

LICENSING COMMITTEE

14 NOVEMBER 2019

COUNTY WIDE BEST BAR NONE SCHEME FOR 2019/20

1.0 Purpose of Report

1.1 To update Members with the 2019/20 county wide Best Bar None Scheme.

2.0 Background

2.1 A report was presented to Licensing Committee in June of this year seeking support for the 2019/20 scheme. A copy of the report is attached as **Appendix 1**. It was anticipated that the scheme would be accepting applications during the autumn. This is not the case.

3.0 Review of the Scheme

3.1 It was always considered appropriate to review the findings from the previous year's scheme and to amend the scheme in line with any lessons learned. However, in undertaking the review it became apparent that a more fundamental review of the scheme was required.

3.2 This review was carried out by licensing staff from across the county. The main recommendation was that the current scheme was too process driven and focused heavily on licensed premises having the correct policies and procedures. It was thought that this approach favoured the larger pub chains that had centralised policies and procedures produced by the head office. Having looked at this element in more detail it became apparent that there was also some duplication between the requirements of the Best Bar None Scheme and the legal requirements of holding the licence and that the BBN scheme should reflect something over and above the legal requirement.

3.3 When the review was complete the element that was missing from the scheme appeared to be the measurement of customer experience and the enjoyment of the venue and the feeling of it being a safe place to visit.

3.4 Members may be aware that Best Bar None is a national scheme and that local authorities can adopt the scheme in their area subject to it meeting the national criteria set out for the scheme. The 'customer experience' does not yet form part of the national criteria, at least not in the form that the Nottinghamshire authorities envisaged taking it forward.

3.5 Discussions have taken place with the national executive of the Best Bar None organisation to discuss the changes that Nottinghamshire would like to see become part of the scheme. Whilst these were favourable received the national executive were not able to sign off the changes without further deliberation.

4.0 Proposals

4.1 In light of the above it is proposed that the 2019/20 scheme is put on hold until some clarity is received. It is hoped that the scheme can be relaunched in the spring of 2020

5.0 RECOMMENDATIONS that:

- (a) Members note the outcome of the review of the Nottinghamshire County Best Bar None Scheme; and**
- (b) support the delay of the Scheme to spring 2020**

Background Papers

Nil

For further information please contact Alan Batty on Extension 5467.

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