



NEWSLETTER

COVID-19 UPDATE

RAISING STANDARDS AND
REWARDING EXCELLENCE IN
ALCOHOL LICENSED PREMISES



Chairman's Message

In these unprecedented times, first and foremost, I hope you and your loved ones are safe and well.

During this challenging period, it is vital that we all pull together and support one another as much as we can.

I know that you must have many questions and concerns at this time, so I wanted to let you know that we have added a new section on our website to provide you with information, advice and support relating to COVID-19: <https://bbnuk.com/covid-19/>



I also wanted to share the latest information and updates from other organisations that are offering help. Click on the links below to find out more.

Thank you for your hard work over the past few weeks, and the efforts you have put in to continue to service your customers in whatever way you can. I hope you are able to stay positive in the coming weeks.

Finally, I would encourage you to send this newsletter on to your teams, and if you are a Best Bar None regional scheme coordinator, please do pass it on to your scheme members.

With warmest regards,

Best Bar None Chairman, Philip Smith, Lord Smith of Hindhead CBE

COVID-19 - Where to find advice and support

Please remember, you are not alone. Below are details of a number of hospitality trade organisations that can offer support and advice on a range of issues that may be concerning you at the moment.

It is also worth keeping an eye on [Money Saving Expert's Coronavirus Financial Guide](#) which contains the latest advice on your rights and how to access help.



UK Hospitality

UK Hospitality is issuing daily updates for members, with information on the latest Government advice and legislation that affects our industry. If you are not a member, [UK Hospitality's website](#) offers comprehensive information on COVID-19 and many other topics.



British Institute of Innkeeping (BII)

The BII has a dedicated Coronavirus advice page on its [website](#). It has also recently published an easy to understand guide explaining how to access the Government's [Coronavirus Job Retention Scheme](#) to safeguard jobs throughout pandemic.



British Beer and Pub Association (BBPA)

The BBPA has put together a [comprehensive briefing](#) on COVID-19 and how to access Government support.



Helping pub and bar people

LICENSED
TRADE
CHARITY

Licensed Trade Charity (LTC)

The LTC exists to offer help, advice and support for anyone working in pubs, bars or breweries. It can help with a whole range of issues, including money, housing, health and mental health. Visit the [LTC's website](#) for latest advice, or the free help phone line and online chat is open 24/7 to help and support all people in the licensed trade, no matter what their circumstances. LTC free help line: 0808 801 0550. [LTC online chat](#)

Hospitality
Action

Hospitality Action

Hospitality Action has launched a Hospitality Workers' Emergency Fund to help people who are struggling as a result of the Coronavirus crisis. Hospitality workers can apply for a one-off grant of £250 per household to help them at this time of need. To apply for the grant, simply complete the [online application form](#).

Campaign for Real Ale (CAMRA) and Society of Independent Brewers (SIBA)



CAMRA and SIBA have partnered to launch **#PullingTogether**. This campaign aims to publicise innovative ways that pubs, breweries, cider makers and taprooms are staying afloat. They are encouraging customers to pay for drinks, meals and events now, for redemption in the future, in the **Pay It Forward** campaign. [Find our more here.](#)



CPL Training
CPL Training is offering a free course entitled **[Coronavirus – Taking Proactive Action](#)** to help

hospitality businesses deal with the pandemic. It includes a checklist of actions to consider and important things to communicate to employees.



Federation of Small Businesses (FSB)
The FSB has set up a **[Covid-19 blog](#)**

containing the latest information, advice and guidance from the Government that impacts small businesses across the UK.



PATRON: HIS ROYAL HIGHNESS THE PRINCE OF WALES

Royal Academy of Culinary Arts (RACA)

The Royal Academy of Culinary Arts is Britain's leading association of chefs, restaurant managers and quality suppliers. Members can contact the Academy for support and are invited to share their stories by emailing info@royalacademyofculinaryarts.org.uk.



United We Stand

[United We Stand](#) is a new campaign created by The Morning

Advertiser, BigHospitality and Restaurant magazine.

It will provide daily news and advice on a wide range of topics to help operators tackle the Coronavirus crisis. An advisory board of experts are on hand to answer questions on aspects of employment law, health and safety, property, PR strategy and licensing. Send your questions to ed.bedington@wrbm.com.



BeatTheVirus

Hospitality trade publication

[Propel](#) has teamed up with a

number of industry experts to launch **BeatTheVirus**, and offer advice and support for operators during the Covid-19 crisis.

Questions can be emailed to paul.charity@propelinfo.com.

Please use **BeatTheVirus** in the subject line. Questions and answers will be published in Propel's daily newsletter.



Institute of Licensing (IoL)

The IoL has a **[Covid-19 page](#)** on its website containing latest articles, advice and FAQ's to help licensing practitioners during this challenging period. You do not need to be a member to access the information.

Support from our sponsors



With 2,500 pubs across the UK, Heineken understands what a difficult and uncertain time this is for all licensees and their teams and is doing everything it can to offer support. For its Star Pubs & Bars licensees it has already:

- Suspended the collection of rent and all associated charges until at least the end of April
- Pledged to replace any stock that goes out of date with fresh stock for when they are able to reopen.
- Opened a helpline offering free advice from expert environmental health practitioners, provided by its health and safety partner Shield Safety.

The helpline is available from 8am-5pm Monday to Friday on **0203 740 3749** or email: helpline@shieldsafety.co.uk.

Diageo has pledged £1m to support the GB drinks industry during the current crisis.

The money can be used by pubs and bars to put towards bartender's wages up to a maximum of £600 per free trade outlet.

Pubs and bars wanting to access the new fund should apply via [MyDiageo.com](https://www.mydiageo.com).

Anyone working in the drinks trade will also be given an opportunity to attend a free online [**Diageo Bar Academy training course**](#).

The business has also set up a drinks industry phone line to support licensed business owners.

Financial advice company Grant Thornton is available to answer your questions on **020 7728 2556**.



Pernod Ricard

Créateurs de convivialité

Pernod Ricard UK has pledged its support to the UK drinks industry workforce, and in particular those in the on-trade, by donating £250,000 to industry charity The Drinks Trust.

The donation coincides with the launch of a new campaign by The Drinks Trust,

Pernod Ricard UK has also partnered with The Wine & Spirits Education Trust (WSET) to offer Level 1 Spirits courses online for free.

2,000 hospitality professionals over the age of 18 have already signed up to the programme, which will be run online by the WSET and lasts approximately four weeks.

The package also includes a home-delivered selection spirits from Pernod Ricard UK to be used as tasters

formerly The Benevolent, to support those in need financially and by increasing the capacity of its helpline and the volume of complementary therapy services it delivers.

David Haworth, Managing Director at Pernod Ricard UK, comments: "It's an unprecedented time for our industry. The Drinks Trust offers fantastic financial support and places emphasis on the health, wellbeing and career development of individuals within the industry."

throughout the course.

Pernod Ricard UK's Brand Engagement and Advocacy Team (The BEAT) will be available via their online channels for the duration of the course, as additional online support and to run tasting sessions.

For more information or to sign-up to the waiting list, visit www.prukbeat.com and click the 'Let's keep busy' tab.

Further advice and support

Protecting Your Business

With many pubs and bars left unattended at the present time, the MET Business Crime Hub has written to London businesses with guidance on how best to protect closed premises. This useful advice is relevant for licensed premises throughout the country.



- Test your alarm ensure it is monitored and fully operational with a list of up to date key holders given to any alarm monitoring company
- Identify vulnerable areas and plan to put extra protection on them, ensure security gates, bollards and fire exits are secure
- Ensure internal doors are closed and locked
- Consider light timer switches
- Remove high-value items and cash, and put a note on the outside to advise that this is the case
- Consider the risk of arson and remove anything flammable from view
- Buy a talking CCTV point and download a relevant CCTV phone app and connect to your CCTV

Community Support Initiatives

It is heart-warming to hear stories of people who are doing whatever they can to help within their communities,

Offering Your Support

For those of you who would like to volunteer to help others in your community, there are a number of roles

particularly supporting the elderly and more vulnerable, as well as the NHS. We know that many pub and bar teams are doing what they can to help their neighbours and keep people's spirits up.

We would love to hear from Best Bar None venues that are delivering food and supplies, calling elderly regulars, running online pub quizzes or anything else.

Please share your stories with bbn.admin@bestbarnone.com if you would like them included in our next newsletter.



you can sign up to on the [GoodSAM website](#), you can register by completing this [online form](#).

Community response volunteers: collecting shopping, medication or other essential supplies for someone who is self-isolating, and delivering these supplies to their home.

Patient transport volunteer: supporting the NHS by providing transport for patients who are medically fit for discharge, and ensuring that they are settled safely back into their home.

NHS transport volunteer: transporting equipment, supplies and/or medication between NHS services and sites, and possibly assisting pharmacies with medication delivery.

Check-in and chat volunteer: providing short-term telephone support to individuals who are at risk of loneliness as a consequence of self-isolation.

Planning Ahead

With many schemes on hold for the time being, now is a good opportunity for us to spend time planning ahead to develop and improve the way in which Best Bar None operates.

To help us do that, we will be holding an online conference to enable us to consult with Best Bar None regional coordinators and Central Scheme members. It will also be a good opportunity to support each other and share thoughts and ideas between schemes.



The conference will take place on **Thursday 2nd April at 10.00am**. Log-in details will send to regional coordinators via email.

Please do pass this newsletter on to your scheme members and their teams

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Visit our website: <http://bbnuk.com/>