

Appendix 6 – Licensing Best Practice Measures for consideration within the Special Stress area

Matters that would normally be expected in operating schedules:

- the adoption of a Challenge 25 age verification policy with acceptable proof of ID
- all off sales to be made in sealed containers for consumption away from the premises
- a smoking policy which includes an assessment of noise and litter created by premises users
- the use of plastic or polycarbonate drinking vessels and containers, especially in outside areas or after specified hours
- a policy in relation to searching customers and for drugs, weapons, seized or lost and found property
- use of a refusals book for registering attempts to buy alcohol by under-age persons or refusals to those intoxicated
- the installation of a digital CCTV system by liaison with, and to a standard approved by, Surrey Police
- policies for dispersal of customers considering the potential effect of the premises on dispersal arrangements from other licensed premises or the cumulative impact in the area. This may include signage regarding taxi services' telephone numbers and advice to respect neighbours and minimize noise.
- Incident and refusals log books
- ['Ask for Angela'](#) training for all staff

Items to which positive consideration would be given:

- membership of Pubwatch, or similar scheme
- regular training and reminders for staff in respect of licensing legislation, policies and procedures; records of which should be properly recorded and available for inspection
- records of regular checks of all parts of the premises in relation to drug use
- systems in place to ensure details of barred clients are exchanged with other operators
- giving an agreed minimum notice of special events (screening of major sports events, birthday parties, adult entertainment, etc.) to relevant authorities and use of appropriate additional measures at such events

Recommend best practice for both on and off premises

- Staff must be aware of the risk of the problem of proxy sales and offer assistance to responsible authorities to deter offences
- Signage on premises should set out legal duties
- Voluntary restriction of high strength alcohol – operating schedules may be used to limit high ABV beers and ciders
- Staff training – in addition to personal licence holders training, staff must be adequately trained for duties
- Signage to deter proxy sales