



Christmas In Pubs

Guidance for Licensees

December 2019

Introduction

Pubs are at the heart of the community throughout the year; however, they play an even more important role during the festive season: offering a place for everyone to celebrate Christmas and New Year with a range of great beer and drinks, and the promise of good quality Christmas pub food. From drinks and dinner with family and friends to celebrations with colleagues, the pub is at the heart of all festivities.

Here, you can find the annual BBPA guidance for licensees to help make sure that the holiday season parties go smoothly, with all the customers having a safe, happy and successful Christmas and New Year.

This guide offers you advice in the following areas:

- [Statistics from previous festive seasons](#) p.2
- [Health and Safety](#) p.3
- [Responsible Retailing](#) p.5
- [Licensing and Regulation](#) p.8
- [ACT – Action Counters Terrorism](#) p.10

We hope that this guide is useful to you as licensees.

Merry Christmas and a Happy New Year!



Nick Fish
Statistician

Favourite Christmas Song:
Fairytale of New York, The
Pogues



Andy Tighe
Policy Director

Favourite Christmas Song: *Step into Christmas, Elton John*

Market Insight from the Statistical Santa

Market Trends During the Festive Period

December sees more beer enjoyed in our pubs than any other month. Over the last 5 years, Brits have consumed, on average, 383 million pints of the nation's most popular drink over the Christmas period. In fact, a whopping 25% more beer is drunk over the course of the month versus the average for the rest of the year, and 36 million pints more than the next best-selling month (June)!

'Elf' and safety in your pub during the Christmas Period

Ideas for Preventing Slips, Trips, and Falls Over Winter

One thing certain about winter is the inevitability of the various hazards it brings. Slips, trips, and falls are the most common workplace accident, but icy or wet surfaces and poor lighting make for a hazardous combination! Pub operators have a duty of care, not just to their own staff but to anyone who accessed their site, meaning that now is the perfect time to ensure appropriate measures to protect both staff and customers are in place.

Lighting Conditions

Firstly, check the lighting conditions surrounding your pub. Is this enough to see and avoid hazards at ground level? Improving lighting doesn't have to mean installing new ones and is more likely to be a case of replacing dead bulbs or even changing the type normally used. If lights are timed, check that these are set correctly now that the nights are drawing in. If new lights are needed, make sure that these are fit for purpose and situated to evenly and clearly illuminate all walkways and paths.

Paths and Walkways

Make sure that all paths and walkways are clear of obstructions. During the autumn months, wet leaves and puddles can be treacherous and those piles of soggy leaves can become slippery as they decay. They can also hide hazards such as uneven paving slabs, holes, and uneven surfaces. Did you know that most slips occur at building entrances where people enter a site with wet shoes? Again, solutions are not always expensive and whilst installing an entrance canopy may be the ideal solution, clearing immediate hazards and the use of absorbent mats will offer a greater degree of protection against slips.

Ice and Snow

Ultimately, the greatest seasonal challenge is from ice and snow. At this time of year, such conditions are unpredictable, but employers must have a system in place to assess and manage this risk and now is the time to make sure that this is ready.

Start by identifying those outdoor areas used by pedestrians most likely to be affected by ice (think building entrances, car parks, pedestrian walkways, shortcuts, sloped areas, and areas constantly in the shade or wet). Proactivity is key. Grit and salt will work on contact but are far more effective when ground into the surface. Monitor weather services for early signs of icy conditions or snow to allow time to prepare paths and walkways to prevent ice surfaces from forming. However, preventing build-up of ice may be difficult as winter progresses so regularly assess where paths and walkways are worst affected by such conditions and use cones or barriers to divert people to paths that are less icy.

Health and safety may at times seem like an endless task, but it is vitally important to the wellbeing of staff and customers alike and in turn is a fundamental part of the duty of care that employers hold. So, with autumn well and truly established and winter on the way, take some time to consider some



Steve Livens
Technical Operations Policy & Membership Lead

Favourite Christmas Song:
Merry Xmas Everybody, Slade

of the steps above to make sure that everyone who accesses your brewery or pub can do so without incident. Stay safe!

Safety and Stock Control

The festive season is always a good boost for both beer and food sales alike. Pubs are a popular option for Christmas celebrations and can remain so right up to the big day itself and into the New Year. Therefore, they are likely to be crammed with thirsty, hungry customers.

Demand for stock is high, and foremost at the mind of any licensee is likely to be ensuring that beer taps and fridges don't run dry! There are a few things that should be considered before the festivities really get going, which will help ensure the health and happiness of all who visit the pub over the holiday period:

1. Managing Safety

The BBPA's ['Managing Safety in Pubs'](#) is a guidance publication for licensees, with tips on helping customers and staff to feel secure, comfortable and safe in all licensed premises in the run-up to Christmas.

The guidance sets out risk factors to be considered and helps to identify preventative measures that can be taken where appropriate. The BBPA's guidance also includes a risk assessment that can be used by licensees to identify the risk profile of their business, which should be used on an ongoing basis.

The guidance also covers the threat of terrorism – with pubs and other venues experiencing some of their busiest times in the run up to Christmas. The BBPA is reminding licensees to remain vigilant (see also page 10 below).

2. Gas Safety

Consumer interest in keg beer continues to grow, driven by the many new breweries emerging on the scene. Unlike cask beer however, keg beer requires some more specialist equipment to get it to the tap. First and foremost, there is gas and there are important things to consider both in terms of safety and quality.

Beer is dispensed using either Carbon Dioxide (CO₂) or a mix of CO₂ and Nitrogen (N₂). No other gases, such as air or oxygen, should be used and licensees must *always make sure that gas is supplied from a reputable supplier and is of the right type and grade for the beer being dispensed.*

Licensees have a duty of care for anyone who visits or works on site. Cellars can be a hazardous area of the pub, especially if the cellar is below ground. Whilst it is important to manage the risk year round, storage of additional beer stock and related equipment in a cellar ready for the Christmas rush can all impact on the management of risk associated with accidental release of gas as a result of a failure in the gas system used for dispense.

BBPA has developed a [best practice on safe installation and maintenance of gas pressure systems](#) as well as: how to assess the risk of a cellar being a confined space; and the measures that can be put in place to manage this risk. Whilst gas detection and monitoring is not a legal requirement, licensees may wish to consider this as an option, in particular if the cellar is classed as a confined

space, but additionally if the cellar is of a size where occasional requirements to over-stock for higher demand of keg and cask beer make cellar space cramped or more limited than usual.

3. Stock Control

Everyone within the beer supply chain is keenly aware of the pressures of the festive period and not just in terms of stock and availability, but in ensuring that there is enough kegs and casks to fill at the brewery. Prompt collection and safe return of empty kegs and casks is vital to ensuring the supply of beer to pubs. Empty containers should be stored safely, preferably inside, or well secured if outside.

Licensees should always check and sign delivery notes. ID should always be requested if in any doubt over whether authorised staff are attempting to uplift empties. The principal supplier should always be the first contact if containers need uplifting, however if licensees are having any problems in getting their empties collected, Kegwatch offer a free, safe repatriation service that is supported by the UK brewing industry. Kegwatch can be contacted on 0808 100 1945.

If purchasing additional stock and supplies over the Christmas period, rules introduced in 2017 mean that only wholesalers who have been approved by the HMRC can sell alcohol. Ask your wholesaler to tell you their AWRS Unique Reference Number (URN); wholesalers will also show this number on their invoices. Ensure that you check the AWRS of your usual suppliers regularly, and if you use a new supplier during the festive period, confirm their AWRS. **Always keep a record of any checks you undertake as evidence of your due diligence activities in case of an HMRC inspection.**

HMRC has provided a service for retailers and trade buyers to check their wholesalers are approved. You can find it on [gov.uk/check-alcohol-wholesaler-registration](https://www.gov.uk/check-alcohol-wholesaler-registration).



Philippa Borrowman
Policy Advisor – Environment
& Responsibility

Favourite Christmas Song:
All I Want for Christmas is
You, Mariah Carey

The Responsibility Reindeer

The Christmas season is a great time for parties and celebrations, and the pub offers a perfect venue for people to gather and celebrate the festive season with family, friends, and colleagues. We want to ensure that licensees provide a great night for all those attending, and so it is important that along with great beer and food, pubs operate in a responsible way.

Low Alcohol Drinks

It is important to consider that not everyone will want to drink. The demand for low and no-alcoholic beers is on the rise, with the market growing by 232% in the UK from 2013 to 2018. Having a range of alcoholic and non-alcoholic drinks available draws in more people to your pub for the variety of choice on offer.

By stocking low-/non-alcoholic drinks, you can help promote a culture of responsible drinking, where people can alternate between alcohol and non-alcoholic

beverages during the night without feeling that they are compromising on taste. Mindful drinking movement, Club Soda have created an [online guide](#), which is free to put your venue onto, allowing you to showcase the range you have to offer.

Drink Driving

Encouraging designated drivers into your premises is a great way to ensure that you continue to have customers throughout the festive season. Offering drinks promotions for drivers is just one way you can encourage responsible drinking. Facilitating your customers to book taxis will help to prevent drink driving, such as providing local taxi numbers or information on local transport to get your customers home safely. Look out for the new industry 'home and dry' campaign and how to support this.

Under the 2003 Licensing Act, it is illegal to sell to, or obtain alcohol for a person who is drunk on licensed premises. Staff should be aware that it is illegal to sell alcohol to someone who is drunk. BBPA has produced [posters](#) highlighting this, which you can print out to put up in your pub.

Drugs in Pubs

Whilst no premises can ensure complete avoidance of drug users and dealers, it is the responsibility of the licence holder and Designated Premises Supervisor to ensure that they are rigorous in attempting to deter drug use and supply.

BBPA's [Drugs in Pubs](#) guidance discusses ways to identify drug use on your premises. If you suspect someone is under the influence, you should notify members of your staff immediately. You may refuse them service and ask them to vacate the premises. If an individual refuses to comply, or becomes aggressive, you should contact the police immediately for assistance.

Accessibility

It is important to ensure that your pub is a welcome space for all, including those with disabilities. You should consider making changes to your pub, not only during the festive period, but throughout the year, to ensure that all visitors can access your pub easily and feel welcome.

Over the Christmas period, you could consider making all your staff 'Dementia Friends', a simple yet effective way to ensure your staff are aware of dementia and know how to approach customers. Becoming a Dementia Friend is easy and can be done via the Alzheimer's Society website, found [here](#).

Physical changes in your pub do not have to be costly or complex. A number of things could be considered such as providing a detachable ramp if there is no step-free access, ensuring that your accessible toilet is clean and clear, and making sure there is easy access from the entrance to the toilet.

Most importantly, your pub should include clear, easy to understand and honest details about how your pub is accessible. Using the [VisitBritain](#) tool, you can develop an Accessibility Guide which will mean that disabled customers can easily find out whether they are able to visit your pub. Many disabled customers find that online information is often misleading, or they can't find any information at all. Providing this will make it easy for everyone, from those in wheelchairs, to elderly people or those with pushchairs, to make an informed decision about which pub they should visit over the festive season.

BBPA are in the process of updating their Accessibility in Pubs guide, which will be available from mid-November. The current version can be found [here](#).

Vulnerability

'Ask for Angela' is a free to use service for pubs to help women and other vulnerable people get out of difficult scenarios, such as a difficult date or a non-safe situation. Pubs can download and print posters to display, providing visual aid for those who are in a difficult situation.

The customer will go to the bar and ask for 'Angela', where the bar staff can then help them leave discreetly. It is important to ensure your pub staff are aware of the scheme and posters are up around the pub and in the toilets. You can download and print the Ask for Angela poster [here](#).

Food Waste

Food waste is one of the most prevalent issues for the hospitality sector, particularly during the festive season. Not only does this food waste contribute to climate change, but it is a waste of money for your pub and could be put to better use.

1. *Avoid the waste in the first place*

Consider using tools produced by [WRAP](#), which measure your food waste. Implementing '[Target, Measure, Act](#)' can allow you to see how much food you are wasting and where it is coming from. If you have large quantities of plate waste for example, you might want to consider reducing your portion sizes. BBPA can offer you guidance on this issue. Contact [Philippa Borrowman](#) directly for advice in this area.

2. *Send your waste to better places*

There are now a number of charities and tools out there which will help you redistribute your food, including [Fareshare](#) and [Too Good to Go](#).

3. *Engage with food waste campaigns*

Campaigns such as [Guardians of Grub](#) or [Love Food Hate Waste](#) are a great way of engaging consumers and pub staff on the issue of food waste.

Plastic Use

During the festive season, with increased footfall, you may find yourselves giving out more plastic-ware (such as plastic straws and cups) than normal. To ensure you do not waste too much plastic, consider only offering plastic straws to customers on an on-demand basis (currently, plastic is still the best option for many with disabilities) or switching to alternatives. The BBPA has produced guidance on '[Alternatives to Plastic Straws](#).' London-based not-for-profit partnership, *In the Drink*, has also produced a list of alternatives for single-use plastics more generally – including cutlery and condiment pots, which can be read [here](#).

Licensing and Regulation

Festive Temporary Event Notices – reminder of deadlines

Temporary Event Notices (TENs) allow pubs to make provision for small scale, one off events, or situations where the Premises Licences (PL) does not meet the needs of a function on a particular night. For example, somebody may want a Christmas/New Year event later than is included on the Premises Licence, or it may be held in a marquee in a garden of a pub which is not covered under the PL. It is important to note that the maximum number of people who can enjoy the licensable activities is 499, *including* staff and any performers.

The events do not have to be special. If a notice is properly issued, and no counter notice is issued, a licensable activity becomes a permitted temporary activity under the TEN. No further permission or authorisation is necessary. The Licensing Authority simply must acknowledge the notice by signing it and sending it back to the applicant, thereby giving authority for the event to go ahead.

The deadlines for TEN applications during the festive season are listed below:

Occasion	Date of occasion	Deadline for submitting	
		Standard TEN	Late TEN
Christmas Day	25 December 2019	10 December	17 December
Boxing Day	26 December 2019	10 December	18 December
New Year's Eve	31 December 2019	12 December	19 December
New Year's Day	1 January 2020	13 December	20 December

If you have missed the deadline for a standard TEN, you can apply for a “late” Temporary Event Notice by giving between five and nine working days’ notice, although there is a limit of 10 Late TENs each calendar year for an individual holding a Personal Licence, and two for those who do not.

For further information, visit licensing experts [Poppleston Allen](#).

Copyright Laws for Pubs

Copyright laws are extremely complicated for pubs, with different licences required for sport, TV programmes, films, and music. During the festive season, ensure you don’t get caught out when offering festive events and activities for your customers.

Music

One of the best parts of Christmas is undoubtedly the sing-along Christmas hits (as you may have already noticed, we have named our favourite songs in this guidance). However, if you want to play any music during the Christmas season - whether from your phone, the radio, through an open mic



Andrew Green
Policy Manager – Pub
Operations

Favourite Christmas Song:
Christmas Wrapping,
The Waitresses

night, or from the TV - you are likely to be broadcasting music where you have to pay royalties. Therefore, ensure you have the correct licence from PPL PRS, which collects royalties on behalf of those who produced the music, as well as those that recorded it.

Films

You may wish to offer a Christmas film club, a popular form of entertainment for pubs during the festive season. If you wish to run such an event, you will need to ensure you have the necessary permissions and the correct licenses:

- Whether ticketed (commercial) or not (non-commercial), you will need to have the correct authorisation from the film distributor in the form of a Single Title Film Licence (STFL).
- This can be arranged directly with the distributor or more commonly through organisations such as: Filmbank, Motion Picture Licensing Company (MPLC), or the British Film Institute (BFI).
- MPLC's price list for a single title licence can be found [here](#) and Filmbank's price list can be found [here](#).

In addition to a STFL, you will also need to ensure that you have the right local authority permission for provision of regulated entertainment. This is to prevent issues such as screening age-classified content in public places.

Provision of regulated entertainment may already be permitted under your premises licence or if not can be arranged through a Temporary Event Notice (TEN). More information on showing films in public places can be found on the Government [website](#). Information on TENs can be found [here](#).

Television

If you want to show TV programmes during the festive period, ensure that you have the correct permission. If you are simply showing live terrestrial TV in your pub, you will need a valid TV licence. If there is living accommodation on the premises where a TV is also in use, this must be covered by a separate licence. Other TVs may require another licence from copyright companies depending on what is being shown, e.g. recorded programmes or films.

If you wish to show restricted access television, such as Sky Sports in a pub, it requires a commercial subscription.

Gaming Machines in Pubs

Pubs can become very busy during the festive season, welcoming regulars and new customers, many of whom will be part of family groups.

With that in mind, we would like to remind all licensees that under-age play of Category C gaming machines is illegal, even if the player is accompanied by an adult. Where evidence of under-age gambling is found by Licensing Authorities, they may take action against either your entitlement to have gaming machines or the Premises Licence itself.

Please ensure that all your staff understand their responsibility to prevent under-age gambling and support them in using Challenge 21/25 requirements to check that all players are 18+. A Code of Practice for pubs is included in our updated Social Responsibility Charter which can be found on our website [here](#).

ACT– Action Counters Terrorism

Officers are calling on the public and those who work in busy towns and cities to remain vigilant and report any concerns to staff, security, or – in confidence – to the police at gov.uk/ACT. This annual campaign asks everyone to be the extra eyes and ears of the police, so we can work together to tackle terrorism.

Deputy Assistant Commissioner Lucy D’Orsi says: “The chances of any one person being caught up in a terrorist incident are low [...] the national threat level remains severe, so we need to remain vigilant.”

Counter Terrorism Policing have created an interactive ‘[Crowded Places Guidance](#),’ which gives sector specific advice. They have also created a toolkit which provides video, posters, and social media content to promote your support of the campaign. The toolkit can be viewed [here](#).

ACT Awareness also provide nationally recognised corporate CT guidance with the following free eLearning Modules available:

- Introduction to Terrorism
- Identifying Security Vulnerabilities
- How to Identify and Respond to Suspicious Behaviour
- How to Identify and Deal with a Suspicious Item
- What to do in the Event of a Bomb Threat
- How to Respond to a Firearms or Weapons Attack
- Summary and Supporting Materials

To register for these modules, visit: ct.highfieldlearning.com/

