Drugs awareness and policy</li><li data-bbox="229 1431 719 1536">• Procedures in place to prevent and deal with drink or needle spiking</li><li data-bbox="229 1543 507 1576">• Weapons policy</li><li data-bbox="229 1583 639 1617">• Recognising illicit alcohol</li><li data-bbox="229 1624 703 1684">• Health and Safety of staff and customers</li></ul>	

## 4. Entry Policy

Standard	Evidence
<p>For premises with a managed entrance, you must have a written entry policy.</p> <p>The policy may cover some or all of the following as appropriate:</p> <ul style="list-style-type: none"><li>a. The adequate provision of SIA registered Door Supervisors</li><li>b. Searching policies (for weapons and drugs)</li><li>c. Arrangements for seizing drugs or weapons</li><li>d. Arrangements for checking ID</li><li>e. Appropriate signage at entrances</li><li>f. Queue management policy</li><li>g. Security reviews and staff briefings</li></ul>	

## 5. Preventing Thefts

Standard	Evidence
<p>You must have appropriate anti-theft policies and procedures in place to reduce the opportunities for theft of personal property or for stock theft from your premises.</p> <p>The policy may include:</p> <ul style="list-style-type: none"><li>a. Arrangements for dealing with unattended items and lost property</li><li>b. The provision of cloakroom facilities where appropriate</li><li>c. Recording thefts reported by customers</li><li>d. Provision of bag clips.</li></ul>	

## 6. Drugs

Standard	Evidence
<p>You must have a written policy on the prevention of illegal drug use and supply on the premises.</p> <p>The policy may include:</p> <ul style="list-style-type: none"><li>a. Effective searching arrangements to minimise the opportunity for these items being brought into your premises.</li><li>b. A procedure agreed with local police regarding the surrender of seized drugs</li><li>c. Toilet attendants or documented toilet checks</li><li>d. Roving security staff</li><li>e. Appropriate signage and drug misuse information</li><li>f. Arrangements for dealing with vulnerable customers</li><li>g. Ensure reports of spiking are acted upon and victims safeguarded</li></ul>	

## 7. Dispersal Policy

Standard	Evidence
<p>You must have a written dispersal policy covering:</p> <ul style="list-style-type: none"><li>a. Arrangements for minimising the impact of customers leaving the premises on local residents</li><li>b. Senior staff on duty to manage the dispersal of customers</li></ul>	

Standard	Evidence
<ul style="list-style-type: none"> <li>c. Reducing amplified sound levels and stopping alcohol sales 30-60 minutes before closing time</li> <li>d. Gradually raising lighting level</li> <li>e. Appropriate signage</li> <li>f. Door supervisors and staff responsibilities and deployment</li> <li>g. Arrangements for assisting vulnerable customers to locate friends and transport home.</li> <li>h. Other arrangements to assist customers getting home safely</li> </ul>	

## 8. CCTV

Standard	Evidence
<p>You must have:</p> <ul style="list-style-type: none"> <li>a. Comprehensive CCTV coverage of premises, including front door, exits, inside premises and external areas.</li> <li>b. Staff trained in use of CCTV and at least one trained member of staff on duty whilst premises open</li> <li>c. Store CCTV images for a minimum of 31 days</li> <li>d. Good image quality</li> <li>e. Maintenance system in place.</li> </ul>	



## 9. Glass policy

Standard	Evidence
<p>You must have a written glass policy in place at the premises, to include collection of used glasses/bottles, spillages and broken glass, alternatives to glass drinking vessels and clear staff responsibilities for tasks.</p> <p>The policy should cover:</p> <ul style="list-style-type: none"><li>a. The findings of your risk assessment to determine use of alternatives to glass</li><li>b. Glass collection policy, to include regular patrols inside and outside, during licensable hours and after closing.</li><li>c. Spillage and broken glass policy</li><li>d. Policy on permitting customers to take glass and bottles outside</li><li>e. Appropriate location of bottle bins</li></ul>	

## 10. Noise and Anti-Social Behaviour

Standard	Evidence
<p>You must have a written noise management policy in place that sets out the measures and procedures in place to ensure that noise from your premises and customers does not cause a nuisance to neighbours and may include:</p> <ul style="list-style-type: none"><li>a. Amplified sound controls</li><li>b. arrival and departure of customers</li><li>c. the use of external areas for smoking, eating and drinking</li></ul>	

Standard	Evidence
<ul style="list-style-type: none"> <li>d. ensuring that external promoters comply with your noise management policy</li> <li>e. disposal and collection of rubbish/bottles</li> <li>f. deliveries to and from the premises using non-motorised vehicles</li> <li>g. extraction, ventilation, etc.</li> <li>h. crowd noise controls</li> <li>i. external metal shutters</li> </ul> <p>Policy to prevent anti-social behaviour:</p> <ul style="list-style-type: none"> <li>a. Ensure external and internal areas are kept clean and free of litter and glass. Thorough clean of external area after closing.</li> <li>b. Prevent street urination by allowing customers to use facilities before leaving and consider allowing members of the public access to toilets if requested.</li> <li>c. Supervise customers leaving to ensure quick dispersal with minimum disturbance to residents.</li> <li>d. Deter customers from parking near the premises, sounding car horns, playing music, illegal parking, dealing or using drugs.</li> <li>e. Promote good relationship with residents, hold regular meetings and display contact details to quickly deal with complaints of ASB caused by your customers or staff.</li> </ul>	

## 11. Preventing and dealing with intoxication

Standard	Evidence
<p>You must have a clear and effective written policy for preventing and dealing with intoxication at your premises.</p> <p>The policy should cover:</p> <ul style="list-style-type: none"><li>a. Staff training</li><li>b. Arrangements for preventing intoxication by alcohol or drugs</li><li>c. Procedures for dealing with intoxicated customers</li><li>d. Drinks promotions policy</li><li>e. Duty of care arrangements for customers suffering from the adverse effects of alcohol or drugs</li></ul>	

## 12. Capacity Management

Standard	Evidence
<p>You must have arrangements in place to manage capacity at the premises and prevent overcrowding. The capacity of the premises must be included on your Fire Risk Assessment.</p>	

### 13. Avoiding Underage Sales

Standard	Evidence
You must have measures and procedures in place to prevent underage sales of alcohol. The measures must include:  a. Assessing age b. Challenge 25 c. Checking proof of age	

### 14. Safety of Staff and Public

Standard	Evidence
Adopt a safe transport home policy.  The policy may include:  a. Carrying out a Risk Assessments for getting staff home safely after midnight, consider journey times and potential hazards. b. Consider providing free cabs for staff working after midnight. c. Duty of care of young and/or vulnerable customers, assistance to locate friends and arrange transport home.	

If you operate a bar, club, pub, restaurant, cafe or hotels you do not need to complete Part 3

Please send your completed application to:

[licensing@islington.gov.uk](mailto:licensing@islington.gov.uk)

or

**Licensing Team  
Islington Council  
222 Upper Street  
London N1 1XR**

## Part 3 To be completed ONLY by applicants operating off licences

### 1. Prerequisites for off licences

Standard	Evidence
<ul style="list-style-type: none"><li>a. At least a 12-month track record of compliance with licence conditions</li><li>b. No review applications by responsible authorities in the last 12 months or pending appeal</li><li>c. No failed test purchases in the last 24 months</li><li>d. No attendance at Officer Panels in last 12 months</li><li>e. Support the 'Reduce the strength' campaign by not selling alcohol with an abv in excess of 6.5%</li></ul>	

### 2. Record Keeping for off licences

Standard	Evidence
<ul style="list-style-type: none"><li>a. You must keep an incident/refusals log to record all incidents of crime and disorder at the venue, refused sales (e.g., No ID, intoxication, after hours), ejected customers, thefts, accidents and injuries.</li><li>b. You must keep staff training records. The record must state the name of the person trained the date of training, the purpose of the training, areas covered and who provided the training.</li></ul>	

Standard	Evidence
<p>c. Must have an organised system of stock control and be able to produce invoices and records for inspecting officers</p> <p>d. You must have up to date electrical safety, gas safety and fire safety certificates for the premises</p>	

### 3. Staff training for off licence staff

Standard	Evidence required
<p>You must provide a comprehensive staff training programme, including refresher training.</p> <p>The programme should be relevant to your business and may include some/all of following topics:</p> <ul style="list-style-type: none"> <li>• Legal requirements – selling alcohol</li> <li>• Licensing requirements and conditions</li> <li>• Underage sales</li> <li>• Acceptable types of proof of ID</li> <li>• Dealing with customers appearing to be intoxicated</li> <li>• Crime Prevention</li> <li>• Emergency procedures, including fire safety and evacuation</li> <li>• Conflict management</li> <li>• Ejecting customers</li> <li>• Completing the refusals/incident log</li> <li>• Purchasing alcohol</li> <li>• Recognising illicit alcohol</li> <li>• How to report illicit good sellers.</li> <li>• Safeguarding procedures on how to deal with vulnerable customers</li> <li>• Safeguarding procedures for staff working alone and after midnight, include arrangements for travelling home safely.</li> </ul>	

## 4. Challenge 25

Standard	Evidence
<p>You should operate a challenge 25 policy. You will need to train your staff in assessing age; challenging for proof of age; and checking proof of age.</p> <p>Staff should be reminded to apply the policy consistently and to check identification even if they feel certain that the customer is 18 or over.</p> <p>You and your staff should be able to recognise suitable forms of ID.</p> <p>You should display challenge 25 posters on your premises.</p> <p>You should effectively monitor staff to ensure they are following your instructions.</p>	

## 5. Reducing nuisance and antisocial behaviour

Standard	Evidence
<p>You must have arrangements in place to prevent your premises being associated with crime and antisocial behaviour such as:</p> <ul style="list-style-type: none"><li>• At least 2 members of staff being on duty, including one personal licence holder</li><li>• Keeping the area outside your premises clean and free of litter</li><li>• Encouraging people outside your premises to move elsewhere</li><li>• Refrain from providing bottle openers for customers so they can drink alcohol in the street</li><li>• Not selling alcohol to customers who appear to be drunk</li></ul>	

Standard	Evidence
<ul style="list-style-type: none"> <li>• Displaying signage asking customers to leave quietly if premises located in a residential area</li> <li>• Keeping your front door closed after 11pm</li> <li>• Refrain from selling alcohol if requested by the police for short periods, such as on match days or big events. Implement match day conditions on request of Police and Council officers</li> <li>• Display “Alcohol Control Zone” notices</li> <li>• Control of delivery drivers to and from the premises, use non-motorised vehicles where possible</li> </ul>	

## 6. CCTV

Standard	Evidence
<p>You must have:</p> <ol style="list-style-type: none"> <li>a. Comprehensive CCTV coverage of the premises, including front door, exits, inside premises and external areas.</li> <li>b. Staff trained in use of CCTV and at least one trained member of staff on duty whilst the premises is open</li> <li>c. Stored CCTV images for a minimum of 31 days</li> <li>d. Good CCTV image quality</li> </ol>	



## 7. Illicit Goods

Standard	Evidence
<p>You must have arrangements in place to ensure you do not supply illicit goods, particularly alcohol and tobacco:</p> <ul style="list-style-type: none"><li>a. Purchase stock from reputable suppliers and <b>never</b> from people calling at the shop.</li><li>b. Keep receipts (or a copy) for all alcohol on the premises (which should detail all goods bought)</li><li>c. Make basic checks on spirits bought to ensure legal to sell</li><li>d. Have a stock control system for alcohol so you can quickly identify where and when alcoholic goods have been purchased</li></ul>	

If you operate an off-licence, please make sure you have completed Part 1

Send your completed application to:

[licensing@islington.gov.uk](mailto:licensing@islington.gov.uk)

or

Licensing Team  
Islington Council  
222 Upper Street  
London N1 1XR