

Best Practice: Guidance and Templates for Licensed Premises



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Introduction

This Best Practice Guide contains basic guidance to aid compliance in licensed premises and assist in meeting the requirements of the Licensing Act 2003.

Firstly, it is important that you thoroughly read and become familiar with your premises licence and the conditions on it.

The templates provided here are to be used as guidance only and should be amended in accordance with the requirements of your licence.

The guidance provided here is basic, for more in-depth information, please see Annex D for further resources.

If you have any questions or need further guidance, please contact the Licensing Team by emailing licensing@milton-keynes.gov.uk or visit the Milton Keynes City Council website for more information, application forms, and updates.

Licensing Act 2003

Licensing Objectives

The Licensing Act 2003 outlines four key objectives that must be promoted by anyone running a licensed premises.

The licensing objectives are:

1. Prevention of Crime and Disorder
2. Public Safety
3. Prevention of Public Nuisance
4. Protection of Children from Harm

Premises Licence Summary Display

In accordance with the Licensing Act 2003, the summary of the premises licence (or a certified copy) must be prominently displayed at or on the premises. This summary should be placed in a location where it is easily visible to staff, customers and enforcement officers.

Designated Premises Supervisor

The Designated Premises Supervisor (DPS) plays a crucial role in managing licensed premises day to day and are responsible for overseeing and authorising the sale of alcohol to customers. It is essential to know that no alcohol can be sold without an appointed DPS. If the DPS leaves, resigns, or changes, you must notify the licensing authority and the Police by applying to vary the licence. Selling alcohol without a DPS can lead to prosecution. The DPS must hold a personal licence and ensure that all staff understand their responsibilities under licensing law.

All alcohol sales must be authorised by the DPS. The DPS may not always be on site to oversee these sales, therefore a written authorisation detailing the members of staff authorised by the DPS to sell alcohol on their behalf. A template for this authorisation can be found in the Annex A. This should be signed by all staff members involved in the sale of alcohol. An up-to-date copy of this should be available on the premises at all times, to be produced to an Authorised Officer on request.

If your licence does not authorise supply of alcohol, for example, a premises licence to authorise just late night refreshment, there will not be a DPS listed.

Duties and Responsibilities of a Premises Licence Holder

Overview

A Premises Licence Holder is legally accountable for ensuring that all licensable activities—such as the sale of alcohol, provision of entertainment, and late-night refreshment—are conducted in full compliance with the **Licensing Act 2003**. Their role is essential in maintaining lawful operations and protecting public interest.

Core Responsibilities

Premises Licence Holders must actively promote the **four licensing objectives**:

Licensing Objective	Description
Prevention of Crime and Disorder	Prevent illegal activity and maintain order on and around the premises.
Public Safety	Ensure the premises are safe for customers and staff.
Prevention of Public Nuisance	Minimise noise, litter, and anti-social behaviour.
Protection of Children from Harm	Prevent underage access to alcohol and inappropriate content or activity.

Specific Duties

Duty	Description
Appoint and Maintain a DPS	Ensure a Designated Premises Supervisor (DPS) is in place and holds a valid personal licence. Notify the licensing authority of any changes.
Implement Age Verification Policies	Enforce Challenge 21 or Challenge 25. Train staff to check ID and maintain a refusals register. Acceptable ID includes passports, photo driving licences, and PASS-accredited cards.
Comply with Licence Conditions	Operate within permitted hours and follow all licence conditions (e.g. CCTV, signage, staffing).
Prevent Underage and Intoxicated Sales	Alcohol must not be sold to individuals under 18 or those who are clearly intoxicated.
Maintain Safety and Hygiene Standards	Ensure the premises are clean, well-lit, and safe, with clear emergency exits.
Provide Free Drinking Water	Offer free potable water to customers upon request, where reasonably available.
Avoid Irresponsible Promotions	Do not run promotions that encourage excessive drinking or undermine licensing objectives.

Consequences of Non-Compliance

Consequence	Impact
Licence Review	May result in suspension, revocation, or additional conditions.
Criminal Prosecution	Fines and up to 6 months' imprisonment under Section 136 of the Licensing Act 2003.
Formal Investigation	May include interviews under caution and enforcement action.
Reputational Damage	Loss of public trust and strained relationships with relevant authorities.

Annex A – Authorisation Notice Template

The below authorisation should be filled in for all members of staff involved in the sale of alcohol, and be signed by the current DPS.

Authorisation to Sell Alcohol

I, [Name of DPS/Personal Licence Holder.....], holder of Personal Licence Number [Licence Number.....], hereby authorise the below employees to sell alcohol at [Name and address of Premises.....] under my supervision.

Details:

Employee Name	Premises Name	Premises Licence No.	Date of Authorisation	Employee Signature	Signature of DPS

Annex B – Refusal/Incident Log Template

This log should be used to document all refused sales of age restricted products, to act as evidence of due diligence and to show staff are actively enforcing age restriction policies such as Challenge 25. It is best practice, and may be a condition of the licence, for the manager or DPS to check this log regularly and countersign it.

This template can also be used as an incident log, to record incidents of crime and disorder, customer ejections, safety incidents and any other relevant incidents as soon as they have occurred.

The licence holder should ensure that all staff know the location of this log, what they should record in it, and when.

Time/Date	Location	Person Involved	Details of Refusal/Incident	Action Taken	Follow-Up Required	Logged By

Annex C – Staff Training Log Template

Many premises licences require staff training of some sort, and even for those that don't, it is good practice to have proof of all training staff have undergone, including refresher training, for due diligence and as proof to provide to Authorised Officers. The log should be used whenever a new staff member is hired and whenever changes in policy, legislation, or licence conditions have occurred.

It is recommended that any policies in place, for example, an age verification policy like Challenge 25, should be in writing, and a copy should be kept on site for reference.

This guide is focused mainly on training in respect of the Licensing Act 2003, which should include matters such as staff responsibilities under the Licensing Act, promotion of the licensing objectives, licence conditions, DPS authorisation, age verification policy, use of refusal/incident log and where relevant, noise and dispersal policies. But you will also need to cover training under different legislation, for example, health and safety in the workplace, fire safety, etc.

Staff Training Log

Name of Staff Member:

Employment Start Date:

Premises Name and Address:

Training Subject	Brief description of topics covered	Completion date	Staff Signature	Refresher Training Due Date

Annex D – Printable Resources

Free printable resources for display at your premises and further resources can be found at:

www.pass-scheme.org.uk/downloads/

www.bestbarnone.com/resources

www.NOIDNOSALE.com

UNDER 25?

Please be prepared to show proof of age when buying alcohol

Acceptable forms of ID:

- Cards bearing the PASS hologram
- Photographic Driving Licence
- Passport

drinkaware.co.uk

RASG
Retail of Alcohol Standards Group

CHALLENGE 25

If you are lucky enough to look under 25 you will be asked to prove you are...

18 when you buy alcohol

If you are under 18, it is an offence to buy or attempt to buy alcohol

ACCEPTABLE FORMS OF ID:

- PASS** PASS Proof of Age Card
- Cards bearing the PASS hologram
- Photocard Driving licence
- Passport - Military ID

Visit www.pass-scheme.org.uk for the facts

