

ROAR

RECOGNITION OF
ALCOHOL RESPONSIBILITY

THE COMMUNITY
RETAILERS
CERTIFICATION

APPLICATION FORM

wakefieldcouncil

WFD
B I D

 **Spectrum**
COMMUNITY HEALTH CIC
a spectrum of care and recovery



ROAR

Thank you for choosing to take part in the Community Retailers Certification scheme and helping to make your community a better and safer place to live.

The information contained in this booklet will help you to fully understand what is required to successfully complete the scheme and gain your certificate. There is an assessment at the end of the booklet, so it is important that you read the information carefully and in full.

Record Keeping and the Refusal Register

Being able to evidence due diligence when it comes to preventing underage sales of alcohol is an important part of the assessment. You must keep accurate records of your business practice so that you can demonstrate the excellent standards that you set.

As part of your record keeping, you will need to maintain a Refusal Register. This is a register containing the dates, times and details of your refusal to sell alcohol when you believed that it was necessary to do so. The register should contain the names of staff members involved in any occurrences and must be kept in a place where all staff can easily access and update it.

Your record keeping should include logs of all incidents concerning age-restricted products.

These products include:

- Alcohol
- Lighter fuel/butane
- Tobacco and cigarette papers
- Fireworks
- Aerosol paint
- Christmas crackers
- DVDs and video games
- Lottery
- Intoxicating substances

(Sample template documents included)

With you Every Step of the Way

Example of appropriate record keeping:

If you believe someone is underage and they attempt to buy alcohol, ensure that you log the date and time of the incident and a description of what happened. Include the details of your refusal to sell alcohol in the refusal register and note whether the incident was captured on CCTV. Ensure to be clear which member of staff dealt with the incident.

Your Policies – Effective Documentation

As a business owner, it may be that you employ staff. If this is the case then we strongly recommend that you create clear and comprehensive policies for your working practices. Your policies should be an important part of the training your staff members receive and copies should be made available to every member of your team.

You know your business and so it is likely that you will know which issues to cover and which will be most beneficial to your staff.

To help you get started, below is a list of policies we believe every responsible business owner should have covered:

- Underage/restricted sales (combined or separate for all restricted products)
- Health and Safety
- Fire Prevention
- Fridge/Cooler Temperature logs
- Staff Training

(Sample template documents included)

Training Your Staff – Be the Best

Your staff should be fully informed about the details of the scheme and be given the appropriate training. This training should be followed up with regular refreshers so that it is always current.

Your staff should be able to recognise situations where a refusal to sell is required. They should know how to accurately record such incidents and know where to find information about the working practices of the business.

Most importantly, your team must understand the reasoning and motivation behind the training, so that they can fully embrace the chance to be part of the change we all want to see.

Whilst it's not essential, we would always recommend that your staff members are given the opportunity to obtain formal qualifications, to Personal Licence Level or any other recognised standard, since well-trained staff result in well-run premises. We also recommend that:

- a) All staff members are advised of licensing law in writing before they are allowed to serve alcohol.
- b) Training should cover the specific policies of the business and take place on the premises.
- c) A record should be kept of the date and name of person trained or advised and be made available for inspection by the police or licensing authority.

d) It is also recommended (but not essential) that staff members have awareness training on Safeguarding Adult/Young People, Child Sexual Exploitation and Domestic Abuse.

We understand that this may seem inappropriate and a little bit daunting for those running small independent stores. However, you are at the heart of the communities experiencing problems in these areas and are perfectly placed to help address them.

The Assessment

The assessment sheet is divided into 5 objectives and each objective has 10 competencies to be scored against. Each competency is worth 2 points, so a total of 20 points are available for each of the five objectives. Points for each competency will be added together to give a total score. A minimum score of **10** is required to pass the assessment.

POINTS AWARDED	STAR RATING
10-20	*
21-40	**
41-60	***
61-80	****
81-100	*****

Whilst some competencies are considered desirable they are not to be seen as a licensing condition or legal requirement. They are however seen as a way to raise general standards within the industry and improve the health and wellbeing of our local communities. You should aim to achieve the highest possible standard.

OBJECTIVES	TOTAL POINTS AVAILABLE FOR ACHIEVEMENT OF CRITERIA
The prevention of crime and disorder	20
Public safety	20
Prevention of public nuisance	20
Protection of children from harm	20
Improving Public Health and the Community	20

Objectives

The objectives are based on licensing guidance and good practice and are designed to support designated premises supervisors and off sale premises to comply with legal requirements as set out Licensing Act 2003. For more information and guidance go to

www.gov.uk/guidance/alcohol-licensing

Some competencies are considered **Essential (E)** these are basic principles and would be considered good standard practice by Licensing Authorities.

Other competencies are considered **Desirable (D)** whilst not essential, these are good practices to include and help raise standards of staff and the premises. Legal requirements of licensing conditions give each premise a degree of responsibility to the community. The Desirable competencies within the five objectives will serve to enhance each individual store's positive contribution to their community.

ROAR

RECOGNITION OF ALCOHOL RESPONSIBILITY



Assessment Sheet

REF _____ /2018

PREMISES _____

CONTACT NAME _____

ADDRESS _____

POST CODE _____

EMAIL _____

TELEPHONE _____

OFFICE USE: _____

POINTS AWARDED	STAR RATING	ASSESSMENTS	POINTS
10-20	*	The prevention of crime and disorder	
21-40	**	Public safety	
41-60	***	Prevention of public nuisance	
61-80	****	Protection of children from harm	
81-100	*****	Improving Public/Community Health	
		TOTAL POINTS	

1 THE PREVENTION OF CRIME AND DISORDER

- E Staff training Policy.** Training should be provided on the premises of specific policies relevant to the operation of the business. A record should be kept of the date and name of person(s) trained or advised and be made available for inspection by the police or licensing authority. (Y) (N)

EVIDENCE/COMMENTS

- E Internal CCTV** with recording facilities should be installed inside premises. The cameras should cover all internal areas accessible to the public. The date and time settings on the system must be correct. (Y) (N)

EVIDENCE/COMMENTS

- E External CCTV** with recording facilities should be installed outside the premises. The cameras should cover all areas accessible to the public immediately outside the premises. The date and time settings on the system must be correct. (Y) (N)

EVIDENCE/COMMENTS

- E All CCTV** recordings should be in real time and on hard drive with the availability to copy disks for other agencies such as the police. For analogue systems, tapes should be changed daily and recordings should be kept for a minimum period of 31 days. (Y) (N)

EVIDENCE/COMMENTS

- D A trained member of staff** should be available to operate the CCTV system whenever the premises are open. (Y) (N)

EVIDENCE/COMMENTS

- E Up to date staff training records** for age restricted products. A record should be kept of the date and name of person trained or advised and be made available for inspection by the police or licensing authority. (Y) (N)

EVIDENCE/COMMENTS

- E Carefully position alcohol** in retail premises so it is not near the door. This can reduce theft from the premises as alcohol is a key target for shop thefts. (Y) (N)

EVIDENCE/COMMENTS

- D An alarm or other security measure** should be installed at the premises to protect it when closed or empty. (Y) (N)

EVIDENCE/COMMENTS

- D Any staff/private areas** and store rooms should be kept locked and secured whilst the premises are open to the public. (Y) (N)

EVIDENCE/COMMENTS

- D Staff training** in conflict management should be provided to give them the knowledge and confidence to deal with difficult situations and reduce crime and disorder at the premises. (Y) (N)

EVIDENCE/COMMENTS

2 PUBLIC SAFETY

- E Health and Safety Policy.** The policy should explain the responsibilities of managers and employees. It should deal with key workplace issues such as record keeping, training, equipment, accidents, emergencies, risk assessment, display screen equipment, manual handling and sanctions for non-compliance. (Y) (N)

EVIDENCE/COMMENTS

- E A written copy of the fire risk assessment** should be kept at the premises. The risk assessment should be regularly reviewed and made available for inspection by the fire authority and licensing authority. It is essential that the risk assessment identifies what needs to be done to prevent fire and to keep people on the premises safe. (Y) (N)

EVIDENCE/COMMENTS

- E The following** need to be provided to ensure the safety of persons on the premises in case of fire: (Y) (N)
- appropriate fire-fighting equipment
 - a means of giving warning in case of fire
 - emergency lighting
 - emergency exit signs

EVIDENCE/COMMENTS

- E Staff training in fire safety** should be provided for all staff to give them the knowledge and confidence to deal with emergency situations, including location and use of equipment, utilities, services and layout of premises. (Y) (N)

EVIDENCE/COMMENTS

- D Safeguarding Adults Policy** or evidence of independent staff training to highlight issues and indicators including how to report concerns to the appropriate service. (Y) (N)

EVIDENCE/COMMENTS

- D Temperature levels** should be logged of all drinks coolers and made available if required in a Fridge/cooler temperature log. (Y) (N)

EVIDENCE/COMMENTS

- D Install mirrors** throughout the premises to aid supervision and act as deterrents to thieves. (Y) (N)

EVIDENCE/COMMENTS

- D Security tagging** any items **considered a specific target for theft, particularly alcoholic drinks over a certain price level will deter thieves. Alternatively** keep behind counter. (Y) (N)

EVIDENCE/COMMENTS

- E An accident book** should be kept in order to record all accidents or incidents and made available for inspection. (Y) (N)

EVIDENCE/COMMENTS

- D First aid boxes** should be available at the premises and maintained with sufficient in date stock. (Y) (N)

EVIDENCE/COMMENTS

3 PREVENTION OF PUBLIC NUISANCE

- E** **Procedures should be in place** for the prompt collection of street litter generated by the premises for example flyers, cigarette butts or food wrappers. Y N
EVIDENCE/COMMENTS

- E** **An Occurrence/ Incident Log** should be used to record incidents which cause concern (ASB, Shop Theft etc.) The occurrence log should contain the date and time of the incident, a description of the customer, the name of the staff member who witnessed the incident and what action was taken (call to the police etc.) Staff training should also cover dealing with, logging and reporting incidents if they occur. Y N
EVIDENCE/COMMENTS

- E** **All staff** should be advised of licensing law in writing before they are allowed to serve alcohol. (Evidence in staff training record) Y N
EVIDENCE/COMMENTS

- D** **External lighting** provides a means of crime deterrence. Care should be taken so that lighting does not impact on neighbours. Y N
EVIDENCE/COMMENTS

- E** **All Staff** should be aware of their responsibilities under the Licensing Act 2003 and be able to recognise appropriate 'cut off' points for serving drunken customers. Y N
EVIDENCE/COMMENTS

- D** **Sharing of information** with other local premises, regular meetings or membership of a local shop watch scheme will enable information to be passed on about trouble makers and common problems in the area. Y N
EVIDENCE/COMMENTS

- E** **Share information** with enforcement agencies when they become aware of any potential or existing alcohol related problems irrespective of whether this involves their own or other premises. Y N
EVIDENCE/COMMENTS

- D** **Allow enforcement agencies** to share information obtained from and during visits with other partners to ensure that the best solutions are found to any problems raised. Y N
EVIDENCE/COMMENTS

- D** **Consider the sale** of alcohol to people who are suspected of being street drinkers and provide them with signposting information to local support agencies. Y N
EVIDENCE/COMMENTS

- D** **A written duty of care policy** regarding persons suffering adversely from the effects of drink. The policy should clearly express that every effort will be made by staff to prevent patrons from deteriorating to an uncontrolled intoxicated extent causing potential for harm and public nuisance. This will include a refusal to supply more alcohol. Y N
EVIDENCE/COMMENTS

4 PROTECTION OF CHILDREN FROM HARM

- E** **Display posters at the premises** stating that it is an offence to purchase alcohol on behalf of an underage person (proxy sales). Y N
EVIDENCE/COMMENTS

- D** **Prominently advertise CH25** scheme in your premises. In particular, display proof of age, the CH25 policy, posters and signage. Staff should ask for ID from any person appearing to be under 25 years to prove that they are over 18. Y N
EVIDENCE/COMMENTS

- D** **Safeguarding Young People** Policy or evidence of independent staff training to highlight issues and indicators including how to report concerns to the appropriate service. Y N
EVIDENCE/COMMENTS

- E** **Only accept** photographic driving licences, passports or PASS (Proof of Age Standards Scheme) cards approved as means of ID. If you accept other forms of ID such as EU National ID cards, these must bear a photograph, date of birth and holographic mark. Y N
EVIDENCE/COMMENTS

- E** **A refusal button** is required if using a EPOS (Electronic Point of Sale) system on the premises. Ensure it is used whenever a sale is refused to a person who does not meet the criteria set out by CH25. Y N
EVIDENCE/COMMENTS

- E** **If EPOS is not available**, a refusal log should be used and contain the date and time of the incident, a description of the customer, the name of the staff member and the reason the sale was refused. The refusal log should be made available to Police and authorised Council officers on request. Y N
EVIDENCE/COMMENTS

- D** **Child Sexual Exploitation (CSE)** Policy or evidence of independent staff training to highlight issues and indicators including how to report concerns to the appropriate service. Y N
EVIDENCE/COMMENTS

- D** **Staff training** in the age related sections of the Licensing Act 2003 should be provided to all till staff. This includes the ability to competently check customers' identification where necessary. Y N
EVIDENCE/COMMENTS

- D** **Information for ALL** age restricted products in prominent position and available for customers to see. Y N
EVIDENCE/COMMENTS

- D** **A documented policy** setting out measures to protect children from harm should be in place. The policy should consider all activities associated with the premises including the sale of alcohol and the provision of regulated age restricted products. Y N
EVIDENCE/COMMENTS

5 IMPROVING PUBLIC/COMMUNITY HEALTH

- D Drinks promotions** should be socially responsible and not encourage excessive drinking (as set out by the Portman Group www.portmangroup.org.uk). **Y N**
EVIDENCE/COMMENTS

- D Have information** available for national and local treatment support service for individuals and family members (if available) requiring help and for alcohol misuse issues. **Y N**
EVIDENCE/COMMENTS

- D** Do not actively **promote energy drinks** and refuse sales to anyone under the age of 16. **Y N**
EVIDENCE/COMMENTS

- D Staff training** on the effects of alcohol and how to spot early signs of customers becoming problem drinkers. Staff should be able to signpost to or provided harm reduction information with an understanding of how to refer to alcohol treatment (if required). **Y N**
EVIDENCE/COMMENTS

- D** Active member of **Community Alcohol Partnership** (if operating in area). **Y N**
EVIDENCE/COMMENTS

- D Evidence** of community involvement. Shops where possible should promote positive activities within local communities. **Y N**
EVIDENCE/COMMENTS

- D Restrict the sale** of single cans and bottles of beers, lagers, ciders, alcopops, premix spirits and cocktails. Such sales can contribute to anti-social behaviour and disorder through the consumption of alcohol on the street and in open spaces by street drinkers or persons who are already drunk. **Y N**
EVIDENCE/COMMENTS

- D Restrict the sale** of high strength beers, lagers, ciders, alcopops, premixed spirits and cocktails 6.5% ABV and above (not including wines or spirits). Such sales can contribute to anti-social behaviour and disorder through the consumption of alcohol on the street and in open spaces by street drinkers or persons who are already drunk. **Y N**
EVIDENCE/COMMENTS

- D Stock and promote** a range of low alcohol, and **alcohol free** wine, beers and ciders. **Y N**
EVIDENCE/COMMENTS

- D Discourage drink driving** by promoting local schemes such as Designated Driver, and Drink Drive Campaigns at Christmas with notices clearly displayed throughout the premises. **Y N**
EVIDENCE/COMMENTS

Notes and additional information

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