



THE  
Bed:Safe

QUALITY  
CHARTER

LAUNCHED 31 MAY 2003

SETTING THE STANDARD FOR  
LICENSED PREMISES IN BEDFORD



## CHARTER

**The following information is designed to assist you in adopting Bedford's Charter for pubs, clubs and restaurants.**

Each of the guidelines are listed against explanatory text which tells you why we have selected each guideline and what we would expect to see in practice from managers seeking to be recognised as running responsible pubs, clubs and restaurants.

**1 Operate an effective door-control policy which prevent overcrowding.**

**Where patrons are reminded to queue, ensure that they are managed in a way that avoids a rowdy and unpleasant behaviour. Where door staff are employed, arrange for them to attend a certified training course.**

Managers are required to meet standards associated with aspects of health and safety. Overcrowded premises are not safe and therefore the numbers of patrons allowed on the premises at any one time must be regulated.

Regulation is made easier by having a good door control policy that is managed by staff who have the ability to oversee waiting crowds. Training of this nature can prevent noisy and unruly behaviour from occurring and create a more welcoming environment for all.

### **We would expect**

- ◆ **Staff to know what the maximum capacity of the premises is.**
- ◆ **Where appropriate, staff to provide evidence of an effective system for monitoring capacity (e.g. the use of clickers)**
- ◆ **Where appropriate, a drink free area designated for the purpose of queuing**
- ◆ **Customers who receive more than one warning for rowdy behaviour when queuing not to be admitted**
- ◆ **Where used, door staff should have a qualification from a recognised training course. ( Bedford Borough Council can advise on suitable courses. Contact the Licensing Officer on telephone 01234 221601).**

## 2

**Ensure there is always a member of staff on duty who is trained to deal with rowdy, drunk or disorderly patrons and that when necessary this person passes on information to managers and staff of neighbouring premises or to the Police.**

Rowdy, drunk and disorderly patrons can create an unpleasant and hostile environment for both staff and other patrons. Pub crawls can encourage this sort of behaviour, especially amongst groups and can lead to disruptive conduct in the streets and open spaces.

This type of behaviour is best controlled by active management, which prevents dangerous situations arising. This can be aided through support given to and by the Police and other licensed premises. For example, notifying other managers can alert and prepare them for impending trouble and a telephone call to the Police can allow for CCTV surveillance to be carried out.

### **We would expect**

- ◆ **The nominated member of staff to be identifiable both to patrons and outside agencies. They may choose to wear a badge, a uniform or have their photograph prominently displayed on the premises**
- ◆ **An incident / log book to be maintained by the premises to record all ejections or incidents (eg lost property, fights) and the action taken as a result**
- ◆ **Neighbouring premises and the Police to be informed of any disruptive groups leaving or being ejected from the premises**



# 3

**Watch over the outside of the premises and where necessary be ready to contact the relevant authority or staff in neighbouring premises.**

Observation is the key to reducing risk. By taking responsibility to watch over a specific local area (which does not need to be very large), accidents and incidents can be better monitored and responded to.

The physical environment can also be better maintained when there is an agreed 'exclusive' (rather than shared) area over which managers have a duty of care/responsibility.

## **We would expect**

- ◆ **Managers to establish an area of responsibility outside their premises**
- ◆ **Incidents to be communicated to the Police and to neighbouring premises, and where appropriate, the Council**
- ◆ **Managers to establish a neighbourly contact with residents and other businesses within this area.**



# 4

**Have the contact name and number of the relevant Police personnel and be aware of when to call them. Participate in Bed:Safe, Pubwatch.**

The growth of 'Watch' schemes such as Neighbourhood Watch have made an important contribution to reducing local crime and raising levels of safety in and around residential areas. The success of Neighbourhood Watch has led to the adoption of similar schemes in the commercial and business environment where sharing of professional information, advice and managerial techniques has not only boosted staff confidence and trade, but has contributed to a safer environment.

## **We would expect**

- ◆ **Managers to be signed up to and actively involved in the local 'watch' scheme (ie Bed:Safe, Pubwatch)**
- ◆ **There to be a designated member of staff to liaise with outside agencies.**



# 5

**Consider ways of reducing the opportunity for criminal activity within the premises through attention to layout, design and safety. Work with the Bedford Crime Prevention Design Advisor before applying for structural alterations.**

Crime can take place inside, as well as outside premises. Pubs and bars are at risk from crimes such as robberies, personal theft, assault and drug dealing.

The police can advise on ways to reduce the opportunities for criminal behaviour through attention to internal layout and design of the premises. If considered when making structural alterations, good planning can enhance both business and safety (at little additional cost) and make it more difficult for criminal, or disorderly behaviour to occur.

## **We would expect**

- ◆ **A crime prevention survey to be carried out and for any reasonable recommendations that would reduce the risk of crime or accident to be adopted. (Contact the Bedford Crime Reduction officer Bedford 271712)**
- ◆ **Managers and staff to consider the implications of poor design and the opportunity it provides for criminal behaviour, most notably drug dealing. There should be a clearly displayed drugs policy explaining how patrons will be treated if caught with drugs.**

## 6

**To provide a safe ‘outdoor’ environment, eg properly maintained shrubs and bushes, good lighting and fencing.**

Good lighting is an effective way of improving personal safety in well used areas as it can help reduce crime and accident levels by improving levels of visibility and natural surveillance.

In addition, well placed fencing, hedges and planting can provide screening to counteract noise and prevent trespassing.

### **We would expect**

- ◆ **Landscaped areas to be well located and well looked after. Trees and shrubs should be of a height and spacing which allows staff or passers-by to watch over any garden space belonging to the premises and to have a clear view of the pavement immediately outside**
- ◆ **In privately owned space, outdoor lighting should satisfactorily illuminate pavements, car parks and pedestrian routes to car parks. Lighting should be bright enough for people to see into their cars before getting into them.**
- ◆ **Fencing to be in a good state of repair ie strong and clean. If new fencing is being considered the type which discourages climbing and graffiti and allows for casual supervision is recommended (eg palisade railings).**



# 7

## **Disabled Access**

**Ensure that facilities are provided for people with disabilities (including those with mobility limitation, sight/hearing impairment etc).**

**We would expect, where ever practical**

- ◆ The premises to provide accessible toilet facilities**
- ◆ That there is disabled access into, within and from the premises**
- ◆ That every effort is made to assist those who have hearing or sight impairments.**

## 8

**Promptly remove or repair hazardous or damaged objects, materials or property from the premises and the immediate area.**

Broken glass and vomit are unsightly and dangerous for both patrons and members of the public. The Council receives a large number of complaints about the way in which these foul both pavements and gardens after closing time.

Similarly wilful damage and graffiti are unsightly and can reduce people's enjoyment of an area, most notably by raising fear, or spoiling a visual outlook.

### **We would expect**

- ◆ **Managers, or others to actively discourage people from polluting the environment in this way by issuing 'polite notices' for the attention of all patrons and by responding appropriately when they see patrons polluting the environment with bottles, glasses or other hazardous substances or through damage to property**
  
- ◆ **That the premises and the immediate area outside are routinely checked for undesirable objects (such as glass and vomit) and actions (such as damage and graffiti).**

## 9

**Ensure that all servicing, waste disposal and recycling activities occur at a time which is considerate to local residents.**

Where premises are sited close to residential properties residents can suffer noise disturbance from the coming and going of large vehicles carrying out deliveries, collecting kitchen waste or items for recycling (eg bottles).

**We would expect**

- ◆ **Premises to have written agreements with their contractors specifying that servicing, waste disposal and recycling activities will not occur between the hours of 10.00pm and 08:00am.**



# 10

**Ensure that noise from the premises and its outside area is kept to a minimum.**

Complaints about noise form a large percentage of complaints from residents living near to drinking or entertainment premises. Commonly this is as a consequence of music being played from inside the building but in addition can also be attributed to chatter and laughter that occurs in gardens or spills out into the street.

**We would expect**

- ◆ **Staff to encourage the dispersal of patrons from the premises through announcements and supervision just before and after closing time**
- ◆ **A polite notice to be prominently displayed in and outside of the premises to inform patrons that they are in a residential area.**



# 11

**Provide up to date information on late night public transport and including reputable taxi and minicab services for the benefit of patrons.**

A large number of patrons visiting premises in central Bedford live outside the borough. It would be desirable for residents if visitors dispersed from public areas as quickly and quietly as possible. This can be encouraged if staff direct patrons to where they can start their journey home with as little delay as possible. A knowledge of local reputable taxi and minicab services would also assist.

Crowds can be frightening for single people out at night and this type of service would mean fewer people standing around in the streets after dark.

## **We would expect**

- ◆ **Staff to be able to provide some verbal information to this effect by having some knowledge about the last train and bus in their area.**
  
- ◆ **Premises to display public transport information including numbers of reputable taxi and minicab services and/or keep a local phone directory at hand for the benefit of patrons.**



## **FOR MORE INFORMATION ON BED:SAFE CONTACT:**

### **❖ *Bed:Safe Project Manager***

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### **◆ *Bedford Borough Council***

#### **Licensing:**

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### **◆ *Bedford Town Centre Company***

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## CONTACTS CONTINUED

### ◆ **Bedfordshire County Council**

#### **Drug & Alcohol Action Team:**

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### ◆ **Charles Wells**

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### ◆ **Police**

*Sergeant Frank Fender  
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◆ **Fire**

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*A good night out  
deserves remembering!*



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