

Meeting	<b>LICENSING SUB COMMITTEE HEARING</b>
Time/Day/Date	2.00 pm on Tuesday, 26 November 2013
Location	Council Chamber, Council Offices, Coalville
Officer to contact	Member Services, Local Member Support Officer (01530 454512) Clare Storer, Licensing Enforcement Officer (01530 454528)

### NOTIFICATION OF HEARING

Item	Pages
<b>1 ELECTION OF CHAIRMAN</b>	
<b>2 APOLOGIES FOR ABSENCE</b>	
<b>3 DECLARATION OF INTERESTS</b>	
Under the Code of Conduct members are reminded that in declaring disclosable interests you should make clear the nature of that interest and whether it is pecuniary or non-pecuniary.	
<b>4 APPLICATION FOR THE REVIEW OF A PREMISES LICENCE IN RESPECT OF:</b>	
<b>PREMISES:</b> The Engine, 61 Belvoir Road, Coalville, Leicestershire LE67 3PD	<b>3 - 126</b>
<b>APPLICANT:</b> Inspector Nigel Rixon, Leicestershire Police	
To determine an application for a review of a premises licence in respect of the above.	
Representations have been received from the Solicitors acting on behalf of the premises licence holders, the designated premises supervisor and 2 other persons. A Notice of Hearing inviting interested parties to attend has been sent to each of them. If they fail to attend, the hearing can be held in their absence or adjourned.	
The following documents are attached:-	
a) Report of the Licensing Enforcement Officer.	



At the beginning of the hearing, the authority shall explain to the parties the procedure it is proposed to follow. The hearing shall take the form of a discussion led by the authority and cross-examination shall not be permitted unless it is required to consider the representations.

Circulation:

Councillor A Bridges  
Councillor T Neilson  
Councillor N Smith

## NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

## LICENSING SUB COMMITTEE – 26 NOVEMBER 2013

Title of report	<b>APPLICATION FOR THE REVIEW OF A PREMISES LICENCE</b>
Contacts	<p>Councillor Alison Smith MBE 01530 835668 <a href="mailto:alison.smith@nwleicestershire.gov.uk">alison.smith@nwleicestershire.gov.uk</a></p> <p>Environmental Health Team Manager 01530 454610 <a href="mailto:lee.mansfield@nwleicestershire.gov.uk">lee.mansfield@nwleicestershire.gov.uk</a></p> <p>Licensing Enforcement Officer 01530 454528 <a href="mailto:clare.storer@nwleicestershire.gov.uk">clare.storer@nwleicestershire.gov.uk</a></p>
Purpose of report	To determine an application for a review of a premises licence in respect of premises trading as The Engine located at 61 Belvoir Road, Coalville, Leicestershire, LE67 3PD. This report outlines the application and also highlights the licensing objectives, the relevant parts of Government guidance and the pertinent sections of the Licensing Authority's Licensing Policy.
Council Priorities	Homes and Communities
Implications:	
Financial/Staff	Implications arising from an appeal made to the Magistrates Court by anyone aggrieved by the decision of the Sub-Committee.
Link to relevant CAT	Business CAT.
Risk Management	The usual risks of cost involved of an appeal against the decision of the Committee. In any event and in order to mitigate these risks, the Committee should give clear reasons for its decisions and any such reasons would need to be substantiated in Court.
Equalities Impact Assessment	Equality Impact Assessment already undertaken, issues identified actioned.
Human Rights	Article 1 of Protocol 1 of the European Convention of Human Rights provides that everyone is entitled to the peaceful enjoyment of his possessions, except in the public interest and subject to the conditions provided for by law.
Transformational Government	Not applicable.
Consultees	Leicestershire Fire and Rescue Service, Trading Standards, Health and Safety, Environmental Protection, Licensing Authority, Planning, Health Authority and members of the public/local businesses by way

	of notice at the premises, on the Council's website and at the Council Offices, Coalville.
Background papers	<p>Guidance issued under Section 182 of the Licensing Act 2003 - available for reference at:</p> <p><a href="https://www.gov.uk/government/publications/licensing-act-2003-amended-guidance-issued-under-section-182">https://www.gov.uk/government/publications/licensing-act-2003-amended-guidance-issued-under-section-182</a></p> <p>and Statement of Licensing Policy - available for reference at:</p> <p><a href="http://www.nwleics.gov.uk/pages/licensing_act_2003_statement_of_licensing_policy">http://www.nwleics.gov.uk/pages/licensing_act_2003_statement_of_licensing_policy</a></p>
Recommendations	<b>THAT THE SUB-COMMITTEE DETERMINE THE APPLICATION.</b>

## 1. BACKGROUND

- 1.1 The premises are a public house located at 61 Belvoir Road, Coalville, Leicestershire, LE67 3PD and currently hold a premises licence issued under the Licensing Act 2003. A copy of the premises licence is attached as **appendix 1**.
- 1.2 A map showing the location of the premises is attached as **appendix 2**.
- 1.3 On 14 October 2013, an application for a review of the premises licence was received from Inspector Nigel Rixon, Leicestershire Police. The review application relates to the prevention of crime and disorder, public safety and the prevention of public nuisance. Full details of the review application are attached at **appendix 3**.

## 2.0 REVIEW - APPLICATION PROCESS

- 2.1 The legislation surrounding the processing of an application for a premises licence Review is quite clear and has been reiterated by two recent Magistrates Court cases.
- 2.2 The applicant is responsible for serving the application on all Responsible Authorities and the Licence holder. They should also supply the Licensing Authority with a hard copy of the Review application. The Licensing Authority can confirm that the applicant has served the application on the Fire Authorities, Trading Standards Department, Health Authority, and the District Council's Health and Safety, Environmental Protection, Planning and Licensing Sections. It has also been served on the licence holders, Ranjodh Garcha and Manjinder Garcha.
- 2.3 The Licensing Authority is responsible for advertising the review application by displaying prominently a notice at, on or near the premises to which the application relates. It also is required to advertise the application on the Council's website and at the main offices of the Licensing Authority for not less than 28 consecutive days. The required notices were displayed at the premises, on the Council's website and in the reception area of the Council Offices, Coalville on 15 October 2013. The notice at the premises has been checked on more than one occasion and found to be in order.

### **3.0 REPRESENTATIONS**

- 3.1 A representation has been received from Simon Parrot of Sharman Law LLP who is acting on behalf of the premises licence holders Mr and Mrs Garcha. A copy of this representation is attached as **appendix 4**.
- 3.2 A representation has been received from Andy Grimsey of Poppleston Allen Solicitors who is acting for Sarah Booth the designated premises supervisor of The Engine, 61 Belvoir Road, Coalville, Leicestershire. A copy of this representation is attached as **appendix 5**.
- 3.3 Other persons who have an interest in the premises are able to make representations within 28 days of the application to the Licensing Authority.
- 3.4 There have been 2 representations received from other persons. Copies of the representations are attached as **appendix 6 and 7**.

### **4.0 STATUTORY GUIDANCE**

- 4.1 In making its decision, the Sub-Committee is obliged to have regard to Guidance issued by the Secretary of State under Section 182 of the Licensing Act 2003. All Licensing Committee members have been provided with a full copy of the guidance document. Officers consider that paragraphs 1.1 to 1.5, 1.16, 1.17, 2.1 to 2.7, 2.8 to 2.10, 2.18 to 2.24, 8.6 to 8.11, 8.12, 8.13, 9.11, 9.12, 11.1 to 11.29 may have a bearing upon the application.

### **5.0 STATEMENT OF LICENSING POLICY**

- 5.1 The Sub-Committee is also obliged to have regard to its own Statement of Licensing Policy. Officers consider that paragraphs 2.3, 2.4, 7.1 to 7.2, 8.1 to 8.4, 9.1 to 9.3, and 11.1 to 11.3 may have a bearing upon the application.

### **6.0 OBSERVATIONS**

- 6.1 The Committee is obliged to determine this application with a view to promoting the licensing objectives, which are:
- the prevention of crime and disorder;
  - public safety;
  - the prevention of public nuisance;
  - the protection of children from harm.
- 6.2 The Committee may take such of the following steps, if any, as it considers appropriate for the promotion of the licensing objectives:
- a) Modify the conditions of the licence;
  - b) Exclude a licensable activity from the scope of the licence;
  - c) Remove the designated premises supervisor;
  - d) Suspend the licence for a period not exceeding three months;
  - e) Revoke the licence.

- 6.3 Any determination made by the Sub-Committee shall not come into effect until the end of the period given for appealing against the decision or if the decision is appealed against, until the appeal is disposed of.
- 6.4 There is a right of appeal to the Magistrates Court against the decision of the Sub-Committee by the applicant and the premises licence holder.

**NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL**

**Premises licence number**

NWL20272

**Part 1 – Premises details**

**Postal address of premises, or if none, ordnance survey map reference or description**

The Engine, 61 Belvoir Road, Coalville

**Post town**

Leicestershire

**Post code**

LE67 3PD

**Telephone number**

01530 832 294

**Where the licence is time limited the dates**

### **Licensable activities authorised by the licence**

1. The sale by retail of alcohol for consumption on and off the premises.
2. Late night refreshment indoors and outdoors.
3. Indoor sporting events.
4. Live music indoors and outdoors.
5. Recorded music indoors and outdoors.
6. Performances of dance indoors and outdoors.
7. Anything of a similar description to live music, recorded music or performances of dance indoors and outdoors.
8. Provision of facilities for making music indoors and outdoors.
9. Provision of facilities for dancing indoors and outdoors.
10. Provision of facilities for entertainment of a similar description to making music or dancing indoors and outdoors.

### **The time the licence authorises the carrying out of licensable activities**

#### **The sale by retail of alcohol for consumption on and off the premises**

Monday to Saturday – 10am to 02.00am

Sunday – 10.00am to midnight

Bank Holiday Sunday and Monday – 10.00am to 01.00am

The premises may open for major sporting events and up to 30 days annum outside of the above permitted hours.

#### **Indoors**

**Sporting Events, Live music, Recorded music, Performance of dance, Anything of a similar description, provision of facilities for making music, dancing and entertainment of a similar description**

Monday to Sunday 10.00am to 03.00am

Bank Holiday Sunday and Monday – 10.00am to 01.00am

The premises may open for major sporting events and up to 30 days annum outside of the above permitted hours.

No time restrictions in relation to entertainment which is not public but is promoted for private gain.

#### **Outdoor**

**Live music, Recorded music**

Monday to Saturday – 10am to 01.00am

Sunday – 10.00am to 11.30pm

**Performance of dance, Anything of a similar description, provision of facilities for making music, dancing and entertainment of a similar description**

Monday to Sunday – 10.00am to 03.00am

Bank Holiday Sunday and Monday – 10.00am to 01.00am

#### **Late Night Refreshment:**

Monday to Sunday – 11.00pm to 03.00am

**The opening hours of the premises**

Monday to Sunday – 10.00am to 3.30am

The premises may open for major sporting events and up to 30 days annum outside of the above permitted hours.

No time restrictions in relation to entertainment which is not public but is promoted for private gain.

**Where the licence authorises supplies of alcohol whether these are on and/or off supplies**

The sale by retail of alcohol for consumption on and off the premises.

## Part 2

**Name, (registered) address, telephone number and e-mail (where relevant) of holder of premises licence**

Ranjodh Garcha and Manjinder Garcha  
32 Chestnut Avenue  
Bromham  
Bedford  
MK43 8GE  
TEL: 07973 714611

**Registered number of holder, for example company number, charity number (where applicable)**

2562808

**Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol**

Sarah Louise Booth

**Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises for the supply of alcohol**

Personal Licence Number of Designated Premises Supervisor: NWL10810

Issuing authority: North West Leicestershire District Council

**Signed:**

**Emma McHugh**  
**Licensing Enforcement Officer**  
**Dated: 23<sup>rd</sup> January 2012**

## **Annex 1 – Mandatory conditions**

1. No supply of alcohol may be made under the premises licence;
  - a) at a time when there is no designated premises supervisor in respect of the premises licence, or
  - b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.
2. Every supply of alcohol must be made or authorised by a person who holds a personal licence.
3. The permitted hours stated above for the sale of alcohol do not prohibit:
  - a) Consumption of the alcohol on the premises or the taking of sale or supply of alcohol to any person residing in the licensed premises;
  - b) The ordering of alcohol to be consumed off the premises, or the despatch by the vendor of the alcohol so ordered;
  - c) The sale of alcohol to a trader or club for the purposes of the trade or club;
  - d) The sale or supply of alcohol to any canteen or mess, being a canteen in which the sale or supply of alcohol is carried out under the authority of the Secretary of State or an authorised mess of members of Her Majesty's naval, military or air forces;
  - e) The taking of alcohol from the premises by a person residing there; or
  - f) The supply of alcohol for consumption on the premises to any private friends of a person residing there who are bona fide entertained by him at his own expense, or the consumption of alcohol by persons so supplied; or
  - g) The supply of alcohol for consumption on the premises to persons employed there for the purposes of the business carried on by the holder of the licence, or the consumption of liquor so supplied, if the liquor is supplied at the expense of their employer or of the person carrying on or in charge of the business on the premises.

Mandatory conditions coming into force from 6<sup>th</sup> April 2010:

1. (1) The responsible person shall take all reasonable steps to ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.  
  
(2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises in a manner which carries a significant risk of leading or contributing to crime and disorder, prejudice to public safety, public nuisance, or harm to children—
  - (a) games or other activities which require or encourage, or are designed to require or encourage, individuals to—
    - (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
    - (ii) drink as much alcohol as possible (whether within a time limit or otherwise);

- (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic (other than any promotion or discount available to an individual in respect of alcohol for consumption at a table meal, as defined in section 159 of the Act);
  - (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less;
  - (d) provision of free or discounted alcohol in relation to the viewing on the premises of a sporting event, where that provision is dependent on–
    - (i) the outcome of a race, competition or other event or process, or
    - (ii) the likelihood of anything occurring or not occurring;
  - (e) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner.
2. The responsible person shall ensure that no alcohol is dispensed directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of a disability).
  3. The responsible person shall ensure that free tap water is provided on request to customers where it is reasonably available.

Mandatory conditions coming into force from 1<sup>st</sup> October 2010:

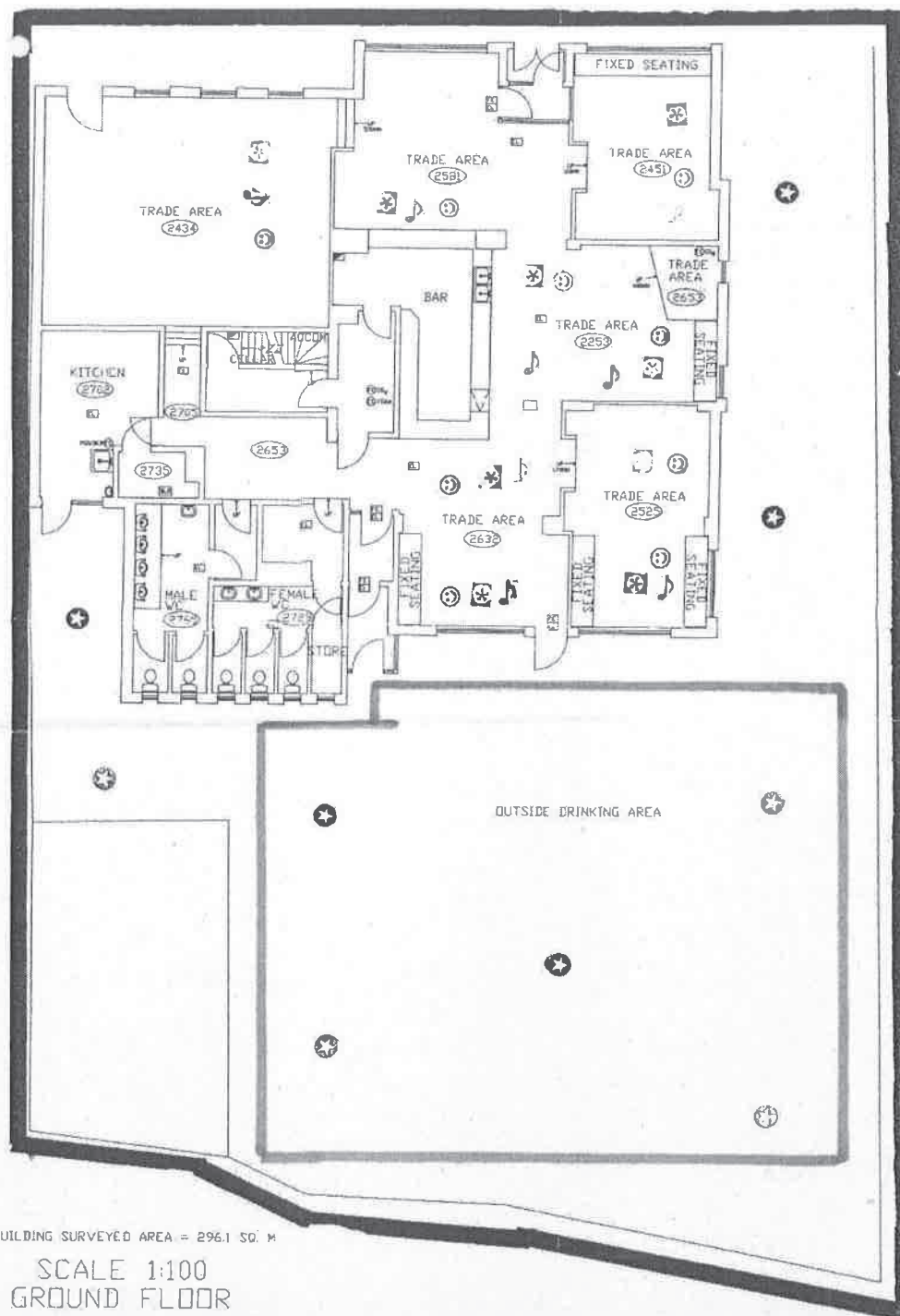
1.
  - (1) The premises licence holder or club premises certificate holder shall ensure that an age verification policy applies to the premises in relation to the sale or supply of alcohol.
  - (2) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and a holographic mark.
2. The responsible person shall ensure that –
  - (a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures –
    - (i) beer or cider: ½ pint;
    - (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
    - (iii) still wine in a glass: 125 ml; and
  - (b) customers are made aware of the availability of these measures.

## **Annex 2 – Conditions consistent with the operating schedule**

1. At least 10 working days written notice shall be given to the Licensing Authority prior to the premises opening for the sale of alcohol in conjunction with a major sporting event (the event being specified in the notice) or one of the permitted 30 discretionary days each calendar year.
2. The licensee shall ensure that half-hourly inspections of the garden area are carried out by a responsible person and records shall be kept to demonstrate compliance with this condition.
3. Every member of staff shall receive instruction and training, as appropriate to their position, on the requirements of the Licensing Act 2003 and drugs awareness.
4. No admission on to the premises after 01.00am Monday to Saturday and 11.30pm on Sundays.
5. The licensee or designated premises supervisor shall be a member of the Coalville Pubwatch scheme or similar scheme whilst such a scheme is in existence.
6. The licensee and all door supervisors employed at the premises shall be registered by the Security Industry Authority.
7. The maximum capacity at the premises, including staff and performers, shall be limited to 200 persons.
8. Outside performances of live and recorded music shall end at 01.00am Monday to Saturday and 11.30pm on Sundays.
9. Performances of live music indoors shall be limited to only one bar.
10. Prominent, clear notices shall be displayed at the exits of the premises requesting customers to leave quietly.
11. The licensee shall introduce a policy requiring photographic proof of age for any sale that takes place where there is any suspicion that the customer is under 21 years of age.
12. Dancing, music or any other entertainment of the like kind which is not a public entertainment but is promoted for private gain (Section 2 of the Private Places of Entertainment (Licensing) Act 1967) may be provided without time restrictions.
13. The gate to the side of the premises shall remain closed but not locked to ensure customers enter the premises via the main front door only.

### **Annex 3 – Conditions attached after a hearing by the licensing authority**

# Annex 4 – Plans



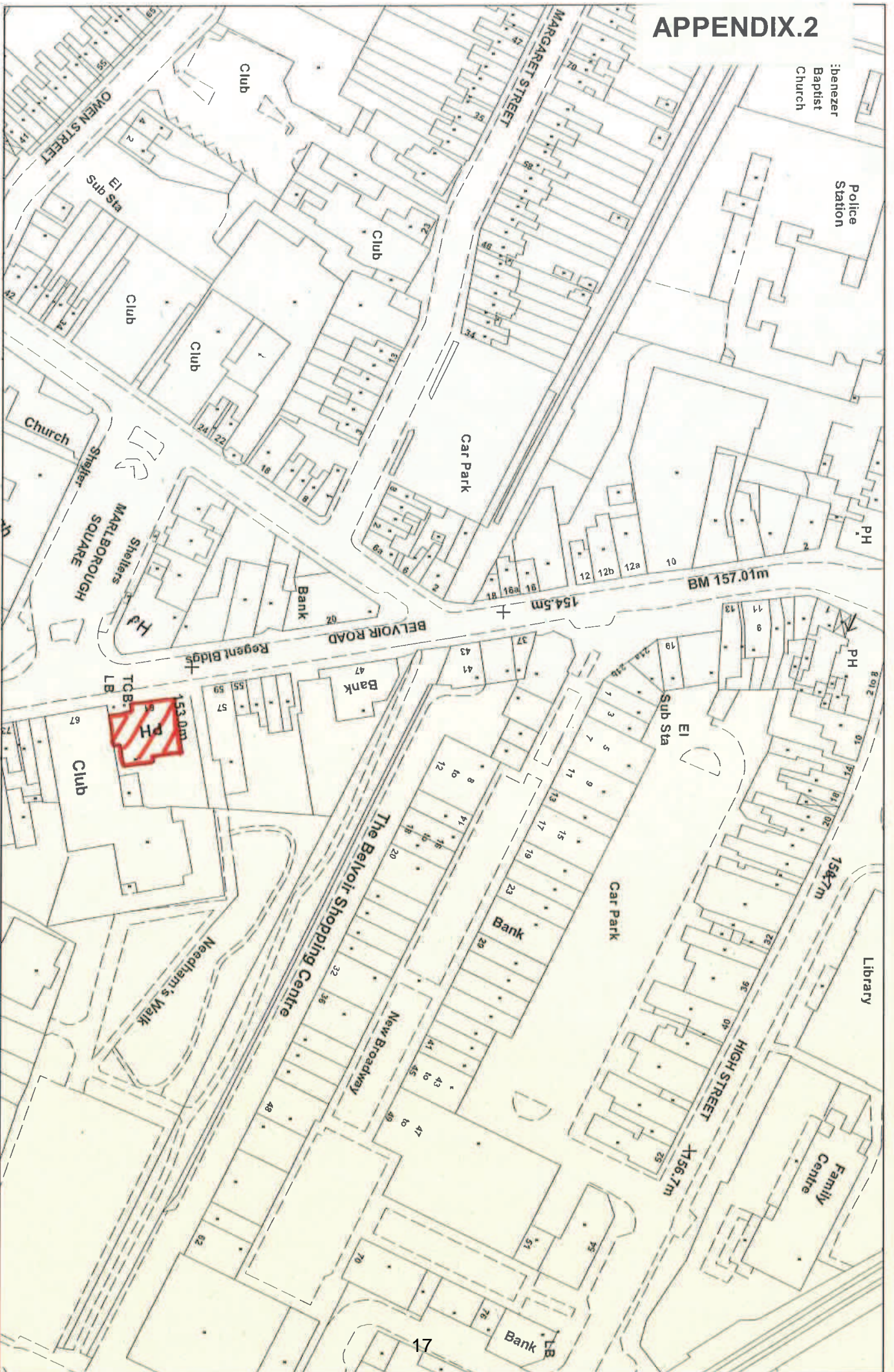
BUILDING SURVEYED AREA = 296.1 SQ. M

SCALE 1:100  
GROUND FLOOR

— = Consumption & Sale of alcohol & regulated entertainment. Late N. refreshment

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## APPENDIX.2



Reproduced from the Ordnance Survey map with the permission of the Controller of Her Majesty's Stationary Office © Crown Copyright 2000.  
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**Application for the review of a premises licence or club premises certificate under the Licensing Act 2003**

**PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST**

Before completing this form please read the guidance notes at the end of the form. If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary.

You may wish to keep a copy of the completed form for your records.

I Insp Nigel Rixon

*(Insert name of applicant)*

**apply for the review of a premises licence under section 51 of the Licensing Act 2003 for the premises described in Part 1 below (delete as applicable)**

**Part 1 – Premises or club premises details**

<b>Postal address of premises or, if none, ordnance survey map reference or description</b> 61 Belvoir Road Coalville Leicester LE67 3PD	
<b>Post town</b> Coaville Liecstershire	<b>Post code (if known)</b> LE67 3PD

<b>Name of premises licence holder or club holding club premises certificate (if known)</b> Engine
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<b>Number of premises licence or club premises certificate (if known)</b>
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**Part 2 - Applicant details**

I am

**Please tick yes**

1) an interested party (please complete (A) or (B) below)

- |   |                          |
|---|--------------------------|
| a) a person living in the vicinity of the premises                                  | <input type="checkbox"/> |
| b) a body representing persons living in the vicinity of the premises               | <input type="checkbox"/> |
| c) a person involved in business in the vicinity of the premises                    | <input type="checkbox"/> |
| d) a body representing persons involved in business in the vicinity of the premises | <input type="checkbox"/> |

2) a responsible authority (please complete (C) below)	<input checked="" type="checkbox"/>
--	-------------------------------------

- 3) a member of the club to which this application relates (please complete (A) ☐ below)

**(A) DETAILS OF INDIVIDUAL APPLICANT** (fill in as applicable)

**Please tick**

Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other title  
(for example, Rev)

**Surname**

**First names**

**I am 18 years old or over**

**Please tick yes**

☐

**Current postal  
address if  
different from  
premises  
address**

**Post town**

**Post Code**

**Daytime contact telephone number**

**E-mail address  
(optional)**

**(B) DETAILS OF OTHER APPLICANT**

**Name and address**

**Telephone number (if any)**

**E-mail address (optional)**

**(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT**

Name and address  Insp Nigel Rixon, Force Licensing Department Leicestershire Police, Mansfield House, 74 Belgrave Gate, Leicester LE1 3GG
Telephone number (if any) 101 Ext 4430
E-mail address (optional) licensing@leicestershire.pnn.police.uk

**This application to review relates to the following licensing objective(s)**

Please tick one or more boxes

- 1) the prevention of crime and disorder
- 2) public safety
- 3) the prevention of public nuisance
- 4) the protection of children from harm

<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>
<input type="checkbox"/>

**Please state the ground(s) for review (please read guidance note 1)**

I write in my capacity as Licensing Officer for the Leicestershire Constabulary on the authority delegated to me by the Chief Constable.

The Engine is a large public house in the heart of the town centre. It has been the scene of some significant disturbances involving violence, nasty assaults, drunkenness, disorder, sexual assaults and damage over the last several months. It has been a focal point for Crime & Disorder, Public Safety and Public Nuisance that impinge on the licensing objectives indicated above.

Highlighted below are a number of disturbing incidents that support a review of license for this premise.

1. ABH LN/00447/13-2 26/1/13 @ 1.15am

The suspect has hit the aggrieved in the face with a bottle causing injury. There have already been two calls regarding this alleged incident. The first complaint was from the suspect, claiming she had been sexually assaulted whilst in the pub by the aggrieved. She did not want any action taken but to log it. The aggrieved also rang in stating that whilst in the pub the suspect has approached him in the beer garden started an argument and then smashed a bottle into his face causing injury. The aggrieved later refused to formalise his complaint and the suspect also refused to complain re the alleged sexual touching. Assault was very evident with the IP bloodied and seen at the time by police officers. No CCTV of incident in pub.

2. Domestic LN/00887/13-6 23/2/13 @ 12.35am

Verbal altercation between partners after consuming too much alcohol. The argument related to his ex partner being in the same public house. Clearly refers to consumption of volumes of alcohol resulting in arguments and nuisance within the pub.

3. Indecency LN/01026/13-9 3/3/13 @ 12am

Victim and suspect go into cubicle in the female toilets in busy pub in order to take Cocaine. They kiss and suspect sexually touches the victim while in the toilet & tries to put his fingers into her genital area. The suspect is slapped and ultimately escorted out of toilets by door staff after a friend of the victim witnesses the incident and shouts for help. Both victim and suspect are seen on internal pub CCTV and described as drunk (knocking back shots and drinking beer). The victim is sexually touched on the bottom while at the bar by another male and does not react because of the amount of alcohol consumed. There is evidence of extreme lewd behaviour by the suspect prior to drug taking and assault (the suspect is seen on internal CCTV from the pub on at least three occasions gesturing towards the girl's vaginal areas with his fingers while squeezing his groin area). Evidence of drug use occurring in the premises and of a sexual assault.

4. Damage LN/01638/13-1 7/4/13 @1.10am

During argument in the Public House window of pub is broken. Offender later agreed to pay for damage although there was no complaint regarding any assaults. This incident involves drinking and disorder associated with this premises and that is clear from working sheets.

5. Section 5 POA LN/01906/13-4 26/4/13 @ 11pm

Suspect lets off a commercial smoke bomb in a crowded licensed premise causing harassment alarm and distress.

6. GBH with Intent LN/02675/13-4 09/6/13 @ 12am

Following a disagreement with door staff at the Engine the victim is followed and attacked from behind by a number of males. Having been told he was not allowed into the pub (due to being banned) at just before midnight the victim demands to speak with the landlord and is ignored by door staff and told to leave. The victim does appear to gesticulate at door staff and drops his trousers aiming his bottom at door staff. Sometime later (approx 1 ¾ hrs) the victim stumbles past the pub apparently drunk but the pub doors are shut. The DPS appears to run from a takeaway back to the pub and bang on the windows to attract attention. Five door men can be clearly seen to remove their security arm bands and all walk off together up Belvoir Rd towards Melbourne Street. A male believed to be the DPS's Son, hangs his head out of the window to the pub and gives the males a 'Thumbs up' sign. Of interest is the fact that the victim would have to walk from Bridge St and onto Melbourne Street to then cross Belvoir Rd to get onto Owen Street, where he lives. The victim is attacked a short distance away from pub and beaten senseless.

He sustains the following injuries:

1. At least x2 broken ribs
2. Black eye & heavily swollen
3. Numerous cuts and bruises all over his body.
4. Shoe print on his head.
5. Three front teeth missing
6. Cut to bridge of his nose

Door staffs have been arrested in respect of this assault and investigations are currently on-going. Police staffs attend the Engine some days after the assault and are told by licensee that their CCTV of the incident on the date in question had been wiped or deleted due to problems with the systems memory. Police were not invited to check the CCTV system and when the licensee was asked to provide details of the x5 door staff on duty at the time of the assault she only provided names of x4 door staff excluding the main suspect's name (a doorman) on duty at the time of this assault.

This offence is currently still under police investigation, with offenders still being questioned and a court file being presented to the CPS.

The Police wish to present CCTV evidence of this offence to the attention of the committee and the investigating officers, DC Rose, report.

7. Assault S39 LN/03192/13-4 22/6/13 @ 12.05am

Intoxicated suspect punches a female in the face within the Public House. The suspect was heavily intoxicated and taken home.

8. Assault S39 LN/03764/13-0 20/07/13 @1.30am

At material time aggrieved is on the dance floor with other friends. One of the friend's flicks her skirt up from behind and aggrieved takes offence pushing the male who later throws his drink over her. CCTV from within pub confirms the initial x3 lines of this summary. Both aggrieved and suspect push each other and a working sheet within this crime describes the suspect as extremely drunk. Interesting to note at the time the aggrieved claimed that she had been digitally penetrated after the suspect put his hand into her pants and then she then later changed her account several times. It is believed she was also drunk but she refused to discuss the incident with police when spoken with. Internal CCTV had to be relied upon and did not show what the suspect claimed about penetration. Nevertheless this incident involved drunkenness within the pub. The aggrieved did not wish to follow the complaint as the suspect apologised to her sometime after the event and she was happy with this.

9. Sec 5 Public Order LN/4626/13-9 25/08/13 @1.45am

Suspect is ejected from the Engine PH after refusing to pay for his drink and for calling the landlady a "fat slag". It is clear within working sheets the suspect was drunk. Once in the street the male continues to shout and swear causing distress to others members of the public. The male refuses to calm down or stop swearing and continues swearing at the top of his voice. He is arrested for S5 POA, taken to his home after calming down and removed and dealt with by fixed penalty notice several days later. The suspect fully accepts what he did was wrong and was willing to pay his fine. Evidence of disorder and drunkenness in the pub.

10. Disorder - Storm Incident (LEP-310813-0836) 31/08/13 @ 11.45pm  
(Male with Knife in Pub)

This incident involved a banned male who had been drinking in the pub. The male became extremely aggressive and claimed he had a knife threatening to stab another male. Door staff reported the incident and Police attend. Police arrived and the suspect (banned male) was brought out of the pub by door staff in a drunken state. No weapon was located after this male was searched. This male was then allowed to return into the pub despite being banned.

At 1.30am the next morning (1 ¾hrs later) Police were called by council CCTV to the Engine again to be greeted by a group of approximately 30 persons arguing in the street outside the pub. There is extreme anti police reaction and the DPS shouts abuse at the Police claiming it is their fault for attending. The DPS was challenged about her conduct and why police were called and quickly shut up.

The DPS is complicit in her conduct and was anti police with others in the group. (See supporting evidence from Sgt 1296 Tugby BC4 and statements from Sgt's 1296 & 758 Gosling). Evidence of significant disorder.

11. Theft LN/04655/13-8 01/9/13 @ 1.30am

Aggrieved has her handbag stolen containing purse, mobile and bracelet? Aggrieved then gets purse and phone handed back the following day allegedly found in a bin opposite the pub. Internal CCTV from the pub shows two possible female suspects and at 1.55am the same night there is recorded trouble outside the pub which is seen on council CCTV and mentioned within working sheets on the crime report.

From working sheets on this crime Police staffs visit CCTV at Coaville and check the CCTV from the night of Sunday 1st September. At approximately 01:55 there is some trouble outside the Engine as the clients are leaving and the CCTV follows the people involved and monitors them. The CCTV controller said that while the incident was happening out side the Engine there was complete radio silence from the Engine and if the incident with the bag had been called up then he could have tried to look out for it. Evidence of disorder, nuisance occurring outside the pub but not being reported.

12. Affray LN/4895/13-8 13/9/13 @ 2.20pm

Male enters pub and calls another customer inside out to the back of the pub where he attacks this male by punching in the head. The suspect then lets another male through a door into the back of the pub and this male also punches the victim. Both suspects are asked to leave by door staff and they do. The victim returns to the bar with door staff who then allows him to leave without obtaining any contact details or account from this person. Suspects are allowed to leave by door staff rather than consider contacting Police. Incident picked up using council CCTV and was NOT reported by door staff or pub.

\*\*\*\*\*

On the 21st August 2012 the DPS was given a written warning concerning a significant number of incidents involving, violence, disorder and nuisance occurring at her premises. This letter was also sent to NWLDC licensing department and appears within this bundle for examination. It includes details of those incidents in 2012 that show clear breaches of the licensing objectives and disgusting behaviour.

While it is clear the DPS may have taken steps in replacing door staff following the warning letter it is clear from the above x11 examples that matters have not improved with most of the latest incidents involving Drunkenness, GBH, Disorder, Violence, Drug Use, Sexual Touching, and Public Order. The examples in this review hearing highlight to the committee a significant diminution of x3 of the licensing objectives.

By way of further example to the committee evidence from Leicester Police Counties Intelligence Analyst (Helen Dawson) shows during a 9 month period from Jan – Sept 2012 compared to the same period in 2013 there was an increase of reported incidents occurring in and around the Engine PH on STORM (police reporting systems).

These incidents were not necessarily recorded as crimes or noted on Leicester Police licensing website (a system known as INNWEB). A summary of each incident (x17 in total) mentioned by our analyst also appears within this bundle and supports the fact these incidents did occur & were recorded against this establishment.

Interestingly many of them relate to matters involving fights occurring outside the pub, drunkenness inside resulting in arguments as well as nuisance and exposure due to drunkenness. One of the x17 incidents does not appear to relate to this public house and can be discounted although nevertheless x16 of these incidents still demonstrate to the committee evidence that does not support the licensing objectives.

In x11 of the above examples (ignoring point 2 concerning a domestic argument which is not a crime) this review demonstrates a complete disregard of the licensing objectives and is the licensee's lack of responsibility in supporting these objectives has warranted this review.

Cont.

**10. STORM INC. LEP070513-0589 17:06**

**Violence against person / Assault**

Complainant – Identified caller and Tel number.

Incident relates to an assault that took place outside the location and does not actually relate to the Engine Public Hse. Assault takes place following fall out between 2 x 13yr old girls.

**11. STORM INC. LEP110513-0054 02:03**

**Violence against person / Fight**

Complainant – CCTV

CCTV reporting a fight at the location between a group of males. Males identified by name. Police attend but no-one makes themselves known. Lots of people in the area and are now dispersing.

**12. STORM INC. LEP240513-0648 18:10**

**Male exposing**

Complainant – TV06

CCTV reporting that whilst a male was being ejected he exposed himself to staff. Police speak with staff at Engine Public Hse and they are happy that it be dealt with by way of sentinel report. 11562 refers.

**13. STORM INC. LEP160613-0048 01:00**

**Kicking door**

Complainant – TV06

CCTV identifies 2 persons kicking at the door of the Engine Public Hse. Police attend and identify the 2 persons (a male and a female). They were refused entry but they weren't happy with this. They wanted to use the toilet facilities. No damage and nothing to constitute a public order offence. No further action.

**14. STORM INC. LEP300613-0128 02:23**

**Unconscious male**

Complainant – TV06

CCTV reporting that there is male passed out on the floor outside the Engine Public Hse. CAS await police to attend so they can give first aid. Male heavily intoxicated and taken home by Police. No further action.

Cont.

**15. STORM INC. LEP070713-0902 21:42**

**Males refusing to leave**

Complainant – Sarah Booth DPS

Caller reporting that 2 males are getting aggressive after being asked to leave. Treated as a grade 1 as scuffle can be heard in the back ground. Drunk male not happy at being 'manhandled' by the DPS. He also calls in to say that he is the victim and is not happy that he has been treated as the offender. No further action taken.

**16. STORM INC. LEP070713-0922 22:05**

**Caller assaulted by landlady**

Complainant – Identified male with Tel number.

Caller reporting relating to incident 922 (above) stating that he was 'manhandled' by land lady and she has pushed him over a low wall and he has hurt his back. Police attend location and view CCTV which shows the male clearly intoxicated causing a problem refusing to leave. Police final update is that the male is the instigator. No further action required.

**17. STORM INC. LEP090813-0892 23:48**

**Threats re car**

Complainant – Identified male with Tel number

Caller reporting that he is the Engine Public Hse and he has received a threats following the suspect contacting his girlfriend. He waited outside the pub for the fight but then received a threat from the suspect that 'he knew where his car was and was going to damage it.' Caller believes that the suspect is going to damage his car and wants Police to attend the location of the car. Not enough detail to attend at this stage as male not clear on how this is taking place so male advised to return to the car. Male later attends FEO and states he does not want Police involvement and the car has not been damaged. No further action required.

Our Ref: GT/jb  
Date: 21 August 2012  
Ask for: PS 1084 Graeme Thomson  
Ext: 3167

Sarah Booth  
The Engine Public House  
61 Belvoir Rd  
Coalville  
LE67 3PD

Dear Sarah

**The Engine Public House**

I am writing to confirm our conversation last week where you attended the police station along with Catherine Ridgway from North West Leicestershire District Council. I have also copied in Mr Garch and Mrs Garcha as they hold the premises licence for the property.

In summary of a fairly lengthy meeting I felt I needed to make you aware that there have been 6 recorded incidents that have come to my attention since the Engine reopened in March 2012. These incidents have generally been about the behaviour of your clients when leaving the premises as well as a fight inside where a customer also had her bag stolen.

We then turned to the events of the evening of 21/7/12 into 22/7/12. These incidents were shown to you as they have been recorded on the Town Centre CCTV system and were as follows.

- 1) A clearly drunken male was seen leaving the premises and ran across the road at about 7pm. A short time later (19.06hrs) he returned, being assisted to stand by a member of the public. He was helped in to the doorway of the Engine and left there. The male then spent a further hour in the premises and was seen again at 20.08hrs crossing the road again. He enters the "Monkey Walk" but leaves very soon afterwards.
- 2) At 20.10 the same male leaves the Monkey Walk and runs across the road back to the Engine, waving his arms in an aggressive manner towards the door supervisor (identified by you as [REDACTED]).
- 3) [REDACTED] steps up to this male and punches him twice rapidly with his right hand to the side of his head causing him to fall and roll in to the road.
- 4) A second door supervisor [REDACTED] stands over the male and makes no attempt to assist him despite a van needing to drive around him. The male gets to his feet unaided but then staggers off up Belvoir Road, twice staggering in to the oncoming traffic causing 2 cars to have to stop to avoid him. The male then sits down in a nearby doorway.

- 5) At 20.22hrs the male returns to speak to the doorstaff. He appears to be attempting to apologise. A customer dressed in a sailor outfit comes out of the pub and chats to the male and also to [REDACTED]. He then beckons to the male and walks off with him. After a few moments he persuades the male to follow him down the alleyway next to the pub and out of sight of CCTV.
- 6) At 20.23 [REDACTED] positions himself so he can see down the alleyway. He is seen to laugh and then go back to the door. The sailor suited customer immediately returns and is seen to shake the hand of one of the two door staff before re entering the pub. Another male in a sailor suit comes out and has a look down the alley, and the original "sailor" also comes out as if to see what has happened.
- 7) At 20.25 the male staggers out of the alleyway back on to Belvoir Rd and has to hold on to a lamppost for support. His face is covered in blood. He staggers around for a few moments and then disappears back down the alley. Customers are seen to go and have a look, as does [REDACTED] but no assistance appears to have been offered. He is found by a police patrol and transported to hospital.
- 8) At 00.03 on 22/7/12 there is a report of a fight involving 6 males from CCTV having been called in by the Engine doorstaff. This fight occurs out of sight of CCTV down the same alleyway but is watched from the street by you, [REDACTED] and [REDACTED]. You have confirmed to me that the males had been drinking in the pub and that the fight had spilled outside. The police attended and dispersed these males from the area.
- 9) At 00.27 hrs a male was dragged out of the pub by 3 doorstaff [REDACTED] [REDACTED] and one other). Whilst the other 2 let go at the pavement [REDACTED] carries on dragging the male, who was off his feet, by the wrists and then the back of his shirt along the pavement in front of the pub and then right round the corner down in to the same alleyway. You are present at the time and [REDACTED] can be seen at the corner letting the male go and walking off, leaving you to deal with the situation. The male then talks calmly to you!
- 10) There follows several minutes of heated discussion in the street between a variety of people – this is likely to have been a significant noise nuisance.
- 11) At 01.14hrs a large group of people exit the pub. After a few moments one of the customers is seen to be chased back in to the pub by another customer. The second customer drags him out of the doorway by his shirt, removing it completely and taking the man to the ground. Several people then join in kicking and punching the man on the ground including one male who kicks the male on the ground to the head. This incident carries on for several minutes including a customer of the Engine stopping a car that appears to be involved in some way and punching the passenger through the open window.

I have stated to you that had you received a warning from the police regarding the incidents prior to 21/7/12 then the events of that evening would have led to us applying for a full review of your licence. As there had been no previous warning then please consider this to be a formal warning as to the future conduct of the Engine Public House. Any repetition of these events within the next 12 months will lead to an application for review. I must also advise you that the video evidence will be retained and presented at any such review.

# LEICESTERSHIRE CONSTABULARY



FROM: Ps 1296 TUGBY

TO: Ps 531 Watson

REF:~ Engine Public House

DATE: 01/09/13

Mark,

On Saturday 31<sup>st</sup> August 2013 we experienced some concerning disorder, emulating from the clientele at the Engine PH.

At 23.45hrs, the initial incident (LEP-310813-0836) relates to a call from the door staff via Pub watch radio, reporting three males outside the location, one of which was believed to be in possession of a knife. On our arrival a male standing on street outside, namely [REDACTED], ran off from police, but was detained on Marlborough Square. [REDACTED] appeared to be under the influence of drink or drugs and was searched but nothing was found. It would appear according to [REDACTED] (who is banned from the premises) that he became involved in an argument with two customers inside the pub, whilst he was standing outside the main door. During the argument one of the males, namely [REDACTED] threatened to stab [REDACTED] which prompted the call.

I spoke to door staff whilst other officers dealt with [REDACTED] (full details of staff not known at the time). They went into the Engine and brought out [REDACTED] who was drunk. [REDACTED] was searched and nothing found and then allowed to re-enter the premises by door staff. [REDACTED] was vague about the details of the incident other than to say he'd had an argument with a male.

About 01.30hrs on Sunday 1<sup>st</sup> September we received a further call via TV06 stating a couple were arguing in the street. Myself and Pc 3035 Bell attended but everything appeared to be in order. Shortly afterwards we became aware of a group of approximately 30 people directly outside the front door of the premises were arguing and a number appeared to be "squaring up to each other". On our attendance the whole group were very anti towards our presence and there appeared to be a number of separate arguments and confrontations between individuals, predominantly female parties of

the group. The male counterparts of the females would then become involved. I intervened in one of the arguments between two females to be approached by the boyfriend of one namely [REDACTED] who was extremely anti-police telling me to keep my hands off his girlfriend. [REDACTED] was initially detained and put in the back of a police van in an attempt to diffuse the situation and prevent a further breach of the peace. This appeared to have the opposite effect with a large group surrounding officers and basically being obstructive, either filming officers with mobile phones or questioning the legality of our actions. Several attempts were made to disperse the crowd but due to the lack of numbers of officers and the stubborn intent of individuals we were struggling to contain the situation.

A second incident shortly afterwards whereby baton strikes and Captor deployment were utilised are documented in the attached statements from myself and Ps Gosling. For info [REDACTED] was released eventually when the disorder was eventually resolved.

Whilst dealing with the main incident I became aware of a female standing in the doorway of the Engine with the door staff observing the proceedings. I assumed the female was the licensee having seen her briefly whilst dealing with the knife incident and also around the premises on previous occasions. As I approached the door staff in the midst of the disorder the female said,

" IT'S YOUR FAULT WHY THIS HAS HAPPENED. IT'S BECAUSE THE POLICE ARE HERE, WHICH CAUSES THIS, EVEN THE LICENSING SERGEANT TOLD ME THAT"

I asked the female if she was the licensee and she confirmed this. I then went on to question her if was not in some way due to the amount of alcohol she had served her customers. The female declined to comment. I then mentioned the previous incident involving the knife and the licensee stated that the parties involved were not in her pub as one of them was banned. I pointed out that one of the males involved came out of her premises and was allowed back in by her staff, following our attendance. The licensee declined to comment and our conversation ended abruptly on my part having informed her that I would also be speaking to the licensing Sergeant.

I am aware of the highlighted concerns within the LPU regarding policing Coalville town centre. I would therefore like to add that the normal tactics deployed in similar situations had little or no effect. In my opinion if our aim is to police similar situations I feel that we will need to implement a robust policing initiative which from my experience will need to be heavily staffed initially in order to be able to instil a more congenial reaction towards police intervention. Both myself and Ps Gosling have never experienced a more intimidating

or such an adverse reaction towards our presence. It is difficult to explain the situation other than to say the groups actions were mainly on mass "passive resistant" until police intervention took place whereby the aggressiveness heightened.

I feel that management of these premises places a severe level of risk towards officer safety and unless immediate licensing intervention is available, the level of recorded violent crime will significantly increase.

Yours Respectfully Pat Tugby

Crime Ref:

**RESTRICTED (when complete)**

Custody Ref

**Not Disclosable**

MG11

Master URN

Page 1 of 2

## **WITNESS STATEMENT**

**Criminal Procedure Rules, r 27. 2; Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B**

URN

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Statement of: Patrick John TUGBY

Age if under 18: Over 18 (if over 18 insert 'over 18')

Occupation: Police Officer

This statement (consisting of 23 page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false, or do not believe to be true.

Signature:.....

Date: 01/09/13

I am Police Sergeant 1296 Tugby of the Leicestershire Police currently stationed at Coalville Police station. On Sunday 1<sup>st</sup> September 2013 I was on uniformed mobile patrol in the company of Pc 3035 Bell. About 01.30 hours on the same day we attended Belvoir Road Coalville outside the Engine Public House. On our arrival there was a crowd of approximately 30 or 40 people on the street who were leaving the premises. Whilst at this location we dealt with a number of public order incidents and were joined by a number of other officers including Ps 758 Gosling. The majority of the group appeared drunk and were extremely volatile and very anti towards our presence. On several occasions we tried to clear the street but due to the volume of people and the lack of police presence we were having difficulty controlling the situation. A number of individuals approached us and became verbally abusive and were generally antagonistic towards the officers present.

About 02:00hrs we withdrew from the area slightly keeping the area in view in an attempt to allow the situation to diffuse. However, shortly afterwards we received a radio communication regarding a further disturbance on Belvoir Road near to the junction with Jackson Street. Whilst dealing with a group of about ten people who were being extremely rowdy I became of Ps Gosling approaching a male, who I now know to be [REDACTED] who was standing within the group in front of a Restaurant at the entrance of Jackson Street. I followed Ps Gosling as he approached [REDACTED] I noticed that [REDACTED] was staring directly at Ps Gosling with head back, his chest protruding and was clenching and unclenching his fists which I interpreted as warning signals. Ps Gosling took hold of [REDACTED] arm and informed him that he was being arrested on suspicion of assault. At this point [REDACTED]

Signature: .....

Signature witnessed by: .....

Continuation of Statement of: ,

lunged forward taking hold of Ps Gosling's upper body. At the same time the group around us became very aggressive towards us and all move in closer surrounding us. At this point I was fearful for my own safety and that of Ps Gosling and I was aware that Ps Gosling had drew his ASP and I heard him shout "back" several times to [REDACTED] and the group as he continued to attempt to hold [REDACTED]. At this point I removed my Captor and shouted "SPRAY" and discharged the Captor towards [REDACTED] face for a couple of seconds. This caused [REDACTED] to bend forward clutching his face but the remainder of the group were still coming towards us approximately 3 feet from our location. At this point Ps Gosling shouted "BACK" and administered a baton strike to the lower limb area of the approaching crowd. At the same time I pointed my Captor towards the group who began to retreat slightly. During this I was aware of Pc Bell and other officers approaching, who detained [REDACTED]. At 04.00hrs I completed this statement which I produce as my original notes.

Signature: .....

Signature witnessed by: .....

Crime Ref:

RESTRICTED (when complete)

Custody Ref

Not Disclosable

MG11

Master URN

Page 1 of 2

### WITNESS STATEMENT

Criminal Procedure Rules, r 27. 2; Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B

URN

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Statement of: Shaun Michael GOSLING

Age if under 18: Over 18 (if over 18 insert 'over 18')

Occupation: Police Officer

This statement (consisting of                      page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false, or do not believe to be true.

Signature: .....

Date: 01/09/13

I am Police Sergeant 758 of the Leicestershire Police. On Sunday 1<sup>st</sup> September 2013 I was on uniformed duty. I was on Belvoir Road Coalville. It was about 02:20hrs. There were several groups of people around, and there had been disorder in the vicinity, the CCTV controller had informed us that people had started fighting. I was clearing the street of individuals to prevent a breach of the peace. Whilst doing this a female I now know as [REDACTED] came to me, she kept saying " I HAVE BEEN HIT" I could see that she had an injury to her nose, she had blood around it. I said to her "Who did that to you are they still here?" [REDACTED] said to me, "YES HE'S OVER THERE." She walked with me and pointed out a male, who I now know to be [REDACTED] of [REDACTED] I approached Mr [REDACTED] He was against a shop front, on the junction of Jackson Street, and Belvoir Road. There was a group of around seven to ten people with him. Tensions were high from the group as they were shouting and being rowdy. As I approached, Mr [REDACTED] was displaying warning signs, he was staring directly at me standing tall. When I got to him, I said "I am arresting you on suspicion of assault." I went to grab hold of his shirt, as he was now displaying danger signs, his head had dropped and he was staring at me. He said "NO YOU'RE NOT". As I have grabbed hold of his shirt he has immediately pulled back actively resisting, but then gone towards me, lunging forward. He was pushing from the group towards me, I felt in fear of being attacked by Mr [REDACTED] and also the group of people that were around me. Mr [REDACTED] has then grabbed at my stab vest. I felt extremely vulnerable and in fear of being attacked by the group as well as Mr [REDACTED] I have drawn my ASP, due to the risk of violence. I was aware that other officers were in the vicinity and they also went to take

Signature: .....

Signature witnessed by: .....

Continuation of Statement of: ,

hold of [REDACTED]. I heard an officer shout "Spray." At this point [REDACTED] has been sprayed by another officer with Captor2 spray. The crowd around us were shouting, I have been aware of a male from the corner of my eye coming towards me, this male was white, wearing a red t-shirt, of a slim build. I clearly shouted "Get Back" several times. However the male continued to come towards me, I had no idea of his intentions but I believed as he was coming towards me and the officers who were now containing [REDACTED] that this male would attack me or the other officers. With this I have swung my ASP in his direction. I am not sure if it connected with him or not, but the male then withdrew. The crowd were still within close confines and I have continued to push people back in order to give ourselves a safe area. At this point officers have been able to get Mr [REDACTED] to one side and he was treated for his exposure to the Captor spray. Once other officers have arrived and the crowds had calmed down more I have spoken with Mr [REDACTED] in the rear of the police van. It was about 0230hrs. I said to him, "You are under arrest for an assault." He replied "WHAT ASSUALT" I said "A female has stated that you have hit her nose." Mr [REDACTED] replied "OH OK I UNDERSTAND" I cautioned Mr [REDACTED] and informed him his arrest was necessary for a prompt and effective investigation. I Have then also said "I am arresting you on suspicion of resisting arrest." Again cautioned him and informed him his arrest was necessary for a prompt and effective investigation.

Mr [REDACTED] was then conveyed to Euston Street Police Station, by other officers.

Signature: .....

Signature witnessed by: .....

DCC 6  
**Please ask for Mrs Rashmita Nathu.**  
Tel 0116 222 2222 Ext. No. 4338  
E-mail address: [Licensing@leicestershire.pnn.police.uk](mailto:Licensing@leicestershire.pnn.police.uk)

Our Ref: **PID 8529**

14 October 2013

**Private & Confidential**

Ranjodh Garch & Manjinder Garcha  
32 Chestnut Avenue  
Bromham  
Bedford  
MK43 8GE

Dear Sir/Madam,

**Re: Police Review of a Premises Licence Under Sec 51 of the Licensing Act 2003 – Engine, 61 Belvoir Road, Coalville, Leicester, LE67 3PD.**

Please find enclosed copies of our **Police Review** for the above Premises Licence under Sec 51 of the Licensing Act 2003.

Yours faithfully

Rashmita Nathu  
Licensing Assistant

RESTRICTED (when complete)

## LEICESTERSHIRE CONSTABULARY

## Witness Statement

CJ Act 1967, s.9; MC Act 1980, ss.5A (3) (a) and 5B; Criminal Procedure Rules 2005, Rule 27.1

URN 

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Statement of: **Graeme Colin Thomson**  
 Age if under 18: **OVER 18**  
 Occupation: **T/Insp 1084**

This statement (consisting of 1 page(s), signed by me) is true to the best of my knowledge and belief. And I make it, knowing that if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it, anything, which I know to be false or do not believe to be true.

Dated: 15/10/13

Signature: \_\_\_\_\_

Tick if witness evidence is visually recorded ☐ (supply witness details on rear)

I am Temporary Inspector 1084 Thomson of the Leicestershire Police currently stationed at Force Headquarters.

Prior to my temporary promotion I held the position of Safer Neighbourhood Team Sergeant at Coalville Police Station. As part of that role I was responsible for licensing matters, particularly in Coalville Town Centre.

I have been asked to comment on a statement allegedly made by Sarah Booth, the Designated Premises Supervisor of The Engine Public House, Belvoir Rd, Coalville during an incident of disorder outside her premises on Saturday 31<sup>st</sup> August 2013 just after 23.45 hrs. This statement was "IT'S YOUR FAULT WHY THIS HAS HAPPENED. IT'S BECAUSE THE POLICE ARE HERE, WHICH CAUSES THIS, EVEN THE LICENSING SERGEANT TOLD ME THAT".

I believe that I am the person referred to in this statement as I have had several conversations with Sarah Booth regarding the policing of the streets when her pub closes. I did make the point on one occasion when I met her and her partner Gary at The Engine that there are occasions where police presence can antagonise people who have had a drink and that there is a fine line in public order policing between providing a presence to reassure the public and the police becoming a target for abuse that would not have happened had we not been there. This was in direct response to a request from Sarah to have police outside at closing time as there had been a series of incidents and I was visiting her to remind her that the behaviour of her customers was her responsibility.

Signature:..... Signature witnessed by:.....

RESTRICTED (when complete)

In the incident in question my comment has been taken out of context as I believe that the police were called when an incident had already started so were clearly not the catalyst for the disorder that occurred. Once police officers are present and disorder is occurring then they must deal with it.

Graeme Thomson  
T/Insp 1084  
Counties Response Inspectors

Signature:..... Signature witnessed by:.....

RESTRICTED (when complete)

## PUBLIC HOUSES ON BELVOIR ROAD/MARLBOROUGH SQUARE, COALVILLE

A report was commissioned in September 2013 to evaluate crime and incidents occurring at the Engine PH, Belvoir Rd, Coalville. This report highlighted themes of violent crime and increasing anti-social behaviour linked to the premise, compared to the previous year.

To put this report in context, further work was commissioned to evaluate other similar pubs in the area to highlight whether this issue was unique to this particular licensed premise or was the product of a general alcohol fuelled violence/ASB issue in Coalville town.

This report should be read in conjunction with the 'Engine Public House' report.

### Methodology:

- Crime and incidents were considered that occurred in or just outside four key comparison premises:

**Monkey Walk**, Marlborough Square, Coalville

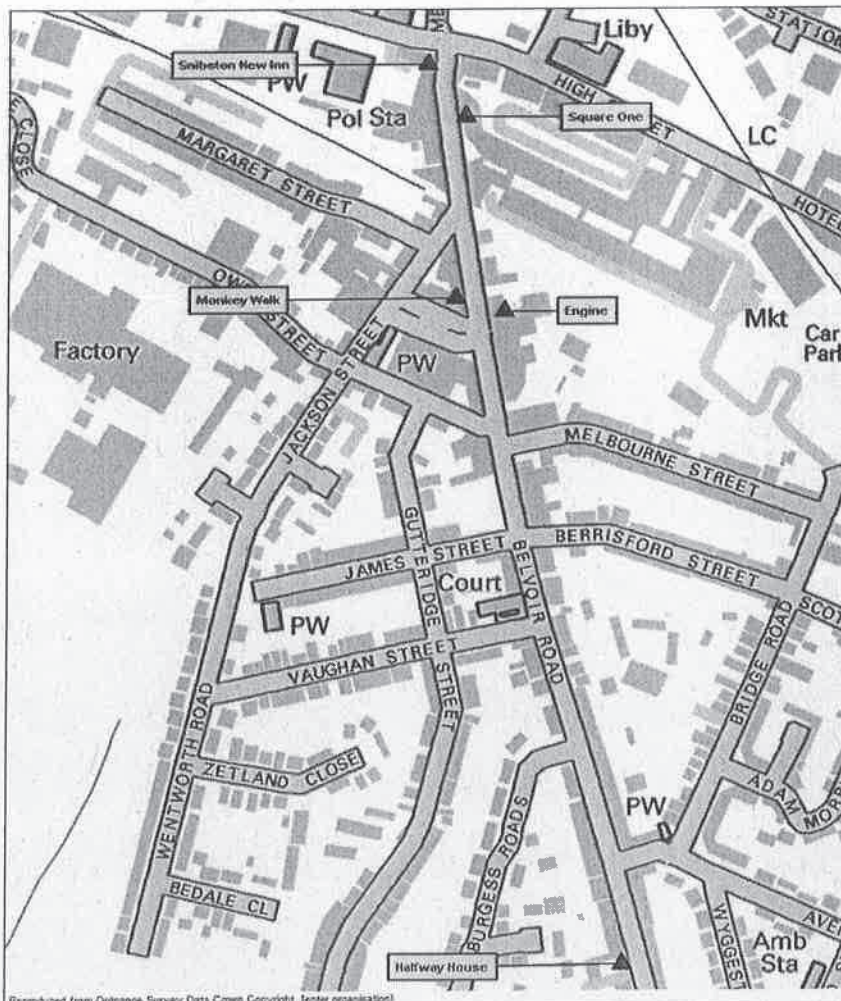
**Square One**, Belvoir Road, Coalville

**Snibston New Inn**, Belvoir Rd, Coalville

**Halfway House**, Belvoir Rd, Coalville.

- The period 09/01/13→09/09/13 was compared to the same period the previous year.
- CIS and STORM incidents were considered.
- Incidents also recorded onto INNWEB were also looked at for additional incidents of note.

### Locations:



Findings:

**CRIME in and around the Monkey Walk, Marlborough Sq, Coalville**

	2012	2013
Assaults		5
Damage	1	
Indecency		
Public Order		1
Theft/theft person		
Theft cycle		
<b>TOTAL</b>	<b>1</b>	<b>1</b>

Very little crime recorded at the premise. Crime for 2013 detailed:

**LN01546132** – 02:35hrs 07/04/13 – Section 5 POA – abusive language, shouting swearing

**Incidents**

STORM incidents not recorded as a crime or on INNWEB:

2012	2013	% Change
14	7	-50%

Although 2012 highlights a significant number of incidents, progress has been achieved in 2013, with a significant reduction for 2013 by 50%. Details of current year incidents not already covered by a crime report:

Incident	Date and Time Opened	Call Type Description (Final)	Description
LEP-270513-0783	27/05/2013	BREACH OF THE PEACE	MALE REFUSING TO LEAVE THE LOC
LEP-130713-0111	13/07/2013	CONCERN FOR SAFETY	INJURED MALE
LEP-230513-0363	23/05/2013	CRIME OTHER	POSSIBLE WANTED MALE - THREATENING
LEP-020613-0199	02/06/2013	INTELLIGENCE	LARGE GROUP ATTENDING
LEP-160413-0173	16/04/2013	INTELLIGENCE	POSS FOOTBALL TROUBLE
LEP-300813-0426	30/08/2013	OBSERVATIONS	MALE WITH DRUGS
LEP-120113-0458	12/01/2013	VIOLENCE AGAINST A PERSON	ASSAULT

**INNWEB**

- No visits in the last 12 months
- Incidents: 1 in the last year – compliance visit

**CRIME in and around the Square One, Belvoir Rd, Coalville**

No crime, incident, or InnWeb details were found for Square One.

### CRIME in and around the Snibston New Inn, Belvoir Rd, Coalville

	2012	2013
Assaults	4	1
Damage	1	1
Indecency		
Theft/theft person	2	
Theft cycle		
<b>TOTAL</b>	<b>7</b>	<b>2</b>

Significant decrease of crime recorded for Snibston New Inn, particularly in relation to violent crime. Details for crime recorded in 2013:

LN02547131 – 22:20hrs 01/06/13 – common assault – argument in pub

LN03355131 – 21:20hrs 27/06/13 – criminal damage – throwing beer glasses

### Incidents

STORM incidents not recorded as a crime or on INNWEB:

2012	2013	% Change
8	2	-75%

Again, reduction noted for reported incidents at this premise. Incident details for 2013:

Incident	Date and Time Opened	Call Type Description (Final)	Description
LEP-010613-0775	01/06/2013	ANTI SOCIAL BEHAVIOUR	ASB GROUP OF DRUNKEN PERSONS
LEP-010813-0349	01/08/2013	SUSPICIOUS PERSON	DRUNK MALE - approaching people, offering people out for fight

### INNWEB

- No visits in the last 12 months
- Incidents: 3 in the last year:

20/06/13 – compliance visit

22/06/13 – visit

01/08/13 – ASB – drunken male

### CRIME in and around the Halfway House, Belvoir Rd, Coalville

	2012	2013
Assaults	1	
B/OTD		1
Damage		1
Indecency		
Public Order		1
Theft/theft person		1
Theft cycle		1
<b>TOTAL</b>	<b>1</b>	<b>5</b>

Increase noted in crime occurring at the Halfway House. However, low violent crime recorded, most offences linked to theft/damage incidents:

- LN00896137 – 19:30→23:30hrs 22/02/13 – theft cycle
- LN01809136 – 20-21/04/13 – criminal damage to motor vehicle – parked in pub car park
- LN02042131 – 18:45hrs 05/05/13 – Affray – altercation in beer garden

- LN04080133 – 19:00hrs 02/08/13 – theft – mobile phone
- LN04085138 – 00:01→09:15hrs 05/08/13 – Burglary – contents of till and gaming machine stolen

#### **Incidents**

No STORM incidents recorded which are additional to the recorded crime.

#### **INNWEB**

- No visits in the last 12 months
- Incidents: 1 in the last year – 07/12/12 – request from pub to assist with ejections

In conclusion, all the researched comparison public house saw an overall decrease in crime or incidents in 2013, or at the very least in the case of violent crime. In comparison, the Engine PH over the same reported period saw an increase in recordable violent crime by 20%, and reported incidents by 143%.

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## CLARE STORER

**From:** Simon Parrott [Simon.Parrott@sharmanlaw.co.uk]  
**Sent:** 11 November 2013 16:57  
**To:** CLARE STORER  
**Subject:** The Engine public house, 61 Belvoir Road Coalville  
**Attachments:** Review of Premises Licence - 11.11.13.doc  
**Importance:** High

Dear Ms Storer

I write following our telephone conversation this afternoon and confirm that I act for the Premises Licence holders of this property, Mr & Mrs Garcha

I attach Mr Garcha's statement which we would like to be taken into account by the Licensing Committee when considering the Review application made by the Police

I should be grateful if you could acknowledge safe receipt please

Regards  
 Simon Parrott

For and on behalf of Sharman Law LLP



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**REVIEW OF PREMISES LICENCE FOR  
THE ENGINE PUBLIC HOUSE  
61 BELVOIR ROAD  
COALVILLE  
LEICESTER  
LE67 3PD**

**STATEMENT OF MR RANJODH GARCHA**

**Background**

The Engine Public House was purchased by father and mother and myself and my wife, Manjinder Garcha, in March 2011. We run a property investment partnership known as Garchas Nest. Garchas Nest has a small property portfolio which we have built up over the last 5 years or so. Our background has been based in the retail business. My father and mother ran a successful shoe shop until late 2012. My wife and I have run a number of successful small supermarkets. We currently run a successful fish and chip shop in Kempston, Bedfordshire, and I also manage refurbishment of properties.

We own one other property in Coalville, 10-12 High Street, which we purchased from the Quicksilver Gaming Group. We converted that property into two shop units and flats above.

When The Engine Public House came onto the market in January 2011, I could see a possibility of developing it into shops and flat accommodation. My discussions with the selling agent suggested that the pub company that owned it, Enterprise Inns, had let the premises run down and it had not traded successfully. It had been closed for some month by them. We made a successful bid to purchase the property and it was my intention to apply for planning permission to convert it into shops with flats above. I had some initial plans drawn up.

However, in 2011 I was approached by Catherine Ridgeway from the North West Leicester District Council's licensing department who tried to persuade me to keep the property as a pub. I think she felt that it would be better for Coalville town centre. I was not keen on the idea because we wanted to develop it and turn it into a property which was like the rest of our portfolio. We didn't own any other pubs in our portfolio and whilst my wife and I had previously had an off licence premises, we certainly did not want to run a pub ourselves. I was concerned that because The Engine had not been financially successful it would be difficult to justify letting it out to a tenant. However, I was happy to listen to the council's Licensing Officer and try to support the council in its plans for Coalville if possible. I suggested that she should recommend potential publicans to me and I would consider the position.

I saw a number of potential tenants. These included the publican of a nearby pub, The Red House. I was not impressed with any of those potential tenants, but then in about September 2011 the Licensing Officer suggested that I should speak to Sarah Booth. She

explained that Sarah was an existing landlady of another pub in Coalville, the Halfway House and was highly recommended by the Licensing Officer as someone who took a responsible attitude to running her pub and taking part in the local community.

I met Sarah and was impressed by her attitude and approach. I felt that she would be a responsible person and had a very plausible reason for wanting to take on the lease of The Engine. I was concerned that she might spread herself too thinly by taking on The Engine whilst at the same time as running her other pub just up the road. However, in discussions with her, I was impressed that she intended to run The Engine in a different way to that other pub and aim it at a different market. I felt that she and her partner, Gary Owen would make a good team. I was impressed with the recommendation that came from the Licensing Officer of the council. I was impressed with her willingness to take part in the local Pub Watch organisation and other business groups within the town. She offered to commit sizeable amounts of her own money to the refurbishment of the building which I felt showed a good commitment to the business. Therefore, after some discussions, we reached agreement for us to lease the property to Sarah and Gary. Their lease was signed in late November 2011. It is a 15 year lease. Our commitment was to refurbish the living accommodation on the first floor in return for Sarah's commitment to refurbish the ground floor and develop the outside area. It was on this basis that I saw our relationship with Sarah and Gary as a supportive relationship, although this always has to be borne in mind against the background of a landlord and tenant relationship.

### **The Premises Licence**

The Premises Licence was transferred to my wife and I when we purchased the property. Whilst we did not intend to run the pub ourselves, our solicitor advised us that it would keep our options open if we took a transfer of the Premises Licence at that stage. I also recall that it was one of the conditions of the sale contract that was imposed by the pub company.

We kept the Premises Licence in our own names when Sarah and Gary's lease was completed. This was on advice from our solicitor. The principle which we considered was that by retaining the Premises Licence in our names, we could protect our interest in the property and avoid potential difficulties of transferring the Premises Licence in the event that there was a problem with the tenant.

We were happy for Sarah to apply for the licence as Designated Premises Supervisor and obviously supported her in that application.

Whilst we are one step removed from the day to day running of the pub, we do take our responsibilities as Premises Licence Holders seriously and do not regard ourselves as "absentee" landlords or absentee licence holders. I visit Coalville regularly to deal with the management of our property interests, both at The Engine and at our other premises in the High Street. We do not employ a managing agent to manage our commercial properties and I am in regular contact with Sarah and Gary on issues which relate to the management of our lease.

Of necessity, my wife and I cannot be involved in day to day management of the pub business and we therefore have to place our trust in Sarah and Gary to manage that

business successfully. We are very encouraged that Sarah takes a very active part in the local Pub Watch community and the way that she has taken it on herself to coordinate the Pub Watch committee. I understand that this has involved her effectively re-writing the Pub Watch procedures and policies, all of which has been done in her own time and, as I understand it, without financial recompense. We are also very encouraged by the time that she spends in the local business community and, in particular, with town centre businesses in Coalville.

This commitment to the Pub Watch scheme and the business community is not indicative of a cavalier or irresponsible attitude toward the issues that go hand in hand with being a publican. We appreciate that being the Designated Premises Supervisor involves dealing with difficult situations which arise as a result of people enjoying themselves at The Engine. We are supportive of Sarah and Gary and trust their judgement, both in terms of running the business and dealing with matters which might involve the Premises Licence.

At the same time, we appreciate that the Police also sometimes have a difficult job to do and would wish to support the Police in their policing task.

We were made aware of Sarah's application to extend the terminal hour to 3.00am on the 1<sup>st</sup> January 2013 and the objection made to that application by the Police and also the threat that was made by the Police at that time to apply for a review of the licence. As soon as that information came to our attention I had discussions with Sarah and Gary and instructed our solicitors to write to their solicitors in order to ascertain what had been going on. We were satisfied with Sarah's explanation. The Police did not take the issue further at that time, but I felt it was important for me to continue my close discussions with Sarah on the management of the lease.

### **The Detail of this Review**

I cannot comment on the particular incidents which are referred to by the Police. We are content for Sarah to make her representations to the council and support her in those representations. It is, of course, very relevant for her to make those representations since as the Designated premises Supervisor, she has first hand knowledge of the matters concerned.

We oppose the recommendations made by the Police. It is inappropriate for the committee to consider revocation of the Premises Licence and think that The Engine's current opening hours and arrangements offer a valuable benefit to the Coalville community. However, we will of course support any decision that is made by the committee.

.....  
Ranjodh Garcha

.....  
Date

RECEIVED  
04 NOV 2013

**FAO: Ms Clare Storer**  
Licensing Department  
North West Leicestershire District Council  
Council Offices, Whitwick Road  
Coalville  
Leicestershire  
LE67 3FJ

Date: 01 November 2013

Our ref: AGR/PAW/P41988-2  
Doc Ref: 2144540821

Your ref:

E-mail: a.grimsey@popall.co.uk

Direct line:

**SENT BY EMAIL:** [CLARE.STORER@NWLeicestershire.gov.uk](mailto:CLARE.STORER@NWLeicestershire.gov.uk)  
**AND FAX:** 01530 454574

Dear Mrs Storer

**The Engine Public House, 61 Belvoir Road, Coalville**  
**Review Premises Licence**

I act for Sarah Booth, the Designated Premises Supervisor of the above premises.

Ms Booth wishes to make a representation in respect of this Review, and I trust you will treat this email as that representation. Whilst she is not the Premises Licence Holder, she currently runs the Engine House under a 15 year Lease and clearly the Review affects her.

Ms Booth has been sent a copy of the Review papers as served by the Police (from the Landlord direct). She wishes to make a representation on the following three Licensing Objectives:-

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

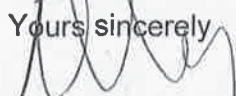
To the extent that issues of public nuisance are implicit in some of the Police evidence, or indeed are raised subsequently by them or others making representations, she would also wish to comment if necessary upon public nuisance at any hearing.

Needless to say, Ms Booth disputes some of the allegations in the Review papers and wishes to have an opportunity to put her case.

You will no doubt appreciate that I am presently compiling a bundle of evidence in response to the Police papers and will forward this to you and to the Police in the near future.

Thank you for your assistance.

Yours sincerely

  
**Andy Grimsey**  
**Poppleston Allen**

**Review of Premises Licence for  
The Engine House, 61 Belvoir Road, Coalville, Leicester, LE67 3PD**

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**Bundle served on behalf of the Designated Premises Supervisor, Sarah Booth**

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Sarah Booth  
DPS for;  
The Engine  
61 Belvoir Road  
Coalville  
Leicestershire

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### **Personal Statement**

The Engine was re- opened in January 2012 by myself and partner Gary. Gary gave up his job of 23 years and we poured all our savings and re-mortgaged our home to carry out the necessary works to re-furbish and open the pub. Our initial investment was £70k as the pub had been left in a state by previous tenants. When we first opened the first 6 months were very difficult in terms of incidents and anti-social behaviour. It did take a few months to get to know our clientele and sort the good customers out from the bad. At this time we became very strict with our bans and worked very closely with the Monkey Walk and Snibstone Inn to implement this. It was decided at Pubwatch to introduce a 3 month ban policy which fell in with national guidelines. This has worked extremely well with only 6 people being banned from Coalville in nearly two years!

It was around this time we had a visit from the then licensing Sergeant Graeme Thompson. He came to The Engine and we sat outside and had a chat. He said he was concerned with the number of incidents that had occurred in and around The Engine. We agreed that they had been a number of issues and asked if police presence would help to alleviate these issues. In the 7 or 8 months we had been open we had not once seen any police presence in the area when we were closing. A fact that, was brought up at Pubwatch meetings, by three licensees in Coalville.

Graeme went on to explain that he was severely short staffed and asked me how many officers I thought were working on weekend nights. I guessed this to be around 30 and was shocked when he said that the reality was there were only around 12 officers covering Coalville, Ashby. Castle Donington, Kegworth etc. He then went on to say that even if police were present in Coalville it could possibly enflame the situation when people see the uniform. I was once again shocked and said that surely people would get arrested for this kind of disrespect. Graeme replied that police officers have less power than they use to.

Graeme said that unless we were prepared to offer him something to alleviate the trouble he would have no choice but to take the license to review. At this point I asked Graeme if we stopped letting people in after 12.30 and had 4 door staff instead of 3 would this help. He thanked me and said yes and he would confirm it in writing.

I am campaigning to try and put Coalville on the map by being active within the town team and also trying to boost the night time economy. The ultimate aim of every night time economy strategy for any town or city is to make that town or city feel safer, more diverse and more attractive in the evening. A successful Pubwatch and working closely with the police and local council are key elements to achieving this. This was my main aim when taking on The Engine and I worked closely with both parties to re-launch Pubwatch in Coalville. More recently our Pubwatch now encompasses Ashby, Whitwick and Ibstock, a massive achievement brought about by local beat officers, Licensing and myself working together.

I feel that if the police perception of the night time economy continues then Coalville will suffer greatly for it. Night time trade does not just include pubs and clubs but also local takeaways and taxi companies. Asking The Engine to shut at 12 midnight will be a detriment to local economic growth and the loss of jobs in the area. (I currently employ 16 staff).

Currently at weekends on average we will have around 140 customers between 11pm and 2am with many of these utilising the other pubs in the area before ending their evening in The Engine. Characteristically for this amount of people the majority of them behave responsibly, presenting a positive social norm. While this amount of people injects money into the night time economy it can also introduce other issues which affects its popular acceptance. In all towns and cities it is apparent there are a limited number of police resources to police the evening economy. It is therefore extremely important to address these issues by promoting positive attitudes. This goes a long way towards preventing these problems and through partnership activity with other licensees, the police and council we are able to deal more directly with harm in and around licensed venues.

The Engine does attract a large number of people at weekends; this is mainly as there are limited alternatives within the locality. However it must be stressed that on a personal level that does not mean the Engine allows for a permissive environment. There are controls and management procedures in place to identify drunkenness and other related incidents of disorder. All staff are inducted and training given on how to identify an intoxicated customer, drug awareness, responsible drinking and our duty of care to customers. We cover some aspects of licensing law with staff as well as Challenge 21. We carry out risk assessments at least every 12 months. We only employ SIA approved doormen and we are active members of the retail radio a means of communication which I personally promote to all retailers and licensees within the area. Any issues we have had have always been acted upon immediately and the relevant authorities have been notified. Any incidents that have occurred or are about to occur have been immediately passed on to CCTV. At all times I believe that I have reacted responsibly by being transparent with my intentions and actions regarding any anti-social issues to always maintain the four key licensing objectives. I have always encouraged an open relationship between myself and licensing as well as the police so that we can work together to reduce alcohol related crime within the town.

A cohesive partnership approach is fundamental to recognising and understanding what the key issues are with the night time economy. I have always been pro-active in wanting to share information so that a good working relationship is always maintained. I am committed to helping to prevent problems occurring at licensed premises throughout my role as the Pubwatch co-ordinator and as a licensee. Since it's re-launch the Pubwatch strategy has changed and encompasses a zero tolerance to theft, drugs and any behaviour that causes offence to staff and customers, we continue to develop this strategy but acknowledge that this is a long term commitment that requires strong partnerships and member support.

As part of my commitment to the community I am also keen and active to promote the use of the retail radio and CCTV. Whenever a new business opens within the town centre, I will go along, introduce myself and discuss the benefits of the retail radio. I then pass this information on to the local beat team so that they can also introduce themselves on a community level. I also represent Pubwatch at the CCTV operations meetings which are held every 3 months, this helps me to stay in touch with the town centre community and also feedback any issues or concerns I receive from

retailers. I also volunteer my time to the town centre team which aims to bring together the Coalville community. I feel that as a person I have a lot to give and I am always striving and willing to improve on this. I believe that I have always promoted good practises and will continue to do so.

#### 1. ABH

██████████ approached door staff with a bloodied face and said that a female had hit him with a bottle. The female was ejected immediately and denied the assault. All cameras were checked by police and DPS with no evidence of assault taking place. At no time did the female state that she had been sexually assaulted. Security logs from the evening attached

#### 2. Domestic

There was an altercation, between a couple, in The Engine. The male ██████████ had smashed his girlfriend's phone against the wall. This was radioed through to tango victor (TV). The female ██████████ was upset and told door staff that he also had her purse and house keys. DPS approached Michael to ask for the belongings back, he refused as he said he had found texts on her phone. He ran off and DPS gave chase with radio to give a description of male to TV. At no point did the male seem to be intoxicated. He was upset with his girlfriend. ██████████ was crying and gave her address to the DPS as requested by TV. Both parties had only been in The Engine for 40 minutes when the incident occurred.

#### 3. Indecency

A woman comes out of the toilet screaming that her friend is being raped. Two doormen went in and the found male ██████████ in there. CCTV shows that he is doing up his trousers as they remove him. Female is taken to private area of pub whilst DPS radios through to TV to ask for police attendance. DPS escorts male to the other side of the road and ask TV to keep camera on him. The DPS asks for the male's wallet for identification and his name is given to TV in case he leaves the area before police arrive. DPS then speaks to victim ██████████ in private staff area. ██████████ said that the male was her best friend's boyfriend and that he followed her into cubicle and tried to have sex with her. The police arrive but ██████████ is reluctant to make a statement as the male is her friend's boyfriend. There is evidence of extremely lewd behaviour by the male however this involved another female and not ██████████. The other female is seen on camera trying to pass his behaviour off as a joke and at one point laughs and playfully swats him round the head as he try to reach for her genital area. He is seen on camera squeezing his genitals on at least 3 occasions. Due to the nature of the incident and his behaviour that night, ██████████ was barred. Both parties did seem to be intoxicated. A week later ██████████ came into the pub and spoke to the DPS. She said that she had not told the police of the sexual activity but that the police had asked why they were in the toilets together then. She told the police that they were taking drugs together. She was asked to wait while this was confirmed by the DPS. A phone call was made to the CCTV operator who confirmed this. ██████████ was then barred for 3 months for admitting to drug taking which is in line with Pubwatch policy.

#### 4. Damage

██████████ was banging on the front window at someone standing on the front of the pub. She was upset with the male and was trying to get his attention. Unfortunately the window broke. CCTV footage showed this to be an accident and ██████████ was immediately remorseful and offered to pay for the window. ██████████ was still asked to leave and did so quietly. ██████████ did not appear to be

intoxicated at this time and got in touch two days later to again offer payment. Text messages attached

#### 5. Section 5 POA

██████████ had come into the pub with a group of people he had been to watch Leicester City with. He let off a smoke grenade on the dance floor. The fire alarm went off and the premises were evacuated as per the Fire Risk policy. The police were called and a formal complaint was made. Mr ██████████ returned the following weekend with his girlfriend both were crying and extremely sorry. DPS phoned PC Louise Gravenall who arrived immediately with PC Craig Turner and they spoke to Mr ██████████ and his girlfriend and arranged to meet them at their home later that night. On 9th May, ██████████ was placed on Pubwatch for 12 months for his actions.

#### 6. GBH with intent

The male ██████████ was seen at approximately 2.10am by the DPS outside Betfred. He is watching the DPS's son as he walks from chicken express to the engine. He starts swearing and says I'm going to fu\*\*ing get you now and starts to walk towards her 17 year old son. The DPS gives chase and shouts at her son to get inside. Wayne follows him up the driveway then comes back down, goes up an alley, picks a plank of wood up and proceeds to smash the fence belonging to the pub. The DPS bangs on the window and asks for help. The DPS then uses one of the doorman's' phones to ring CCTV.

A. The victim is not seen by staff before this time and they have not refused him entry.

B. When the doorman come outside the male runs off towards the CO-OP food store and this is when he drops his trousers.

C. While this is going on the DPS is speaking to CCTV asking for him to monitor the situation. CCTV also had an issue in Ashby at the same time but said he would place his camera on The Engine door and monitor.

D Apparently the DPS's 14 year old son gives thumbs up to door staff out of the window as he has heard a commotion. The windows to the front of the pub do not open and the DPS's son is completely unaware of what has ensued and probably still is as he is not allowed in the pub after 8pm.

E. Police **do not** attend the pub some days later it is in fact 22 days later when the DPS is visited. It was explained that due to having 7 extra cameras installed the memory wasn't big enough on the hard drive and was overwriting every 18 days. In fact on the very next day Wednesday 2<sup>nd</sup> July the engineer was coming out to increase it. They asked for his details which the DPS gave them.

**The police were invited** to view the system and in fact, they were shown footage of the same male entering the premises and being asked to leave a week earlier. As they viewed the footage the DPS asked if the shaded out dates on the system were they dates that had overwritten. I explained that this was the case but that the engineer may have the footage on the master drive in Leicester. The very next morning they contacted the CCTV engineer before he arrived at the premises and he confirmed that the footage was no longer there and that he was increasing the hard drive memory.

F. DPS was asked which doormen were working on the night in question. There were **only 4** doormen working that night as shown on the logs provided. The fifth person they were asking about is a doorman; however he was not on duty and was a customer that night. As the DPS was not told of the alleged assault by DC Rose, she did not immediately give his name as he **was not** working. When asked if he was in the pub the DPS confirmed he was as per her statement.

#### 7. Assault S39 22.6.13

Our logs show a disturbance but no assault so can agree this may have happened.

#### 8. Assault S39

The male involved in this incident know as "████" to staff rarely drinks alcohol and indeed in the footage he is holding a J2O orange & passion fruit. The female was ejected at 12.35 by doorstaff for being abusive. It actually took a while to find the footage as the female was picked up an hour after the alleged incident, so cannot comment on what she consumed in this hour and if she was extremely intoxicated when she left as our personal *intoxicated* logs do not report anything.

#### 9. Sec 5 Public order

Male is ejected for refusing to pay. Once outside he becomes very abusive to DPS by whispering abuse in her ear which she ignores. The police turn up and the male crosses the road to speak to a female officer, whilst DPS explains to male officer about the man's behaviour. As they are speaking DPS can see that female officer is becoming extremely uncomfortable by males behaviour. She takes out handcuffs and the DPS, male officer and a doorman run across road to give assistance. Male did appear to be drunk to all parties. Male barred for 3 months in line with Pubwatch policy.

#### 10 Disorder. 31.8.13

The Male █████ is not and has never been barred from the pub.

3 males arrive at the door and are refused entry as **two of them are barred**. CCTV confirms that 2 of these males have just been released from prison. They become agitated and as a customer, █████, walks past them to the door they tell the doorman he is carrying a knife. The doorman followed procedure by asking cctv operator for police assistance and were told to keep the male in the premises until they arrived. As the police drove down the road the original 3 men threw their belongings (a ruck sack and hat) on the floor and ran off in different directions to which the police gave chase. █████ was brought out of the pub and was searched. Interestingly when another officer came over with handcuffs to carry out the search the officer stood next to the dps said we don't need then, he's been searched and he's clean. █████ was crying as he had been accused. The dps spoke to him (in front of the police) and said because of his frame of mind (very upset) he could finish his drink he had bought but then he would have to leave a we would not be serving him anymore alcohol. He finished his drink, came outside (15 minutes later) and borrowed a phone off one of the Monkey Walk staff to phone a taxi. This was confirmed with cctv and when Scott was spoken to in front of officers not one disagreed. Protocol in these circumstances whether drugs or weapons, a search will always be carried out but if nothing is found they are allowed back in and all searches monitored by cctv and carried out by SIA doorstaff or police.

#### 11 Theft 01.09.13

A bag was stolen and there were a large amount of people on front of premises. **Radio was used** to ask for police assistance. Around 10 officers turned up so was not really a need to use radio again when incident was explained to them.

12.

Well known man of Irish descent ( ) enters the pub and beckons to a customer to come outside. Once outside he punches him to the head. He then opens the gate and lets a barred customer ( ) also know to police) into the garden and he also hits the same man. We do not have doorman working at 2.20 on any afternoon, however an off duty doorman split the fight up and left. The statement from the police says that the incident was not reported. This is in fact **untrue**, The DPS **did** contact the police **immediately** and this can be seen on phone records from that day as the call lasted for just under 5 minutes. The police turned up and were immediately shown and given footage of the incident. Crime reference number **was** recorded as shown on logs.

## Sarah Booth

### Response to PC Tugby's statement

On Saturday 31<sup>st</sup> August a female became agitated because her bag had been stolen. Staff had searched but could not locate the bag and CCTV was checked. Once outside the premises the female was shouting and other customers started to react and join in. A large number of police officers were stood outside the premises. One of the officers had also dropped his car keys down the drain in front of the pub. While I was stood outside I noticed that one particular officer (who I now know to be PC Tugby) was becoming increasingly angry towards members of the public. One lady was asking for his help as she said she had been assaulted; he refused to help her and told her to go away. She became angry and upset and was shouting at him to listen to her. He ignored her. She then stood next to him and rang 999 on her phone to report the incident. Other members of the public started to shout at the officer and on a number of occasions he responded in what seemed to be an arrogant manner which seemed to enflame the situation more. While I was watching this a customer [REDACTED] [REDACTED] approached me and said "only in Coalville ay Sarah" I turned to him and said "it's been a really busy night and no-one wants to go home it seems" at this point there were around 6 officers stood in front of me. I then said sometimes they see a uniform and that incites them more. At this point PC Tugby turned to me and shouted "you should watch what you're serving them behind your bar before you start making accusations" he then asked if I was the licensee, I replied yes why? He said that I had an attitude. I responded and said I was not being funny but that Graeme Thompson had said nowadays people don't respect the uniform and it can incite a situation. He replied by saying that he would speak to the new licensing sergeant and would be making a complaint against me. I asked "for what" and he walked away from me. As he walked away another police officer approached me (I think his name is Arron Bell) he said ignore him he's having a bad day he's under a lot of pressure. I said "mmmm I don't think he likes me" we chatted for a few minutes and he joined his colleagues. The CCTV camera should have been pointed at the door at the time of this interaction so this should confirm these events and also from body language that no shouting took place on my part.

Shortly after, a male started to video PC Tugby on his mobile phone. PC Tugby's demeanour changed and he became very polite only speaking to say I can't comment on that, I'm sorry no comment, He then got back into his car.

At around 3.30 the police were still outside due to the keys being down the drain and were waiting with the patrol car for another set. Myself and Gary made a contraption with a magnet and fishing line and went back out to help the police by fishing the keys out of the drain.

I would like to state that I have never been anti-police a fact that should show in all the community focused groups I take part in as a volunteer. I have the upmost respect for the police and would not want to jeopardise the relations I have built with them. If ever I see an incident out of work or have information I think will help the community I always pass it on to the police or council.

# THE ENGINE

## INDUCTION TRAINING

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NAME Lucy Simister

INDUCTION DATE 23/09/2013

## Welcome to The Engine

Starting a new job can be a daunting and bewildering experience. We hope that by completing this induction you will settle in with the rest of our team! We have designed this induction to help you find out what you need to do your job well. We are not expecting you to learn everything in a week and development of your product knowledge and job training will be an ongoing process.

## The legal stuff

As a public house we must comply with many licensing laws set out by the government. This means that there are certain rules and regulations that we as licensees must adhere to which in turn means our employees must follow the same rules.

We have simplified this into three sections

- ✚ An introduction to Licensing Law
- ✚ Challenge 21
- ✚ Intoxicated customers

It is essential to the running of our business that we cover these areas with you from the start so that you feel confident within your role behind the bar.

## Alcohol - did you know

Any person that drinks alcohol on a moderate basis or in a social context could find it an enjoyable and relaxing experience. Unfortunately if alcohol is abused it can have very serious consequences for a person's health or social well-being.

- ✚ Alcohol is a drug. When it is consumed in large quantities it can alter a person's mental, physical and emotional state.
- ✚ Alcohol is classed as any wine, spirit, beer, cider and any other fermented, distilled or spirituous liquor over 0.5% Alcohol by Volume (ABV)

## Introduction to Refusing Service

It is against the law to serve:

- ↓ Anyone who is under 18
- ↓ A person who you believe is buying alcohol for someone under the age of 18
- ↓ Customers under the influence of alcohol or drugs

Every member of staff must show due diligence when serving customers that may potentially be under age. The challenge 21 policy we adopt means that anyone who appears to be under 21 should be asked for identification to prove their age.

Any customer who appears to be drunk or acts drunk should be refused service. You will receive a training sheet to help you identify the signs of an intoxicated customer.

The law dictates the sizes and measures of drinks that we sell as well as the glasses we serve them in. This is to ensure that all our customers get exactly what they have asked and paid for. We sell our spirits in measures of 25ml and our draught beer and ciders in half and full pints. It's important to remember that the law states that draught products should be 95% liquid and 5% head.

[REDACTED]

The law recently changed regarding cigarette machines. The machine cannot be accessed by the customer and the cigarettes cannot be advertised to the public. By law we cannot sell cigarettes or tobacco to anyone under the age of 18.

[REDACTED]

All the Amusement with prize (AWP) machines need to be displayed in an area that can be supervised at all times. Staff must be vigilant to ensure that no one under the age of 18 plays on the machines.

[REDACTED]

When serving behind the bar we need to make sure that our customers know what they are buying. For example, we sell Coca cola not Pepsi and Monster not Red Bull. This means if they ask for a vodka and Red Bull you should say "we sell Monster not Red Bull is that ok?"

[REDACTED]

From time to time the Police will send under 18's into pubs to try and purchase alcohol. If you serve them without checking proof of age you will be liable for an on the spot fine of £80. The pub manager will also receive a warning and may have their license revoked and could also go to court.

**Question 1**

A customer walks into the pub and stumbles to the bar; you suspect they may be drunk. What do you do?

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**Question 2**

You have requested ID from someone who appears to be under 21. They ensure it is valid?

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**Question 3**

A group of young people enter the pub and sit down. One of them whom appears to be older approaches the bar to order the round for the table. What do you do?

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## Health & Safety and cleanliness

As an employee you have a responsibility to:

- ✚ Take care of the health & safety of yourself and fellow colleagues
- ✚ Take care of the health & safety of customers
- ✚ Ensure that you follow and comply with our health & safety policies

The following will address some simple procedures that you can adhere to when working in the pub.

## Personal Hygiene

- ✚ No smells – i.e. strong perfume or aftershave
- ✚ Ensure your clothes are clean and ironed
- ✚ Wash your hands frequently
- ✚ Facial hair should be neatly trimmed or clean shaven

## Control of Substances Hazardous to Health

We want you to be safe if you use cleaning products in the pub. Following COSHH guidelines ensure this. We only use Nilcol Cleaning products in our pub and we have a cleaning company that maintains the cleanliness of the pub daily! We have a range of Personal Protective Equipment (PPE) when dealing with COSHH chemicals or for tasks outlined in our risk assessments

- ✚ Gloves
- ✚ Eye goggles
- ✚ Aprons

### Slips, Trips & Falls

You will receive additional training on this as part of your induction. However remember the following important details:

- ✚ Use yellow floor signage to warn people that there is a spillage
- ✚ Keep the area clear and if necessary cordon it off to avoid any accidents
- ✚ Tell your manager if something is broken and cannot be fixed

### Manual Handling

Your role in the pub involves moving items and carrying boxes of stock. We want to ensure that you know how to do this safely and do not injure yourself. Back injuries are common when lifting and carrying items incorrectly. Permanent disability may occur as a consequence of poor manual handling techniques. We train all our staff on the correct guidelines when lifting items in the pub.

### Removal of broken glass and spillages

We have risk assessments in place with guidelines to follow when removing broken glass and spillages.

- ✚ Always use a dustpan and brush
- ✚ Ensure all broken glass is placed in the dedicated glass bin
- ✚ Any spillages you see must be cleaned immediately
- ✚ Yellow wet floor signs are available – remember they must be removed after use so that people do not fall over them!

### Accident & Incident Reporting

We have Accident and Incident forms to record and accidents that occur. If you have an accident, or see a customer slip, trip or fall, then tell a manager immediately so that they can complete a form for you

Complete the following questions with your manager/trainer

What are the signs and symptoms of a heart attack?

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What are the signs and symptoms of a stroke?

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What are the signs and symptoms of a seizure?

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## Fire

If you discover a fire in the pub, inform your manager immediately whilst staying calm.

Never tackle a fire unless you feel confident in doing so. If the manager asks you to call the fire brigade, do so using the nearest telephone by dialling (9) 999.

The pub has a designated fire assembly point-your manager will do this training with you as part of your induction.

If you are asked to evacuate the pub because of a fire, we have a fire evacuation process:

- ↓ Manager gives the order to evacuate
- ↓ Go to the exit door
- ↓ Shout "THIS WAY PLEASE" to guide customers to the door
- ↓ Check and clear all areas of customers
- ↓ Shut all doors and windows
- ↓ Report back to the manager when this is done
- ↓ Once the building is declared clear report to the Assembly point

Remember to

- ↓ Evacuate disabled persons and families first
- ↓ Don't panic – remain calm at all times

## Bomb

If you discover an unattended or suspicious package:

- ↓ DO NOT TOUCH IT
- ↓ Ask if it belongs to anyone
- ↓ Raise the alarm to your manager
- ↓ Your manager will contact the police and follow their advice
- ↓ If you are asked to evacuate, you should follow the same procedure as the fire evacuation, but ask your customers to take their belongings with them and meet at the fire assembly point.

## Customer Service

All employees should strive to provide our customers with best customer service we can offer. As bar staff you are the main point of contact for our customers and we want them to feel a part of their local pub! All customers want to feel valued and we want you as staff to build relations with them so that they always feel welcome. Customers feel valued when you remember their name, their favourite drink or even the name of their dog!

However sometimes this doesn't always go to plan and you may be in a situation with an "un-happy customer.

First of all remember not to take a complaint personally. If a customer complains to you then try to resolve it immediately. Let your manager know of any complaints so that they can support and assist you if needed.

When dealing with a complaint use the following guidelines:

- ✚ Always be polite and professional
- ✚ Keep calm at all times
- ✚ Do not swear
- ✚ Do not interrupt – listen to the complaint and keep your body language positive.
- ✚ Always apologise (even if you weren't involved) and say I'm sorry that you feel this way
- ✚ Establish exactly what the problem is and ask how they wish it to be resolved
- ✚ Agree what action you're going to take and inform your manager

Complete the following questions with your manager/trainer

1. Some managers think their leaders have better ideas already. Rank  
1-5

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2. Some managers think their leaders have better ideas already. Rank  
1-5

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3. Some managers think their leaders have better ideas already. Rank  
1-5

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## INDUCTION CHECKLIST

The list below will help you and your manager ensure you have completed all the basic tasks required during your induction.

Induction content covered	Induction Trainer (sign & date)	Employee (sign & date)
Proof of right to work copied		
Contract signed		
Job description signed		
Intoxicated customer training completed		
Personal details/starter form completed/next of kin		
P45 or P46/ Inland revenue form completed		
Induction workbook issued and completed		
Slips, trips and falls training completed		
Challenge 21 agreement signed & quiz completed		

## CHALLENGE 21

Our Challenge 21 policy applies to any age related sales that occur on the premises. As our employee you are obliged to apply this policy when serving any customer that appears to be under the age of 21. This includes the following:

The customer:

1. Attempts to purchase alcohol for themselves or on behalf of another
2. Attempts to purchase tobacco products
3. Attempts to gamble on the AWP/Fruit machines

If you allow any of the above then you are breaking the law and the consequences are very serious; you could be fined or prosecuted which may lead to a conviction being recorded against your name. Additionally the manager/licensee of the pub could also face prosecution or could have the pub license revoked or suspended as a result of your actions.

The **Challenge 21** policy we have in place requires you to carry out 3 steps every time you see a person who appears to be under the age of 21. To clarify this, the policy requires you to:

1. Assess the age of every customer
2. If you believe the customer is under the age of 21 ask for ID
3. If the customer cannot provide you with acceptable ID then you must refuse the sale of alcohol or tobacco or prevent use of the fruit machines.

Your manager will have given you training on what forms of ID are acceptable. We are aware there are fake ID's in circulation so if you are unhappy for whatever reason, refuse the sale and inform the manager. A refusal of sale form should also be filled in.

Challenge 21 applies at all time even when:

- ✚ You believe the door staff have already checked the customers ID
- ✚ You are busy
- ✚ You think you have seen the customers ID on a previous occasion.

We will always support you in your decision not to serve a customer until you have seen valid ID. Remember that if you always ask for ID from everyone that appears to be under 21 then you are protecting yourself from the consequences of breaking the law. We understand that sometimes it can be difficult to ascertain someone's age. But guessing is a dangerous tactic that could have severe repercussions. So remember always to be safe than sorry and practise the 3 steps of Challenge 21.

Please sign this form to acknowledge that you understand your training and responsibilities and that you agree to always ask for ID from customers who appear to be under the age of 21

Date:	
Manager name	Manager Signature
Employee name	Employee signature

## Quiz: Challenge 21

To test your understanding of Challenge 21 you are now required to complete this quiz

1. At what age can a customer legally purchase alcohol?
2. Someone who appears to look 19 asks for an alcoholic drink. What should you do?
3. A customer cannot prove they are 18 what should you do?
4. Which 3 types of ID do we accept?
5. Give an example of a form of ID we would not accept?
6. If you thought the customer was using someone else ID what would you do?
7. What is a test purchase?
8. Who can be prosecuted if you sell alcohol to an underage person?
9. What are the 3 steps you should take every time you see someone who appears to be under the age of 21?
10. How can you tell if an ID card has PASS accreditation?

Please sign below to confirm you have answered all questions correctly:

Employee \_\_\_\_\_

Manager \_\_\_\_\_

Was a re-sit required? Yes/No

How did you do?

**TOTAL     /10**

## DRUNKENNESS AND DISORDERLY BEHAVIOUR

At this stage of your induction you should have already completed your training on "how to deal with an intoxicated customer".

The law states that it is an offence to serve alcohol to customers who are drunk. The law also states that it is an offence to allow disorderly behaviour on the premises. If you allow any of the above you could be fined and prosecuted. As owners we could also face prosecution and possibly lose our license as a result of your actions.

As licensees we are aware that we are in the business of selling alcohol, but we have procedures in place to ensure that our customers enjoy being in our pub without behaving in a way other customers may find offensive. Unfortunately the very nature of our business means that it will sometimes be necessary to deal with this kind of behaviour.

Here is a reminder of what we are looking for:

- ↓ Disruptive behaviour
- ↓ Raised voices/arguments
- ↓ Customers purchasing drinks in quick succession
- ↓ People being held up by their friends
- ↓ Glazed eyes
- ↓ Stumbling
- ↓ Slurred words

**So when should you step in?** It is a judgement call however it is always better to intervene early to prevent the situation from escalating. Sometimes just having a private word with a customer can diffuse a situation before it gets out of hand.

**Who should be refused?** If a customer appears to be drunk or another customer is trying to buy a drink for someone who appears drunk then service should always be refused.

When you refuse someone you must log your refusal on the refusal sheet next to the till.

If you ever feel uncomfortable in dealing with a situation then you must notify the manager or member of door staff and ask for their assistance. You will always be supported in your decision not to serve a customer who is drunk or acting in a disorderly manner.

If you feel confident in dealing with these situations, then you must remember to treat the customer politely but firmly. **NEVER SERVE THE CUSTOMER ANY MORE ALCOHOL.** If the person concerned is with friends then inform them of your decision and let them know you can't serve their friend anymore. If the customer becomes aggressive do not inflame the situation, inform a manager for support in dealing with the situation.

Please sign below to acknowledge that you understand your responsibilities in respect of drunk and disorderly customers.

Date:	
Employees Name:	Managers Name
Employees Signature	Managers signature



CUSTOMER AREA	YOUR NOTES
Pub opening times	
Children's license and pub policy for children.	
Customer toilet location	
<b>BEHIND THE BAR</b>	
General overview of bar area	
Number of till points	
DPS signage	
Staff drinks procedures	
Glass wash area – no ashtrays or crockery to be placed in machine	
Location of first aid box	
Bottle/Glass bin location	
Ice machine location and policy on storage of the scoop	
Cleaning policy regarding cloths etc	
<b>FIRE SAFETY</b>	
Fire exit routes	
Fire assembly point	
Fire procedure	
Different fire extinguishers and their location	
Water – general fires	
CO2 - electrical	

## THE ENGINE ROOM

BOMB SAFETY	YOUR NOTES
Bomb procedure	
Bomb assembly point	
<b>SAFETY/SECURITY</b>	
Location of Alarm	
CCTV location/coverage	
<b>EXTERNAL AREAS</b>	
Pub beer garden	
Refuse area and type of refuse	
<b>BACK OF HOUSE</b>	
Cellar – brief overview of barrels, post mix, gas system, cellar cooling and stock storage	
Security of back of house areas and codes given	
Cleaners cupboard – approved chemicals, keys and access	
Staff communication board – including fire notice and procedures.	
Staff cloakroom	
Access to outside bar	
Access to managers office	
Contact details for managers	

YOUR NOTES

# HOW TO DEAL WITH AN INTOXICATED CUSTOMER

## **Tell Early**

If the situation has been monitored properly and the early signs of intoxication recognised then this is the time to act. A quiet word of warning at this point can save big problems occurring later. It might be useful to use other members of a group to warn the offending person.

## **Avoid Put-downs**

- Don't be judgemental
- Don't say "you're drunk" or "you've had too much"
- Don't scold the customer
- Don't appear to be blaming them

## **Keep Calm**

Your tone of voice is very important. You need to have a firm voice without being aggressive. Do not raise your voice. Behaviour breeds behaviour. You can calm them down if you remain calm yourself.

## **Ever Courteous**

Customer service demands that staff respect their customers. Be polite. Staff might say something like:

- "I'm sorry, if I served you I'd be breaking the law"
- "I'm sorry, if I serve you another drink I'd lose my job"
- "I'm concerned about your safety"

## **Clarify Refusal**

Explain why service is being refused. Remember to focus on the behaviour, not the individual. Sometimes a customer may think they are being barred from the premises. Explain that they are welcome back tomorrow if they behave.

## **Alternatives**

Offer to call a taxi. Switch customers onto low or non-alcoholic drinks. A warning that this will be the last drink for a while may allow them to "save face" in front of their friends.

## **Report**

Make sure that other staff are aware of what has happened. Keep an incident logbook near the bar and write down what has occurred. If the customer injures a third party, after leaving the premises the record of events may be of assistance

Signed:

Date:

# THE ENGINE

Date	Name (if known)	Suspected Age	Description of young person	What did they try to buy	Comments	Name of server/Signature

# Refusal of Service to a Customer

This form is designed to be filled out when a staff member has to refuse service of alcohol to a customer; due to feeling that person is intoxicated.

Note to staff member: Fill out this form in as much detail as possible.

Date: \_\_\_\_\_

Name of Employee refusing Service: \_\_\_\_\_

Give a brief description of the events that occurred, including why you decided not to serve the customer alcohol and when service was discontinued to the customer.

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Please provide the following information about the customer (if known):

Customer name: \_\_\_\_\_

Height: \_\_\_\_\_ Age: \_\_\_\_\_ Weight: \_\_\_\_\_

Sex: ☐ M ☐ F Hair Colour: \_\_\_\_\_

How long was the customer known to be on the premises (give approx timings if not known):

How many drinks did the customer consume?

☐ 1-2 ☐ 3-4 ☐ 5-6 ☐ 7-10 ☐ \_\_\_\_\_

What, if any, signs of intoxication did the customer exhibit? Tick all that apply.

- ☐ Spilling of Drinks
- ☐ Tripping, falling or stumbling
- ☐ Tears or heightened emotions
- ☐ Drowsiness or falling asleep
- ☐ Slurred speech

- ☐ Difficulty focussing the eyes
- ☐ Memory Loss/Forgetfulness
- ☐ Annoying other guests & being argumentative
- ☐ Dropping change & difficulty picking it up
- Other (please state): \_\_\_\_\_

What was the customer drinking?

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How much money did the customer spend?

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List the times below, relating to the customers time of arrival, departure and refusal of service:

Arrival: \_\_\_\_\_ am/pm

Departure: \_\_\_\_\_ am/pm

Refusal of Service: \_\_\_\_\_ am/pm

Describe the customers reaction to being refused service:

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Was a taxi suggested or called for the customer?

☐ Yes ☐ No

Was any other mode of transport offered?

☐ Yes (description) \_\_\_\_\_ ☐ No

**Refusal of Service to a Customer.... cont:**

**Were the police called?**

☐ Yes    ☐ No

**Who made the decision to call the police, and who placed the call?**

Decision: \_\_\_\_\_ Call: \_\_\_\_\_

**List any names of witnesses to the incident (include staff and customer names), if known:**

\_\_\_\_\_  
**Signature of Employee**

\_\_\_\_\_  
**Signature of Manager on Duty**

\_\_\_\_\_  
**Print Name**

\_\_\_\_\_  
**Print Name**

\_\_\_\_\_  
**Position**


# DRUGS AWARENESS TRAINING



THE ENGINE

## Table of Contents

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Licensed premises owners/managers have an important part to play in combating drug misuse. The Government has recognised the fact that licensed premises are a focal point in communities and as such has issued a set of guidelines to assist bar owners, managers and staff in dealing with drug misuse.

The licensee's business depends on having their pub license and if they are not taking reasonable steps to prevent drug usage or drug dealing on the premises, they will lose their livelihood and staff will lose their jobs, so there should be absolutely no ambivalence as to what the management's view is of drug-taking on the premises and all staff should be aware of this and of their own responsibilities to that effect.

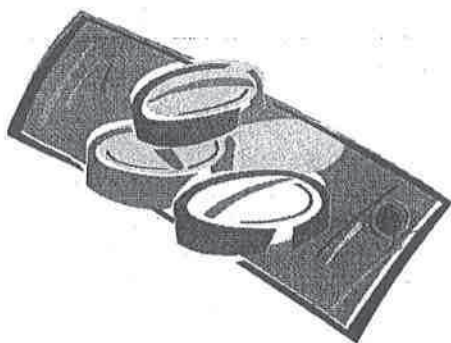


### Why be Concerned?

- It is illegal
- Damage to trade and reputation
- Potential for other criminal activity: extortion, violence etc.
- Risk loss of licence and livelihood

### The Law

Under the Misuse of Drugs Act 1971, heavy penalties can be imposed on those who permit drug-related activities on their premises. This includes producing or supplying a controlled drug and smoking cannabis.



## Prevention

High standards of cleanliness and service are a powerful deterrent to the drugs trade. They show that you care about your pub/place of work and will not tolerate illegal activity.

Low standards indicate the “don’t care” management and staff that dealers and users are looking for — dirty tables, uncollected glasses and sloppy service are as good as a written invitation to the drugs trade.

High-profile management and staff — being there, knowing your customers, making your presence felt and staying alert — will discourage the drugs trade from your pub. Your regular customers are not stupid and will not take unnecessary risks.

As bar staff you are the ambassadors of our business. To deter drug dealers and users you need to maintain high standards of cleanliness, service and vigilance at all times.

## What to Look for

### Signs of drug use — Materials

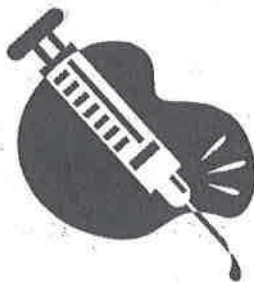
- Torn-up beer mats/cigarettes packets/bits of cardboard left on table or in ashtrays
- Foam stuffing taken from leather seats/bits of foam left around
- Roaches (home-made filter tips from cannabis cigarettes)
- Small packets made of folded paper, card or foil
- Empty sweet wrappings left in toilets
- Payment with tightly rolled banknotes or notes that have been tightly rolled
- Traces of blood or powder on banknotes
- Drinking straws left in toilets
- Traces of powder on toilet seats or other surfaces in toilets
- Syringes
- Spoons left in toilets
- Pieces of burned tinfoil

### Signs of drug use — Physical

- Very dilated pupils
- Excessive sniffing, dripping nose, watering or red eyes
- Sudden severe cold symptoms following visit to toilet/garden/car park
- White mark/traces of powder around nostrils

## Signs of drug use — Behaviour

- Excessive giggling, laughing at nothing, nonstop talking
- Unnaturally dopey, vacant staring, sleepy euphoria
- Non-stop movement, jiggling about, dancing
- Gagging or retching actions
- Excessive consumption of soft drinks or water
- Sudden, inexplicable tearfulness or fright
- Any marked alteration in behaviour following visit to toilet/garden/car park



## Signs of dealing

- A person "holding court", with a succession of "visitors" who only stay with him/her a short time
- A person making frequent visits to the toilet, garden or car park followed by a different person/people each time
- People exchanging small packages or cash, often in secretive manner, but may be quite open (to avoid suspicion)
- Furtive, conspiratorial behaviour — huddling in corners and whispering
- Conversation includes frequent references to drugs (slang names)
- Remember: dealers are not identifiable by appearance, they often look highly respectable

## Monitoring

- Frequent glass-collecting, emptying ashtrays or wiping tables provides "cover" for surveillance
- Combine careful monitoring with sociability, get to know customers, make sure they know you
- Make regular checks on toilets (ladies as well), and the beer garden
- Use unobtrusive monitoring techniques
- Ensure that you inform the manager and/or CCTV immediately but discreetly, if you see or hear anything suspicious
- Remember: frequent tidying, high-profile presence and alertness act as very powerful deterrents to users and dealers

## Approach

Use judgement and common sense in deciding when to handle a problem yourself, and when to call your manager or the police.

- Stay calm. Avoid provoking anger or aggression.
- Tell minor offenders firmly but politely that such activities are not allowed in your pub
- De-personalise the situation by emphasising your legal obligations. Explain that we could lose our licence for allowing drug-taking or dealing to take place. Give facts, not opinions or moral judgements.
- Always allow offenders the opportunity to "back down" without losing face

## Effects of Drugs

Drugs can affect people in a variety of ways, depending on the type of drug, the quantities consumed and the physical and mental condition of the user at the time. Drugs affect each user differently, but signs to look out for include: bloodshot eyes, dazed appearance, dilated pupils; large usage of water; nausea; paranoia; appearance of being in a state of drunkenness without a smell of alcohol.

Cannabis users normally appear relaxed, talkative and happy. Movements may appear sluggish.

Heroin users may appear drowsy and dreamlike. Speed is often affected and movements will be slower.

Cocaine is a stimulant and users feel more alert and energetic. Large doses can lead to exhaustion, anxiety and depression, while some users may become aggressive.

Ecstasy users feel more alert and users generally consume large quantities of water.

## What to do if you think you find drugs

Take precautions when handling drugs: wear protective gloves as some drugs (e.g. LSD) can be absorbed into the skin. Do not pass the seized drug among staff. Place drugs into a self-sealed plastic bag. If a person refuses to remain until the police arrive, do not restrain them. Retain all relevant evidence, including CCTV if available. Each staff member should make a written note of their observations. Staff members should be aware of the dangers of infectious diseases which can be contracted from needle-stick injuries. Any person receiving such injuries should receive medical attention immediately. All syringes and needles should be placed into a receptacle specifically designed to store such items safely.

Also if any person is suffering from the ill effects of drug misuse, medical assistance should be sought immediately.

## Types of Class A Drugs

**CRACK**

**COCAINE**

**ECSTASY**

**HEROIN**

**MAGIC MUSHROOM**

## Types of Class B Drugs

**SPEED**

**BARBITUATES**

**AMPHETAMINES**

**CANNABIS**

**DANCE**

## Types of Class C Drugs

Tranquilisers

Some painkillers

Ketamine

Gamma hydroxybutyrate (GHB)

The maximum sentences for intent to supply drugs are:

up to **life** in prison or an **unlimited fine** (or both) for a Class **A** drug

up to **14** years in prison or an **unlimited fine** (or both) for a Class **B** drug

up to **5** years in prison or an **unlimited fine** (or both) for a Class **C** drug

The maximum sentences for possession of each class of drug are:

up to **7** years in prison or an **unlimited fine** (or both) for a Class **A** drug

up to **5** years in prison or an **unlimited fine** (or both) for a Class **B** drug

up to **2** years in prison or an **unlimited fine** (or both) for a Class **C** drug

## Drink and Drugs

Mixing alcohol with other drugs is seriously dangerous. This is because drink serves to slow down the nervous system (controlling heart and breathing rate). Combined with other depressant drugs, it could see the body shut down altogether. Barbiturates should never be mixed with alcohol as this is often a deadly combination, called Barbs or Downers.

Alcohol is a depressant. Combine it with a stimulant, such as cocaine, and the two drugs compete with each other. The depressant drug tries to slow the brain/central nervous system down, while the stimulant tries to speed it up – putting the brain/central nervous system under great pressure

Here are some facts about individual drugs and what can happen when you mix them with alcohol:

### Alcohol and Marijuana (cannabis)

If you use cannabis and alcohol together, the results – both physical and psychological – can be unpredictable. Having alcohol in your blood can potentially cause your body to absorb the active ingredient tetrahydrocannabinol (THC) faster. This can lead to the cannabis having a much stronger effect than it would normally have.

Physically, you can experience dizziness, nausea and vomiting. Psychological effects include panic, anxiety or paranoia. Skunk, a term for stronger types of cannabis, can pose even greater risks, because it may contain three times as much THC.

### Alcohol and cocaine

A common but particularly dangerous partnership, alcohol and cocaine together increase the risk of heart attacks and fits and even sudden death. The two drugs interact to produce a highly toxic substance in the liver called cocaethylene. It can increase the depressive effects of alcohol, making your reaction to the cocaine stronger. You're also more likely to be aggressive with cocaethylene in your system.

Cocaethylene takes longer to get out of your system than either the alcohol or the cocaine, subjecting your heart and liver to a longer period of stress. Mixing alcohol and cocaine can be fatal up to 12 hours after you've taken it.

### Alcohol and ecstasy (MDMA)

It's possible that alcohol will deaden the 'high' you feel from ecstasy while the drugs are in your system. But the next day, when you 'come down', you'll feel much worse if you've been drinking alcohol. A severe hangover is one of the milder side-effects of combining these drugs though, together they can be deadly.

Ecstasy dehydrates you. So does alcohol. You risk overheating and becoming dangerously dehydrated when you combine the two. Alcohol is involved in most ecstasy related deaths, many of which are from heatstroke after people have danced for long periods of time in hot clubs without replacing the fluids they've lost by drinking water.

## Take the Quiz

Which age group has the highest rate of illicit drug use in the U.K.?

1. Adults age 26 and older
2. Teens ages 12 to 17
3. Young adults from 18 to 25

How many people in the U.K. die each year from illegal drug use?

1. 1500
2. 2500
3. 3500

This practice involves snorting or sniffing substances like glue, paint or cleaning products.

1. Freebasing
2. Smoking
3. Huffing

A drug of abuse not used for treatment purpose is

1. Codeine
2. Ecstasy
3. Amphetamine
4. Anabolic Steroids

Which of the following increases the chances for drug abuse?

1. Family history of addiction
2. Mood disorders like depression, anxiety and bipolar disease
3. Antisocial personality disorder
4. All of the above

Which of the following drugs can cause hallucinations?

1. Morphine
2. LSD
3. Anabolic steroids

### Drugs Awareness

Aim: Establish what drugs we know about and the different effects drugs can have.

Session 1

### Task

Draw a spider diagram (or have a discussion) and list as many types of drugs as you can.

What makes something a drug?  
Properties/effects?

### Classification of Drugs

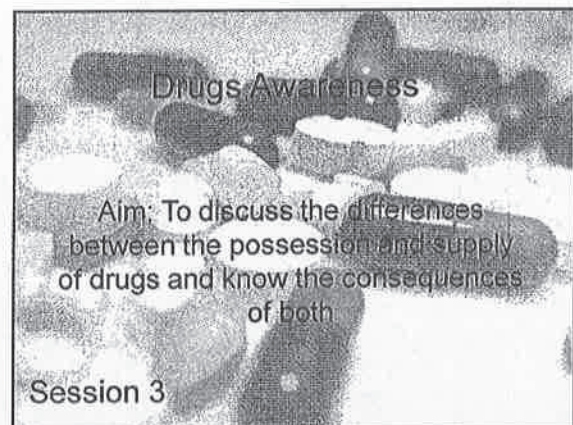
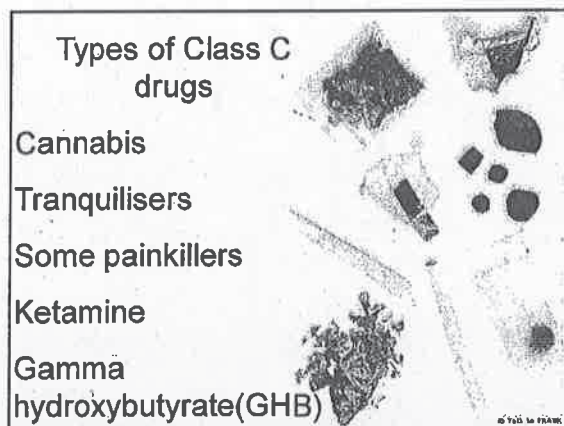
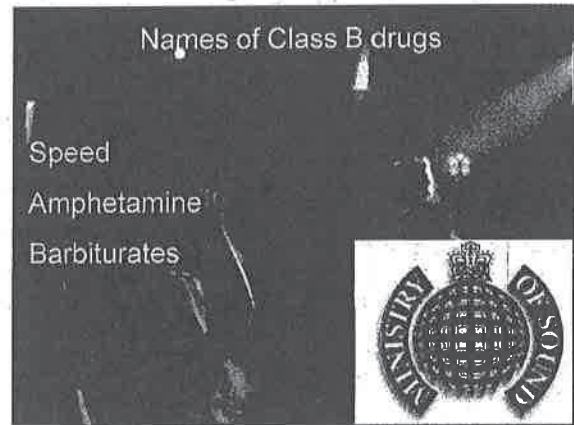
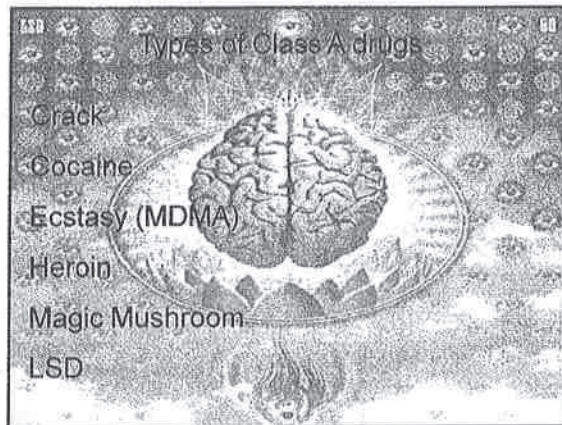
Aim: To know what drugs belong to which classification and understand why they are separated.

Session 2

### Task

Discuss what you think the effects of a Class A drug would be.

In your opinion what might a Class C drug be like?



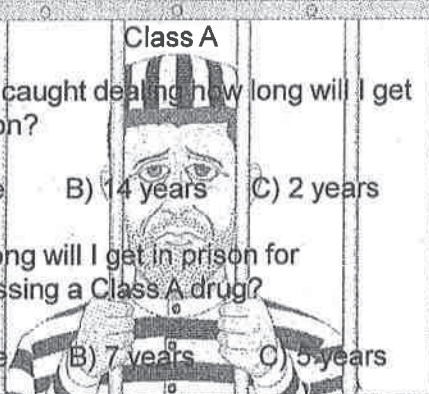
**Class A**

If I get caught dealing how long will I get in prison?

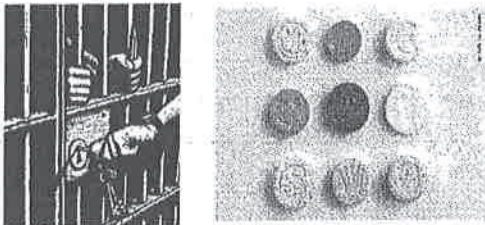
A) Life      B) 14 years      C) 2 years

How long will I get in prison for possessing a Class A drug?

A) Life      B) 7 years      C) 5 years



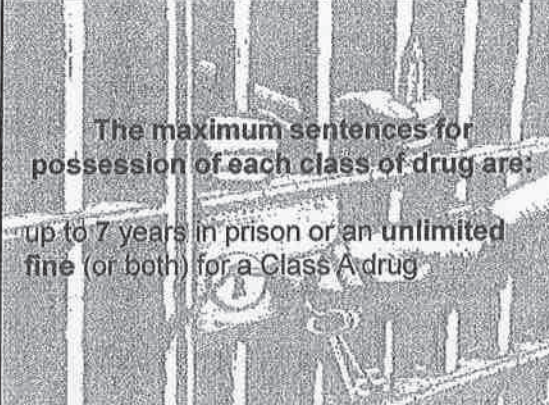
The maximum sentences for intent to supply drugs are:



up to **life** in prison or an **unlimited fine** (or both) for a Class A drug

The maximum sentences for possession of each class of drug are:

up to 7 years in prison or an **unlimited fine** (or both) for a Class A drug



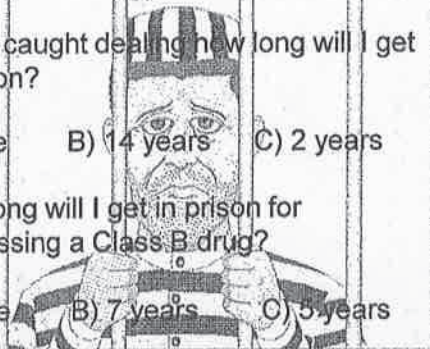
**Class B**

If I get caught dealing how long will I get in prison?

A) Life      B) 14 years      C) 2 years

How long will I get in prison for possessing a Class B drug?

A) Life      B) 7 years      C) 5 years

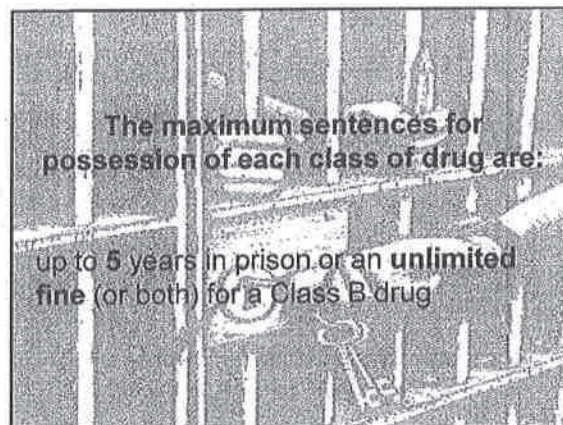


up to **14 years** in prison or an **unlimited fine** (or both) for a **Class B** drug



The maximum sentences for possession of each class of drug are:

up to **5 years** in prison or an **unlimited fine** (or both) for a **Class B** drug

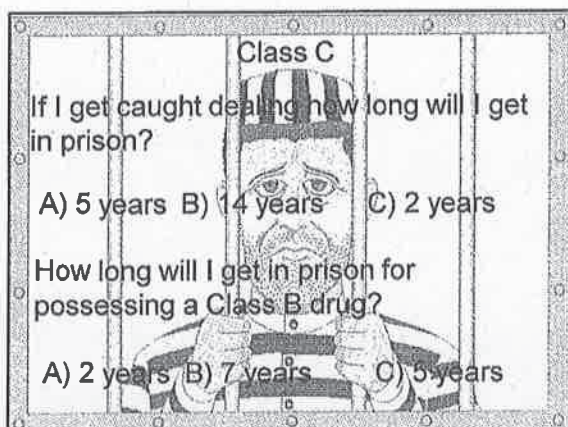


**Class C**  
If I get caught dealing how long will I get in prison?

A) 5 years B) 14 years C) 2 years

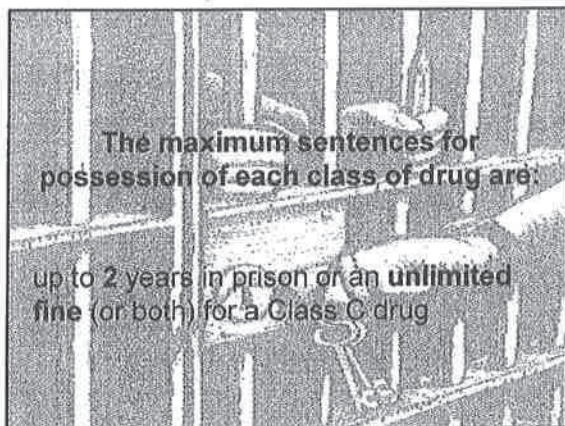
How long will I get in prison for possessing a **Class B** drug?

A) 2 years B) 7 years C) 5 years



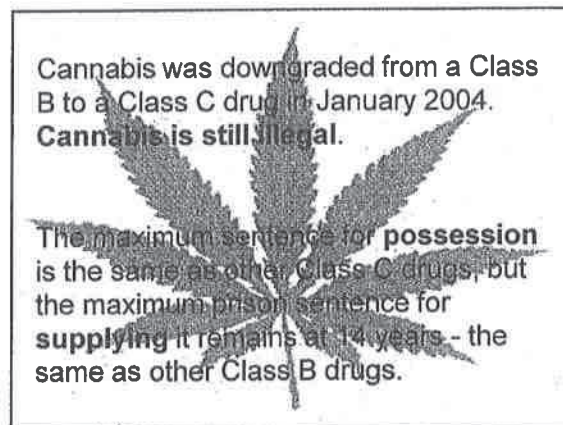
up to **5 years** in prison or an **unlimited fine** (or both) for a **Class C** drug





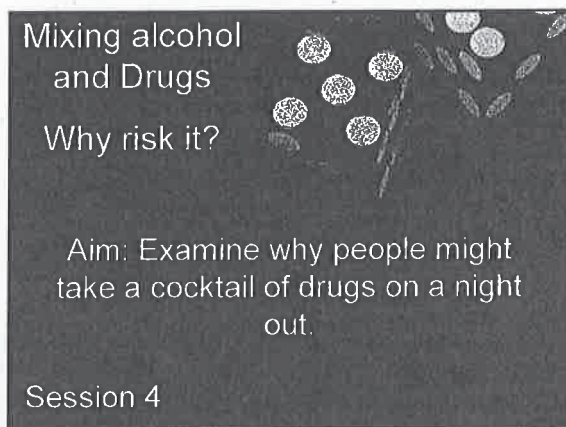
The maximum sentences for possession of each class of drug are:

up to 2 years in prison or an **unlimited fine** (or both) for a Class C drug



Cannabis was downgraded from a Class B to a Class C drug in January 2004. **Cannabis is still illegal.**

The maximum sentence for **possession** is the same as other Class C drugs, but the maximum prison sentence for **supplying** it remains at 14 years - the same as other Class B drugs.

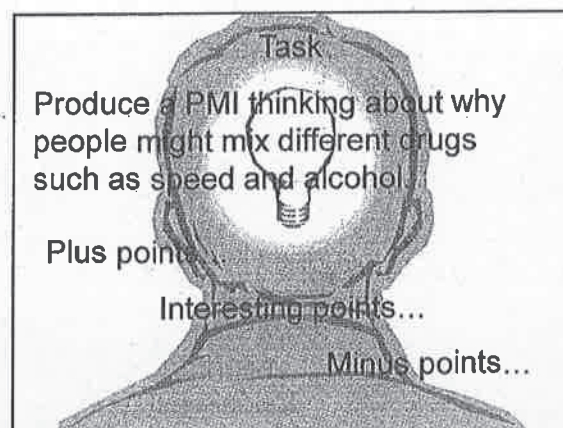


Mixing alcohol and Drugs

Why risk it?

Aim: Examine why people might take a cocktail of drugs on a night out.

Session 4



Task

Produce a PMI thinking about why people might mix different drugs such as speed and alcohol.

Plus points

Interesting points...

Minus points...

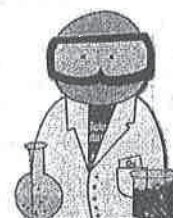
### Drink and drugs

Mixing alcohol with other drugs is seriously dangerous. This is because drink serves to slow down the nervous system (controlling heart and breathing rate). Combined with other depressant drugs, it could see the body shut down altogether. Barbiturates should never be mixed with alcohol as this is often a deadly combination. Called Barbs or Downers.

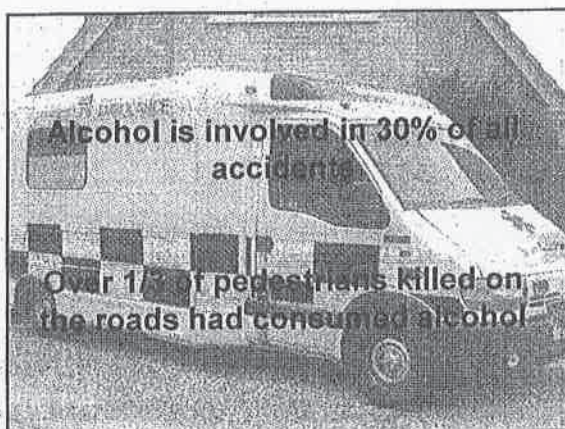


### Alcohol – some facts

Aim: Examine facts about alcohol and its effects on society.



Session 5



41% of all types of assault and GBH involved an offender who had been drinking.

1 in 4 facial injuries take place in violent situations. 61% of these involve alcohol.





8-14 million  
working days a  
year in the UK are  
lost due to alcohol  
related problems.

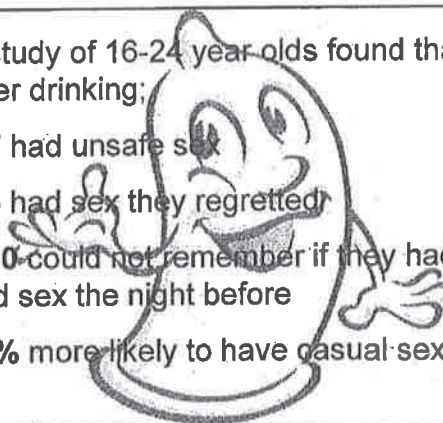
A study of 16-24 year olds found that  
after drinking;

**1/7** had unsafe sex

**1/5** had sex they regretted

**1/10** could not remember if they had  
had sex the night before

**40%** more likely to have casual sex



**Task**

**'Alcohol causes nothing but trouble  
so lets ban it!' Produce an OPV.**  
Consider the views of;

Police	Pub owner	Politician
Alcoholic	Criminal	Ordinary person

Single parent living near a pub  
Person attacked by drunken men

**Help!!!**

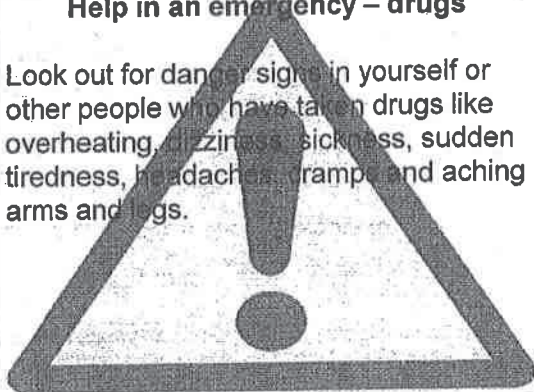
**Aim:** Know how  
to help friends  
that have  
consumed too  
much alcohol or  
drugs

**Session 6**



### Help in an emergency – drugs

Look out for danger signs in yourself or other people who have taken drugs like overheating, dizziness, sickness, sudden tiredness, headache, cramps and aching arms and legs.



Take the following steps immediately:

Phone 999 and ask for an ambulance

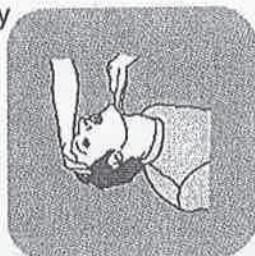
Say where the patient is, what drugs they've taken and what their symptoms are. You may be instructed to give mouth-to-mouth resuscitation, put the patient into the recovery position or do something else to save the person's life.



Make sure the person's airways aren't blocked, for example by vomit, and check they haven't swallowed their tongue

Collect evidence of any drugs that might've been taken

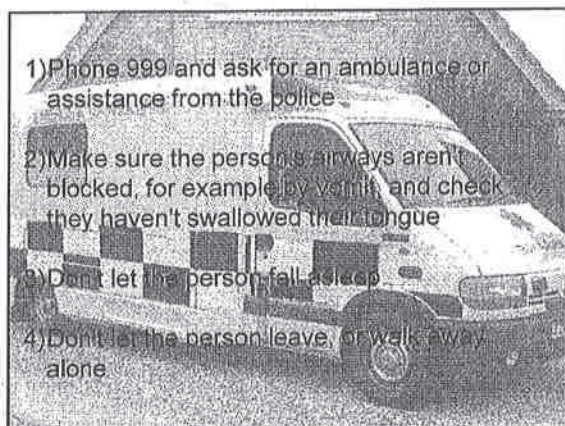
Stay until the ambulance arrives



### Help in an emergency – alcohol

If you notice a friend who has drunk alcohol and is behaving in a way that makes you uneasy about their safety or the safety of those around them, or who has become really ill from drinking alcohol take the following steps.





The National Drugs Helpline - 0800 77 66 00.

Drinkline, the National Alcohol Helpline, is on 0800 917 8282. Both are open 24 hours a day, 7 days a week.

Talktofrank.com 0800776600

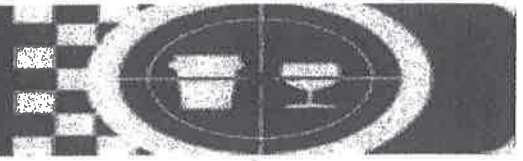
Alcoholics Anonymous  
0845 769 7555

**FRANK**  
0800 77 66 00 talktofrank.com  
Friendly, confidential drugs advice



# PUBWATCH

## COALVILLE



### Dear Licensee

Pubwatch is a crime prevention scheme, organised and run by licensees within the community. Their key aim is to promote a safe, secure environment in all licensed premises to help reduce alcohol related crime. The object of this is to reduce criminal conduct in licensed premises, to notify other licensees of potential problems, and provide information and a support network for landlords and their staff.

Coalville Town Pubwatch also aims to improve the relationship between the licensed trade and the Police, by better identifying problems relating to violence, criminality or disorder on licensed premises and increasing communications between licensees and police officers. Our meetings are currently held every first **Wednesday of the month at 10am** at The Council Offices in Coalville. The aim of these meetings is to:

- Provide a message passing system
- Provide Mutual Aid
- Combat Violence
- Recognise and report possible problems
- Help the police by providing information that can make best use of their time and resources

Members of the Coalville Town Pubwatch support each other in an attempt to reduce the number of violent incidents in pubs and clubs. In particular they have agreed that anybody banned from one pub will be banned from all.

If any person, whilst in Licensed Premises;

- Assaults a member of staff
- Assaults a customer
- Uses or sells drugs
- Causes criminal damage to property
- Uses anti-social behavior

Then they may be banned from entering any Licensed Premises which are a member of the Pubwatch scheme, for an indefinite period, depending upon the severity of the incident.

All decisions taken to ban someone from the scheme are solely down to the Pubwatch membership. Coalville Police Station fully supports our Pubwatch scheme and act in an advisory and supportive role only



## **Benefits of Pubwatch**

### **For the licensed trade:**

- Membership of Pubwatch deters troublemakers
- Reduces the risk of assaults on licensees, staff and customers
- Reduces the risk of damage to property
- Increases co-operation with the Police leading to swift assistance when required
- Improves public image and creates a safer environment in which trade will prosper
- Provides a platform for licensees to work together
- Shows that you operate a responsible premises
- PEACE OF MIND!

### **For Police:**

- More information is provided about potential trouble-makers
- More precise details in calls for assistance and more efficient use of resources
- Violent incidents associated with licensed premises decrease
- Liaison and understanding with the licensed trade improves
- Reduces victims of crime

### **For the Town:**

- Creates a safer environment in which all business in the Town will benefit and prosper
- Better image to customers
- More visitors

### **And most importantly, for the Customer:**

- An enjoyable, safe and relaxing time in all Coalville Pubwatch venues
- Reduces the risk of disorder
- PEACE OF MIND!

351247

Ref R AFFRA 13/9/13

30 [REDACTED] assaulted  
 Crown customer. Customer did not  
 want to press charges but police ran  
 away due to the two involved.  
 S.A.

TIME NO.

LN04895138

30 Girl Elected For Powder  
 Round nose Reported it to TV  
 3 month BAN LIZ FREEMAN 13 Dec

30 Radio TV To Report an assault  
 from Amy Richardson but then her  
 boyfriend changed his mind

351241

Ref 10+11

31.8.13

22.15

Turned 2 Males away 1.9.13  
for being too drunk informed  
T/V

23.50

Refused entry to 3 Gals  
as one was drunk one hit another -  
as he was getting agitated and  
got told none had a knife so Radio  
T/V and Police turned up

\*

[REDACTED]

40

[REDACTED]

50

Female lost bag it was then  
found in toilet but with  
her phone missing there was  
some trouble had to Radio  
T/V for Police Present.

\*

Section 9 Public Order 25/8/13  
351235

21.45 Ejected male for <sup>Refusing</sup> ~~not~~ to  
PAY for Drink <sup>when</sup> ~~where~~ outside  
new was being abusive now  
banned for 3 months [REDACTED]  
hairdresser husband end now

Ref 7 ASSAULT

351215

22.6.13

0.35

Female Ejected for being  
Abusive to Staff Radio  
TV After they left front  
of Pub

4.0

Ejected 1C1 male  
Fighting on Dance Floor  
informed T V ANTHONY BANNED  
3 months

298495

Ref 7 ASSAULT

22.613

ALL MONITORED BY T/V

~~1000~~ 0035 - CUSTOMERS CAUSING PROBLEMS  
& CIVIL HASSLE AT DOOR AS

↓ ONCOMING

0050

WE REFUSED ADMISSION WHICH  
ESCALATED WITH OTHERS ALSO

↓

0120

INC VERBAL ABUSE & THREATS -  
BEING MONITORED BY T/V

T/V CAN SEE NO PUSHING - DOOR ALSO  
KICKED

---

Day

Saturday

298488

Date \_\_\_\_\_

8 16 113

### Door Supervisors on Duty

[illegible]

## Fire Exit Check

...and unobstructed by any obstacle

Time Checked	Initials	Time	Initials
Start of Shift		01:30	
20:00		02:00	
20:30		02:30	
21:00		03:00	
21:30		03:30	
22:00		04:00	

### Capacity Check Log

Time	In	Out	Net	Time	In	Out	Net
19:30				01:30			
20:00			PS	02:00			
20:30				02:30			
21:00	✓			03:00			
21:30				03:30			
22:00				04:00			

## Floor / Toilet Clean

glasses / glass every day at the  
reported to Duty Manager for action.

Time	Initial	Time	Initial
19:30		01:30	
20:00		02:00	
20:30		02:30	
21:00		03:00	
21:30		03:30	
22:00		04:00	

### Enforcement Visit Log

**AM  
Informed**

Session to 4011 with INGENI

4/6/13

Note to Desertr: 20/6/13

PART 2

[REDACTED] come in again. Had one  
drink before I realised who it was. Asked  
him to leave - he became loud & abusive  
would like to propose Publication Ban.

DC Anita Rose

4066

FORCE SERIOUS CRIME TEAM

0116 248 4981

Section 6 GBM with intent 716115  
298489 PART 1

6

2105 - RADIO CHECK TO T/U

Signal  
✓  
✓

2200 - REFUSED ENTRY 2 X MALES SOME  
CONTACT PREV NIGHT (NO BAR)

2230 - REF APPL SUSPECT I.D. 1x FEMALE  
WHO LEFT - RADIO TO T/U

2330 - RADIO CHECK TO T/U

0115 - SEARCH CARRIED OUT ON 2 X MALES  
FOUND CLEAR

0210 - SIGN OUT WITH T/U

Initials

0230 - SARAH COMES BANGING AT WINDOW  
AS [REDACTED] IS CHASED BY A  
[REDACTED] MALE. WE ALL WENT OUT & THE  
MALE WAS SHOUTING ABUSE & THREATS  
& HIT FENCING WITH BIG PIECE OF  
WOOD. [REDACTED] TURN FLED ACROSS  
ACROSS CO OP CAR PARK. SARAH  
USED MY PHONE TO REPORT TO T/U  
TO MONITOR SITUATION. AS OUR SHIFT WAS  
OVER.

Out

or action.  
Initial

AN  
Inf

298459

Ref Section 5 POA 26/4/15

2 FEMALE REFUSED ENTRY, I WAS UNSTABLE  
ON FEET & HAD FALLEN OVER NEAR OUR

DRIVE, T/V INFORMED - WHO MONITORED AN  
ATTEMPT TO GO IN SNIBBY, THEY REFUSED  
ENTRY

REF: SMOKE GRENADE

CULPIT ON CCTV IS

(DAD ONCE  
PLAYED  
FOR LHC)

FOR STATEMENT DETAILS

IN FENCES/

07943571381

INFO TO T/V ALSO

COVERAGE ON CCTV OF PUB

GRENADE LET OFF ON DANCE FLOOR, WE  
EVACUATED PEOPLE TO OUTSIDE, UNTILL SMOKE  
CLEARED. (CAMERAMAN) RECOGNISED MALES IN CCTV

LICENCE - MCGUIRE 04284 A 5922 (NEAR LOCATION  
& QUESTIONED)

PERLY + FEMALE  
SAID SAW JOK

298427

REF S INQUIRY

3/3/13

SS T/V ASKED DOORSTAFF TO REMOVE GENTLEMAN  
FROM PREMISES WE LOCATED GENTLEMAN IN PUB  
ASKED T/V TO MONITOR HHS WE CARRY OUT SEARCH  
NO SUBSTANCES FOUND BUT DID ADMIT TO PREVIOUSLY  
HAVING SUBSTANCES ON HIM.

(NO NAME GIVEN / T/V HAS VISUAL)

SS ASKED T/V FOR A VISUAL WHILST CONDUCTED  
SEARCH, NOTHING FOUND ON GENTLEMAN

SS HAD TO GO ACROSS ROAD TO WATERSPOON'S DOORSTAFF  
LOTS OF DISTURBANCE OVER RADIO THREW I AM NOT USING  
RADIO PROPERLY. T/V INFORMED

SS SEARCH GENTLEMAN ON SUSPICION OF DRUGS LOT OF  
ACTIVITY GOING BACK AND FORTH TO TOILET.  
MYSELF AND [REDACTED] CONDUCTED SEARCH. NOTHING FOUND  
ASKED TO REMOVE SHOE, REFUSED TO DO SO.  
ASKED TO LEAVE PREMISES. T/V INFORMED.

SS LADIE AND GENTLEMAN ASKED TO LEAVE TO MUCH TO  
DRINK. WALKED QUICKLY

00.00 REQUESTED TO ATTEND FEMALE TOILETS MYSELF +  
[REDACTED] ATTENDED TO FIND MALE IN THERE [REDACTED]

→ CLAIM TO HAVE FORCED HIMSELF ON GIRL IN  
CURBICUL. RESTRAINED AND ESCORTED OUT OF PREMISES  
MANAGEMENT RADIO TO T/V  
POLICE ON SEEN TO TAKE AWAY [REDACTED]  
ALSO POLICE CAME BACK TO INTERVIEW [REDACTED]

00.12-4.50AM REPORTS OF CARS BROKEN INTO ON REAR  
CAR PARK RETURNED INFO ON T/V

REF 2 DOMESTIC

23410

298421

SA [REDACTED] MADE [REDACTED]

0140

TO TWA [REDACTED]

2315 -

BLONDE FEMALE [REDACTED] (HEARD)

[REDACTED] SHOULDER

COMPLAINANT [REDACTED]

[REDACTED] [REDACTED]

[REDACTED] WHO GOT VISUAL TO [REDACTED]

2335 -

BROKE UP FIGHT BETWEEN MALE [REDACTED]

252

& FEMALE (STEPH WILLET) MALE RAN OFF WITH FEMALE  
HERMIE [REDACTED] PURSE & PHONE, WE PURSUED MALE TO OUTSIDE  
FRONT, NOTIFIED T/V WHO GOT VISUAL  
795 & NOTIFIED POLICE. ALSO NEW INFO IS THAT  
MALE LIVES WITH FEMALE & SMOKED PHONE ON WALL.

0100 -

ANTHONY [REDACTED] - 4 [REDACTED]

07 [REDACTED] 0531

[REDACTED]

[REDACTED] AGE [REDACTED]

0135 -

[REDACTED] ( [REDACTED] )

[REDACTED] WHITE POWDER

[REDACTED]

[REDACTED]

[REDACTED] POLICE TOOK

[REDACTED]

0145 - FIRE ALARM WENT OFF FOR FEW SECONDS



## Banning Policy

An acceptable standard of public behaviour in the premises must be a requirement from all customers.

Those who do not reach the accepted minimum standard are normally required to leave the premises. Often an apology from the person the next day is all that is required and the matter is finished with.

This section provides a guideline to deal with those whose behaviour requires stronger action because they have caused serious concerns through totally unacceptable behaviour.

The sort of behaviour that may fall into this category is:

Any person who has:

- **Assaulted a member of staff or a customer**
- **Committed damage to the premises or property owned by the premises**
- **Sold or misused drugs**
- **Threatened violence on one or a number of occasions;**

When an incident occurs which involves behaviour mentioned above, the licensee should always consider a prosecution, particularly if police have been called and attended.

The court may grant an exclusion order; currently this can only be imposed upon an offender as part of bail conditions.

In the absence of court action or pending a court hearing such individuals should be liable to be banned from all Pubwatch premises if the licensee invokes the procedures set out in the section entitled **Procedures**

All decisions to ban a person from all the Pubwatch premises should be communicated to that person as soon as possible. They should also be told of the length of the ban and the fact that the local police will receive this information.

**A licensee retains the right under common law to exclude anyone from their premises for whatever reason, irrespective of whether the Pubwatch is taking action or not**

Ref

Section 5 POA 26/4/13



## COALVILLE PUBWATCH

### Meeting Minutes

09 May 2013

#### Opening:

The regular meeting of Coalville Pubwatch was called to order at 10am on 9th May 2013 in The Engine by Sarah Booth.

#### Present:

Sarah Booth (The Engine) Joe Stretton (Halfway House ) Dave Johnson (CCTV) Lorraine Sale (Monkey Walk) Emily Todd (NWLDC) Louise Gulliver(Police) Gary Owen (The Engine)Laura O'Reilly (White Horse)

### Meeting Minutes

Apologies from Andy Cooper(Licensing) & Claire Catherall (Licensing)

DJ to take form to Leicester Inn as they are interested in joining the retail radio scheme

ET to speak to licensing regarding laminating of large posters

Lee Chiswell possible ban – LG to give dates

Snibstone Inn still not on retail radio and still various issues

\* [REDACTED] let off smoke grenade in The Engine vote put forward by LG this was carried by GO (Engine)LS(Monkey Walk)JS(Halfway House) Vote was for a 1 year ban

SB to email photos of [REDACTED] to LG \*

The next Pubwatch meeting will be at 10am on 6th June 2013 at The Engine

Minutes submitted by: Sarah Booth



Ref Statement  
by Sergeant

## COALVILLE PUBWATCH

### Meeting Minutes

02 October 2013

#### Opening:

The regular meeting of Coalville Pubwatch was called to order at 11am on 2<sup>nd</sup> October at the council offices by Sarah Booth.

#### Present:

Sarah Booth (The Engine) Lorraine Sale (Monkey Walk) Andy Cooper (Licensing) Clare Storer (Licensing) Louise Gravenall (Police) Laura O Reilly (White Horse) Nick Garbett (3 Crowns Whitwick) Emily Todd (NWLDC) Mitch Garrett (Leicester Inn) Ian Buck (White Horse)

### Meeting Minutes

██████████ barred from Monkey Walk for drugs for 3 months. ██████████ also involved and barred. The Engine will also uphold these bans.

SB asked if we can have retail radio xmas hours and licensees were asked for theirs over xmas period.

Snibstone Inn will not be going on retail radio

DJ expressed concerns over engine door staff not using radio enough. SB to deal with immediately and give DJ feedback

LG asked that all licensees on PW sign disclosures

NG asked for advice on dispersal noise problems CS and LG gave advice

SB informed the group that Ashby, have now joined Pubwatch and, are looking forward to working with us.

DJ enquired if meetings could start at 10am instead of 11am – motion carried.

\* SB complained to licensing regarding the behavior of a sergeant outside The Engine the previous weekend. He was very rude and abusive in his behavior with customers and SB. \*

The next Pubwatch meeting will be at 10am on 7<sup>th</sup> November 2013 at The Council offices

Minutes submitted by: Sarah Booth

Ret 12 AFFRAH 13/9/13

# your bill

...continued

Account Number: 19343

your itemised breakdown for 07799 017525 continued

not sure about something?  
Check out the back of the first page,  
visit [orange.co.uk/help](http://orange.co.uk/help) or call us on 150.

date	day	time	number	place/network contacted	contact type	plan element	in plan/ extras	duration hr:min:sec	cost
13/09/13	Fri	12:39	447973100123	Orange Answering Service	talk	Free AnsPh	y	0:01:18	0.000
		12:41	447767670829	Mobile Text Messaging	text	UnLim	y	0:00:00	0.000
		12:57	01530812838	Coalville Leics	talk	Unlimited	y	0:01:18	0.000
		12:59	01623559182	Sutton-in-Ashfield Notts	talk	Unlimited	y	0:02:00	0.000
		13:01	01827768595	Tamworth Staffs	talk	Unlimited	y	0:00:19	0.000
		13:03	447792936282	Mobile Text Messaging	text	UnLim	y	0:00:00	0.000
		13:06	447716818865	Mobile Text Messaging	text	UnLim	y	0:00:00	0.000
		13:07	447792936282	Mobile Text Messaging	text	UnLim	y	0:00:00	0.000
		13:08	447792936282	Mobile Text Messaging	text	UnLim	y	0:00:00	0.000
		13:08	447716818865	Mobile Text Messaging	text	UnLim	y	0:00:00	0.000
		13:09	447792936282	Mobile Text Messaging	text	UnLim	y	0:00:00	0.000
		13:30	07702485039	Other Mobile Network	talk	Unlimited	y	0:00:26	0.000
		13:36	447764491322	Mobile Text Messaging	text	UnLim	y	0:00:00	0.000
		14:25	01530833662	Coalville Leics	talk	Unlimited	y	0:03:22	0.000
		14:29		Emergency Services	talk		n	0:04:56	0.000
		14:34	01530833662	Coalville Leics	talk	Unlimited	y	0:01:27	0.000
		14:55	07908834235	Other Mobile Network	talk	Unlimited	y	0:00:14	0.000
		14:58	447807882614	Orange	talk	Unlimited	y	0:00:03	0.000
		15:38	07815663780	Magic Numbers	talk		n	0:00:48	0.000
		16:05	07805093109	Orange	talk	Unlimited	y	0:01:01	0.000
		17:05	07807882614	Orange	talk	Unlimited	y	0:00:03	0.000
		17:06	07807882614	Orange	talk	Unlimited	y	0:00:09	0.000
		17:07	07807882614	Orange	talk	Unlimited	y	0:00:03	0.000
		17:18	447764491322	Other Mobile Network	talk	Unlimited	y	0:00:04	0.000
		17:36	447973100123	Orange Answering Service	talk	Free AnsPh	y	0:01:07	0.000
14/09/13	Sat	09:18	447449853070	Mobile Text Messaging	text	UnLim	y	0:00:00	0.000
		13:38	447703433480	Mobile Text Messaging	text	UnLim	y	0:00:00	0.000
		13:59	447939266907	Other Mobile Network	talk	Unlimited	y	0:00:05	0.000
		14:10	447538924562	Other Mobile Network	talk	Unlimited	y	0:00:43	0.000
		14:39	07449853070	Other Mobile Network	talk	Unlimited	y	0:00:19	0.000
		14:41	07449853070	Other Mobile Network	talk	Unlimited	y	0:00:01	0.000
		15:08	07449853070	Other Mobile Network	talk	Unlimited	y	0:00:18	0.000
		15:12	447583266690	Orange Text Messaging	text	UnLim	y	0:00:00	0.000
		16:20	07970046472	Orange	talk	Unlimited	y	0:01:02	0.000
		16:22	447973100123	Orange Answering Service	talk	Free AnsPh	y	0:00:50	0.000
		16:38	447584568937	Other Mobile Network	talk	Unlimited	y	0:00:18	0.000
		16:51	07970046472	Orange	talk	Unlimited	y	0:00:28	0.000
		16:52	447973100123	Orange Answering Service	talk	Free AnsPh	y	0:00:50	0.000
		19:44	07815663780	Magic Numbers	talk		n	0:08:15	0.000
		20:39	07540461552	Other Mobile Network	talk	Unlimited	y	0:02:19	0.000
		20:43	447792936282	Mobile Text Messaging	text	UnLim	y	0:00:00	0.000
		21:06	447583266690	Orange Text Messaging	text	UnLim	y	0:00:00	0.000
15/09/13	Sun	01:29	447792936282	Mobile Text Messaging	text	UnLim	y	0:00:00	0.000
		01:29	447973100123	Orange Answering Service	talk	Free AnsPh	y	0:00:29	0.000
		01:30	447973100123	Orange Answering Service	talk	Free AnsPh	y	0:01:24	0.000
		02:40	447792936282	Mobile Text Messaging	text	UnLim	y	0:00:00	0.000
		02:41	447716818865	Mobile Text Messaging	text	UnLim	y	0:00:00	0.000
		14:52	447964683297	Orange Text Messaging	text	UnLim	y	0:00:00	0.000
		15:37	447792936282	Mobile Text Messaging	text	UnLim	y	0:00:00	0.000
		15:37	07583266690	Magic Numbers	talk		n	0:00:03	0.000
		16:16	447792936282	Mobile Text Messaging	text	UnLim	y	0:00:00	0.000
		16:25	447792936282	Mobile Text Messaging	text	UnLim	y	0:00:00	0.000
		16:25	447807882614	Orange	talk	Unlimited	y	0:00:15	0.000
		16:26	447807882614	Orange	talk	Unlimited	y	0:00:03	0.000
		16:27	07875522235	Orange	talk	Unlimited	y	0:00:03	0.000
		16:28	447875522235	Orange Text Messaging	text	UnLim	y	0:00:00	0.000
		17:04	447875522235	Orange Text Messaging	text	UnLim	y	0:00:00	0.000
		17:31	07583266690	Magic Numbers	talk		n	0:00:02	0.000
		17:31	07742201501	Other Mobile Network	talk	Unlimited	y	0:00:03	0.000
		18:56	447742201501	Mobile Text Messaging	text	UnLim	y	0:00:00	0.000
		18:56	447742201501	Mobile Text Messaging	text	UnLim	y	0:00:00	0.000
		19:01	07462541747	Other Mobile Network	talk	Unlimited	y	0:00:03	0.000
		19:02	07462541747	Other Mobile Network	talk	Unlimited	y	0:00:06	0.000
		19:02	07764491322	Other Mobile Network	talk	Unlimited	y	0:02:27	0.000

# a hash indicates usage that is non-VAT applicable  
y included in your plan or extras  
n not included in your plan/extras, additional cost highlighted in bold

Cumulative subtotal £1.821

Page 4 of 9

Continued overleaf

67

lev 4 Damage

< Messages (8) [REDACTED] 7/4/13

Contact

its [REDACTED]

Thanks

Wed 10 Apr 17:15

hi sarah its nat just been told you had the window fixed just wondering how much? the sooner i start paying the better x

Thu 11 Apr 22:30

hi sarah i can pay the full £70 on the 22nd april if thats ok x



Message

118

68  
Send

The Monkey Walk  
1 Marlborough Square  
Coalville  
LE67 3WD  
31<sup>st</sup> October 2013

Dear Clare,

Ref: The license review for The Engine Public House

I am the DPS at The Monkey Walk, 1 Marlborough Square, Coalville.

For the last two and a half years Sarah Booth and I have worked very closely with regards to upholding the licensing objective set on both of our licensed premises.

During this time I have got to know Sarah through her role as the pub watch coordinator, I have worked I have worked with many licensees in all capacities during my time as a licensee & training coordinator for JD Wetherspoon.

I was very impressed when I first met Sarah 2 ½ years ago when she took over the then failing pub watch to which I was new to in this area, Sarah took the time to introduce me to the area making known any trouble makers to me and my staff, This forged a good business relationship to where we would meet on a Monday to discuss the previous weekend to which this is now a regular meeting.

As a manager with over 13 years experience in the licence trade, I have never had this level of professional bond with another licensee to where we have established rules to stop crime and disorder within our premises.

Sarah is passionate about the town centre of Coalville to which she is heavily involved in the town centre team to which she has again introduced me to so I too can be part of the community, Sarah represents the retail radio cctv and the Licensees of pub watch, where I feel Sarah is our port of call for any issues that need to be raised within the night time economy.

Together with working with pub watch online Sarah has implemented procedures which have included a three month ban for first offences, an exclusion of where a person has caused trouble in either of our premises we each exclude them for that day/evening to show that although we are initially competitors, we are united to stop any trouble.

These procedures were embraced by the pub watch committee and have been so successful thin over the last two years there has only been seven pub watch bans.

Due to this success and our stronger working relationship as competitors & local licenses, Sarah & I were approached by the council and asked if we would attend Ashby's pub watch meeting and explain our policies and procedures and how we work together, the feedback from this was so positive that all the licensees that attended joined the Coalville pub watch, which is a credit to Sarah for the amount of hard work she puts into pub watch.

All the licensees on pub watch have full access to all the policies and procedures that help to promote and maintain the four licensing objectives, in the last 2 ½ years of being the licensee here at the Monkey Walk, both Sarah and I always use these procedures to ensure our licensing objectives are met.

Please take the above statement into consideration with regards to the review on the license for The Engine Public House.

Yours truly

Lorraine Sale

Licensee

The Monkey Walk  
1 Marlborough Square  
Coalville  
LE67 3WD  
7<sup>th</sup> November 2013

Dear Clare,

Ref: The license review for The Engine Public House

I am the DPS at The Monkey Walk, 1 Marlborough Square, Coalville.

For the last two and a half years Sarah Booth and I have worked very closely with regards to upholding the licensing objectives set on both of our licensed premises.

During this time I have got to know Sarah through her role as the pub watch coordinator, I have worked with many licensees in all capacities during my time as a licensee & training coordinator for JD Wetherspoon.

I was very impressed when I first met Sarah 2 ½ years ago when she took over the then failing pub watch to which I was new to in this area, Sarah took the time to introduce me to the area making known any trouble makers to me and my staff, This forged a good business relationship to where we would meet on a Monday to discuss the previous weekend to which this is now a regular meeting.

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Sarah is passionate about the town centre of Coalville to which she is heavily involved in the town centre team to which she has again introduced me to so I too can be part of the community, Sarah represents the retail radio cctv and the Licensees of pub watch, where I feel Sarah is our port of call for any issues that need to be raised within the night time economy.

Together with working with pub watch online Sarah has implemented procedures which have included a three month ban for first offences, an exclusion of where a person has caused trouble in either of our premises we each exclude them for that day/evening to show that although we are initially competitors, we are united to stop any trouble.

These procedures were embraced by the pub watch committee and have been so successful that over the last two years there has only been seven pub watch bans.

Due to this success and our stronger working relationship as competitors & local licenses, Sarah & I were approached by the council and asked if we would attend Ashby's pub watch meeting and explain our policies and procedures and how we work together, the feedback from this was so positive that all the licensees that attended joined the Coalville pub watch, which is a credit to Sarah for the amount of hard work she puts into pub watch.

All the licensees on pub watch have full access to all the policies and procedures that help to promote and maintain the four licensing objectives, in the last 2 ½ years of being the licensee here at the Monkey Walk, both Sarah and I always use these procedures to ensure our licensing objectives are met.

Please take the above statement into consideration with regards to the review on the license for The Engine Public House.

I would also like to comment on one of the Storm incidents as I feel I have information that shows the Engine Public house had nothing to do with the statement made.

Storm INC LEP220213-0525 -18.09 – The report states the male had gone back into the Engine.

I was on duty on this day and the male in question was asked to leave my pub 'The Monkey Walk' as he was upsetting two ladies who were eating a meal, it was brought to my attention by one of my staff when the male in question went over to the ladies who were eating and decided to sit with them uninvited.

I asked the male to leave the ladies alone to which he would not, he was then asked to leave the premises as it was felt he was harassing the ladies.

I radioed through to tango victor that this male was leaving due to harassing female customers, the male then left and went over to the engine, within minutes the male was ejected by a female member of staff who I think was called Abi, the male was being watched by CCTV, he then left the engine and went in the direction of the Snibston pub.

After a while Tango Victor radioed through to say the male was back on Marlborough Square, to which I went to the door and refused him entrance into the pub, he then went back over to the Engine again where the staff escorted him to the door and requested he leave, I remember him not wanting to leave and the member of staff having to lock the inner door to stop the male getting back into the pub.

The male was last seen heading towards the take away Kashmir, to which then tango victor called back up to state the male was now exposing himself and police have been requested.

This is a true and accurate account of the events that happened regarding this male and it clearly shows that the only interaction this male had with the Engine Public house was being refused due to his behaviour in my establishment the CCTV operator did just not notice this male exposing himself the

operator known as Vicky was following this male after I made him known to her for harassing my customers

Yours truly

Lorraine Sale

Licensee

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Angie Shaw

54 Wentworth Road  
Coalville  
Leics  
LE67 3DJ

I am writing in respect of the licensing review at the Engine Public house. As a customer I have known Sarah Booth, the DPS for the last two years. As a local licensee I have found her to be professional and extremely stringent when upholding her position with regards to the current strict legislation which all licences must carry out.

I have frequented "The Engine" and on occasions I have seen both Sarah and her staff requesting identification to verify the age of the customer. On no occasion have I witnessed any underage drinking, drug taking or violence on the premises.

The security measures which Sarah has in place means that door staff and bar staff are fully trained, vigilant and accept no displays of drunk, endless or unacceptable behaviour.

In my opinion, Sarah is a respected publican who works closely with both the local community and surrounding businesses to ensure her and those that use "The Engine" are safe and free from any trouble that may occur.

I have spoken to Sarah on many occasions and am aware that she is passionate as a volunteer on numerous community focused meetings and the local Pubwatch. This being so successful she was approached to organise and speak to the Ashby publicans.

Please take the above statement into consideration with regards to the review of licence for "The Engine public house"

Yours Truly

Angie Shaw

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**WITNESS STATEMENT****Criminal Procedure Rules, r 27. 2; Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B**

URN

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Statement of: Aaron Bell

Age if under 18: Over 18 (if over 18 insert 'over 18')

Occupation: Police Constable

This statement (consisting of 3 page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false, or do not believe to be true.

Signature: 

Date: 18/11/2013

I am Police Constable 3035 Bell of the Leicestershire Constabulary currently based at Coalville Police station. On 18<sup>th</sup> November 2013 at 13:00 hours I received a bundle of evidence sent electronically by Sgt Thornley to me. The document was some 70 pages in length and had been served on behalf of the DPS Sarah Booth from the Engine Public house concerning a forthcoming review of her license.

In regard to this bundle I was specifically asked by Sgt Thornley to respond to page 8 of this document as I have been mentioned in the bottom of the first paragraph on this page.

The incident involved large public disorder occurring at the Engine on the 31<sup>st</sup> of August into the 1<sup>st</sup> of October when I was on duty and I can add the following. On Saturday 31<sup>st</sup> August 2013 I was on duty in full uniform in a marked police vehicle with Police Sergeant 1296 Tugby. At around 23:45 hours we received radio communication to attend The Engine public house, Belvoir Road, Coalville in relation to a male with a knife.

On arrival at the location a male was located after fleeing the scene discarding his personal effects including a hat and a bag as he ran. I pursued this male on foot eventually detaining him by the taxi rank on Marlborough Square. The result of this incident was that this male had been named along with two other males as being suspected and involved in an altercation at The Engine PH. Threats had been made mentioning a knife. The male I detained was intoxicated and / or under the influence of drugs and a third male had left the scene. The male I had stopped was searched whilst other officers dealt with a second male. No knives were found and both parties were given advice and allowed to leave. The male I had detained left the Town centre.

Signature: Signature witnessed by: 

Continuation of Statement of: Aaron Bell,

At approximately 01:30 hours on Sunday 1<sup>st</sup> September I received radio communication from TV06 the North West Leicestershire District council CCTV operator regarding a domestic incident in the Street on Belvoir Road near to the Engine PH.

PS Tugby and I returned to the area but found no trace of such an incident. We remained to patrol the Town centre and after a short time we noticed a large group congregating outside the entrance to the Engine PH. As we drove towards the location along Belvoir Road we could see the group contained around 30 people both males and females who were clearly agitated pushing and shoving each other and it was apparent a large fight was about to start. As we got out of our vehicle we were both instantly bombarded by allegations and counter allegations and were both required to break up several skirmishes between group members. The altercations appeared to have centred on an allegation of theft between two groups of females however several acquaintances of each group joined in and were increasing the intensity of the incident by shouting encouragement and inciting further violence.

In the early stages of this incident a male who appeared to be the partner of one of the females involved was detained and was placed in the rear of a police van. This male had been highly obstructive and was detained in an attempt to defuse the situation. The atmosphere was one of extreme tension with the majority of the large group all heavily intoxicated and in the mood for further disorder. I felt our presence was not well received and we were severely understaffed and ineffective against so many pockets of disorder. We requested further assistance although only 4 other officers were available. By this stage the majority of the customers from the Engine PH had emptied into the street and were milling around on the street and in the road. Our presence at this time clearly aggravated the situation and we did not have sufficient staff to be able to manage the disorder. Most of the people involved were drunk and excited and revelled in the excitement of the night. I saw several people filming the incident on mobile phones.

Whilst making my way through the crowds picking out pockets of disorder I encountered a female. As I walked towards her I was aware she had just been speaking with PS Tugby, she turned to me and said "I DON'T THINK HE LIKES ME". Having not heard the conversation she had had with Sgt Tugby I simply replied "Don't worry about it, it's not personal". I was unaware at this stage that the female was the licensee or indeed even staff of the Engine PH. I commented "It's always The Engine", to the female who reacted immediately by saying "NO ITS NOT". I am now aware that this female was Sarah Booth, the licensee of the Engine

Signature: 

Signature witnessed by: .....

Continuation of Statement of: Aaron Bell,  
public house.

At this stage a further allegation of assault had been made and my attention turned to assisting other officers who were struggling with a person. The nature of the entire incident meant that policing methods were ineffective with so few officers available. There were too many pockets of disorder among such a large group of heavily intoxicated and excitable young adults which meant that we could only pay short periods of attention to each individual incident before rushing on to the next. In my opinion the only way of dealing effectively with that particular group would have been to make several early arrests for public order offences which would have required more than double the staffing we had available. Eventually some time later once a public order van had become available from Ashby and two arrests had been made the group began to disperse.

Signature:

Signature witnessed by: .....  
129

**WITNESS STATEMENT****Criminal Procedure Rules, r 27. 2; Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B**

URN

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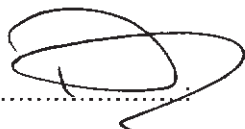
Statement of: Patrick John TUGBY

Age if under 18: Over 18 (if over 18 insert 'over 18')

Occupation: Police Sergeant

This statement (consisting of 4 page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false, or do not believe to be true.

Signature: .....



Date: 18/11/13

I am Police Sergeant 1296 Tugby of the Leicestershire Police currently stationed at Coalville Police station. On 18<sup>th</sup> November 2013 at 13:00 hours I received a bundle of evidence sent electronically by Sgt Thornley to me. The document was some 70 pages in length and had been served on behalf of the DPS Sarah Booth from the Engine Public house concerning a forthcoming review of her license.

In regard to this bundle I was specifically asked by Sgt Thornley to respond to page 8 in this document and I can add the following. I have already submitted a statement to the licensing committee and a report that was dated the 1/9/2013 detailing my account of this large scale public order incident.

On Saturday 21<sup>st</sup> August 2013 I was on uniformed mobile patrol in the company of Pc 3035 Bell. About 23:45 hours we received radio communication to attend The Engine public house, Belvoir Road, Coalville in relation to three males arguing. One of the males was believed to be possession of a knife. On arrival at the location I saw a male who I know standing outside the main door of the Engine. I saw this male throw his rucksack and hat into the alleyway next to the public house and run off into Marlborough Square. Other officers detained the male while I recovered the discarded items and joined them. The male who had run was searched and remained with the officers whilst I and another officer attended the Engine PH. I spoke to the door staff who informed me that there had been an argument involving the male who had discarded his property and another male who was still inside the Engine. During this argument it was alleged that one of the males had a knife.

I asked the doorman to locate the male inside. He returned a short moment later with a male I

Signature: .....


Signature witnessed by: .....  
130

Continuation of Statement of: ,

am familiar with. This male was drunk and was also searched by another officer with me.

The male was searched in the street about six feet from the main door of the pub.

No weapon was located so this male was released and he walked straight back inside the premises. At no time did I this male have any conversation with anyone before re-entering the pub nor did I see any police officer approach this male with handcuffs.

In my experience I have very rarely seen anyone handcuffed before or during a search and even after arrest handcuffs are used at the discretion of the officer. The male who had been brought out of the pub and searched was compliant throughout this process so restraints would have been unnecessary given any circumstances.

About approximately 01:30 hours on Sunday 1<sup>st</sup> September I monitored a radio communication from TV06 the North West Leicestershire District council CCTV operator regarding a domestic incident in the Street on Belvoir Road near to the Engine PH. At this time the only marked vehicle available on the area was me.

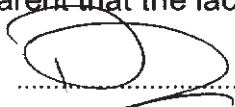
The night shift were policing Ashby town centre and Sgt Gosling was dealing with other operational matters at Coalville Police station. Two other officers (Pc 2083 and Pc 786) were patrolling Ibstock in a plain vehicle and were in plain clothes.

When we arrived at the location we could not locate any couple. However while driving along Belvoir Rd I noticed a large crowd in the street outside the Engine Public House. The crowd of approximately 30 people appeared to be fighting and as we got out of our vehicle I saw a number of arguments involving pushing and shoving between individuals in the main body of the crowd.

The majority of the crowd appeared to be heavily intoxicated. I made a radio communication for further assistance and was joined at some point by Ps 758 Gosling, Pc 1445 Watson (in a van) and Pc 2083 Smith and Pc 786 Hayes who were both plain clothes and in an unmarked vehicle.

These were the only officers in attendance for at least the first 30 minutes of the incident. Ps Gosling was the officer who parked outside the Engine and dropped his keys. At this point I became aware of two females fighting with each other. As I intervened I was immediately pulled away by one of the female's boyfriend and members of the larger crowd began to congregate around me. The male was detained by me and placed in the rear of the police van. This appeared to incite the remainder of the group and I became aware that a number of males were filming our actions on mobile phones and questioning the legality of our actions. It quickly became apparent that the lack of police resources and the extremely agitated nature

Signature:



Signature witnessed by: .....

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Continuation of Statement of: ,

of the crowd made it almost completely impossible to manage the disorder effectively. It was an extremely frustrating time and one of the most frightening experience of my career.

I was fearful for my safety and that of my staff and our inadequacy to deal effectively with the situation which in my opinion had the potential to escalate further risking serious injury to officers at the scene.

At one point whilst near to the entrance of the Engine Public House I noticed a female who I know to be Sarah Booth standing outside the doorway of the premises. Booth appeared to be a spectator to the events and as I approached the door staff she said "ITS YOUR FAULT WHY THIS HAS HAPPENED.ITS BECAUSE THE POLICE ARE HERE, WHICH CAUSES THIS EVEN THE LICENSING SERGEANT TOLD ME THAT.

I established that Booth was the licensee of the pub and made a comment similar to, "IT WOULDN'T HAVE ANYTHING TO DO WITH THE AMOUNT OF DRINK YOU HAVE SERVED THEM?" Booth made no comment.

I mentioned the incident earlier to Booth who tried to imply that incident had nothing to do with the Engine and one of the males involved had been banned. I explained that one of the males involved in that same incident (the banned male) had been located inside her premise and been allowed to return inside the pub, unchallenged by door staff shortly after he had been searched. I told Booth that I would speak to the licensing Sgt myself.

About 02:00hrs we withdrew from the area keeping view hoping the situation would diffuse. However after a short time period we received a radio communication regarding another disturbance on Belvoir Road near to Jackson Street. I made a request for further assistance and officers began to make their way from Ashby town centre and Hinckley which is some 13 miles away. Whilst dealing with a group of about ten people who were extremely rowdy I became aware of Sgt Gosling approaching a male who was standing within the group in front of a Restaurant at the entrance to Jackson Street. I followed Sgt Gosling as he approached this male and noted that the male was staring directly in front of this officer with head back, his chest protruding and was clenching and unclenching his fists which I interpreted as warning signals. Ps Gosling took hold of the males arm and informed him that he was being arrested on suspicion of assault. At this point the male lunged forward taking hold of Sgt Gosling's upper body while at the same time the group around us became very aggressive towards us and all moved in unison surrounding us.

I was fearful for my own safety and that of Sgt Gosling and I was aware that he Gosling had drawn his ASP (baton). I heard Sgt Gosling give a warning several times to the male he had

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Signature witnessed by: .....

Continuation of Statement of: ,

detained and the group as he continued to attempt to hold the male.

At this point I removed my Captor and shouted "SPRAY" and discharged the Captor towards the male who had been detained by Sgt Gosling. This male bent forward clutching his face but the remainder of the group were still coming towards us.

Sgt Gosling shouted "BACK" and administered a baton strike to the lower limb area of the approaching crowd and at the same time I pointed my Captor towards the group who began to retreat slightly.

During this I was aware of Pc Bell and other officers approaching and the male I had sprayed was detained. Other officers joined us and we managed to disperse the crowd.

I have spent the past 16years as a front line operational officer and am well used to dealing with public order situations not only in this area but also at Loughborough and in Leicester city centre.

I would describe this incident as a large group of extremely intoxicated males and females mixed with sporadic pockets of disorder within the crowd. I have no doubt that any attempt to have robustly policed this incident of disorder would have resulted in serious injury to officers at the time. The fact that the incident lasted for approximately one hour speaks volumes about the disorder associated to licensed premises. I have never come across such behaviour in all of my service.

This initial incident was attended by two officers and involved 30 people. Only x4 other officers could be called to assist and I find it appalling that anyone namely Sarah Booth would have the audacity to blame police presence for causing this disorder and to criticise policing methods.

I fully recognise my responsibilities and attempt to conduct them in a professional manner. On the night in question the safety of officers dealing with this disorder was paramount and my manner may not have been as polite as I would have liked. However this incident was a drink binge fuelled public order incident of the greatest magnitude I have faced in 16years and was not helped by the actions of the licensee Sarah Booth.

Signature:



Signature witnessed by: .....

The recommendations from the Police without prejudice are the following:

1. ~~A Closed Hearing~~ due to "Sub Judice" of an on-going police investigation into a serious assault,

2. Removal of DPS

3. Revocation of the Premises licence

We believe that the licence should be revoked or the DPS removed. Without wishing to fetter or influence the committee's decision, should neither action be successful, we ask that the following conditions be considered

\* ✓ 4. The terminal hour for all licensable activity to be 12 midnight for Thursday / Friday and Saturdays nights.

5. Last entry to the premises to be 23.30 on Thursday/Friday and Saturday

✓ 6. All SIA door staff working at this premise to be approved with consultation with the police.

\* ✓ 7. The DPS will ensure CCTV installed is maintained in accordance with Information commissioners Code of Practise. The system will record images at all times the premises is open for licensable activities and these images will be retained for a minimum of 30 days and made available to the Licensing Authority or Police immediately or within 24hours of a request being made.

Consideration to suspend the current premise licence for a period agreed by the committee for the implementation of any new conditions as agreed.

Inspector 915 Rixon

Date 14.10.2013

## **Summary of x17 STORM incidents relating to The Engine Public House**

**1. STORM INC. LEP220213-0525 18:09**  
**Male becoming aggressive.**

Complainant – TV06

TV06 Spots a male on Belvoir Road and reports that he has been exposing himself. CCTV follows him and states that he has gone back into the Engine Public Hse. Police attend and identify the male. The male is given notice and direction to leave the area and update that this is not indecency but void urine. Incident closed.

**2. STORM INC. LEP220213-0795 23:39**  
**Theft Just**

Complainant – TV06

TV06 receive a report that a purse has been stolen at the location and the victim is awaiting Police. On Police arrival they find that the female is now in the Engine Public Hse and she was in there when she had a domestic altercation with her partner over her ex partner being in there at the same time. The purse contained the keys to a jointly owned property so the partner took it to get in. Details taken for a Domestic report (verbal only) LN00887/13-6 refers.

**3. STORM INC. LEP240213-0058 02:12**  
**Under age drinkers**

Complainant – Anon male

Anon male calls police stating that a male known to him is drinking in the Engine Public Hse and is concerned as the boy is only 16yrs old. Caller was not clear to call taker and admitted he had been drinking. Closed as 'telephone resolution.'

**4. STORM INC. LEP170313-0019 00:40**  
**Aggressive Male**

Complainant – TV06

TV06 reporting that there is an aggressive male, outside the Engine Public Hse. Would appear line cleared before the full question set could be completed but incident states 'male becoming aggressive to staff outside the location – took a couple of punches' This is not clear whether it is the male who took the punches or the staff. Male had gone prior to Police arrival. Incident close

Cont.

**5. STORM INC. LEP280313-0637 20:56**  
**Poss DIC**

Complainant – Sarah Booth DPS

Caller states that a male identified by her has just driven off in a gold coloured Ford Focus VRM unknown, having consumed 5 pints in the Engine and states he was also drinking in the pub opposite prior to coming into the Engine. Vehicle put out for obs but nothing further reported.

**6. STORM INC. LEP310313-0563 20:53**  
**Underage Drinking**

Complainant – Identified male with Tel No.

Caller rings Police to state that a he saw a girl he knows, drinking in the Engine Public Hse last night. Concerned as he knows she is only 17yrs and she was also with a group of friends who are the same age. Telephone resolution and incident closed.

**7. STORM INC. LEP130413-0501 17:13**  
**Detained male/Assault**

Complainant – L1251 – PCSO Cane

Officer informed by CCTV that an assault has taken place and the suspect was located by Police outside the Engine Public Hse. Male admits assault to Police on the basis of self defence and is taken to Coalville FEO for further enquiries. A supervisor was contacted and as there was no complainant the male was released with no further action.

**8. STORM INC. LEP040513-0059 01:25**  
**Violence against person/Aggressive male**

Complainant – TV06

TV06 reporting that an aggressive male has been ejected from the Engine Public Hse. Believed that he has already been ejected from the Ashby area. Male has got into a car travelling toward London Road. Staff at location wish to speak with Police. Local SNT officer updates that there are no offences and this is supported by SNT Sgt who puts an entry on INNWEB.

**9. STORM INC. LEP050513-0803 23:57**  
**Will be DIC LC60VHR**

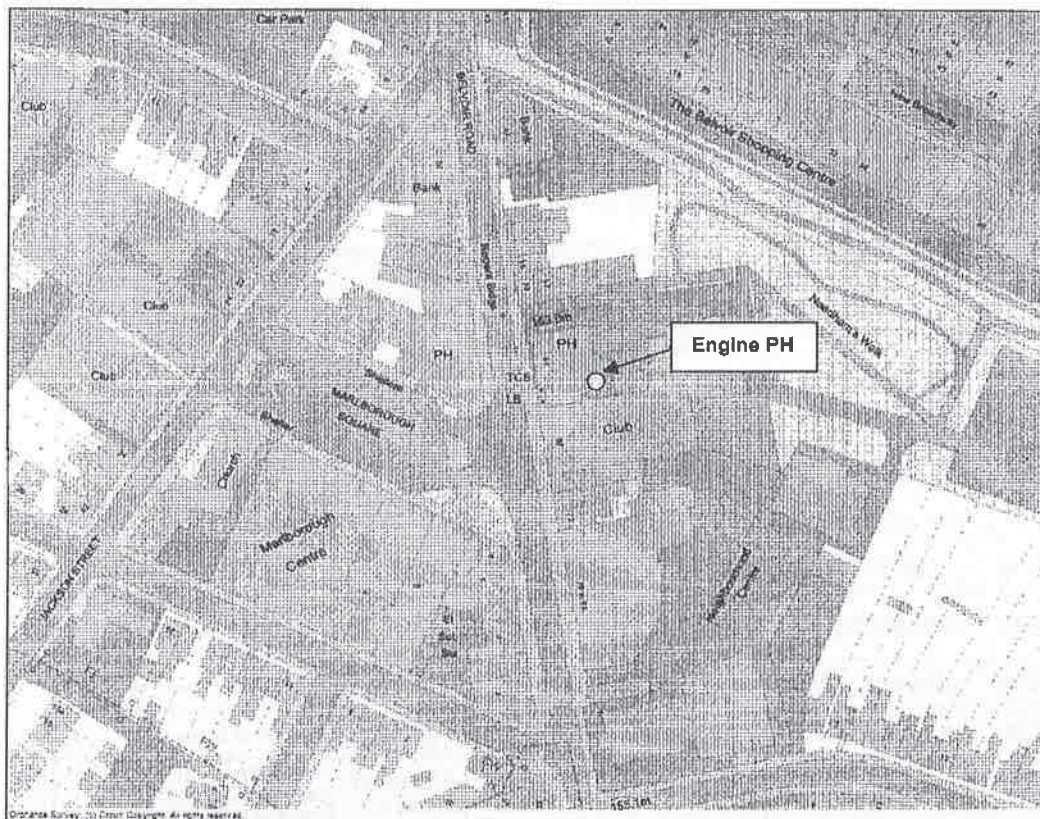
Complainant – Sarah Booth DPS

Caller states that she has seen a man get out of an Enterprise Rental Van and go into the Kashmere Indian takeaway. States he is very drunk. No further reports.

## THE ENGINE PUBLIC HOUSE, 61 BELVOIR ROAD COALVILLE

- Crime and incidents were considered that occurred in or just outside the premises of The Engine PH in Coalville.
- The period 09/01/13→09/09/13 was compared to the same period the previous year.
- CIS and STORM incidents were considered.
- Incidents also recorded onto INNWEB were also looked at for additional incidents of note.

The map below highlights the location of the Engine PH, in Coalville town:



### CRIME in and around the Engine PH

	2012 (% of total offences on Belvoir Rd)	2013 (% of total offences on Belvoir Rd)	% change
Assaults	5 (31%)	6 (30%)	20%
Damage	1 (11%)	1 (12.5%)	/
Indecency		2 (100%)	/
Theft/theft person	6 (31.6%)	2 (28.6%)	-33.3%
Theft cycle	/	1 (33.3%)	/
<b>TOTAL</b>	<b>12</b>	<b>12</b>	<b>/</b>

Although recorded crimes in 2013 are not increasing, the trend for violent crime is still occurring. Crime recorded for 2013, violent offences highlighted:

- LN00447132 – 01:15hrs 26/01/13 – **ABH Sec 47** – glassing
- LN00432133 – 22:00→23:55hrs 26/01/13 – theft – theft from bag
- LN01026139 – 00:01hrs 03/03/13 – **indecent** – sexual assault on female – NB cocaine use talking place in toilets at time of assault
- LN01351137 – 03:30→04:00hrs 24/03/13 – theft – occurred o/s pub – theft by finding???
- LN01638131 – 01:10hrs 07/04/13 – damage – occurred during argument in pub.

- LN01906134 – 23:00hrs 26/04/13 – **section 5 POA** – smoke bomb released in pub
- LN02675134 – 09/06/13 – **GBH with intent Sec 18** – disagreement with door staff
- LN03192134 – 00:05hrs 22/06/13 – **common assault**
- LN03764130 – 01:30hrs 20/07/13 – **rape**
- LN03862131 – 18:30hrs 24/07/13 – cycle theft – left at side of pub
- LN04207136 – 01:25hrs 11/08/13 – **GBH inflict sec 20** – fight outside the pub – suspect had been drinking in Engine and had been earlier ejected.
- LN04626139 – 01:45hrs 25/08/13 – **section 5 POA** – sus ejected from Engine

#### **Incidents in and around the Engine PH**

STORM incidents not recorded as a crime or on INNWEB:

2012	2013	% Change
7	17	142.9%

Details of current year incidents not already covered by a crime report:

Priority/Source	URN	Misc	Event Date	Info
21/STORM	<u>LEP-220213-0525</u>	MALE BECOMING AGGRESSIVE	22/02/2013 18:09	Male becoming aggressive/exposure
21/STORM	<u>LEP-220213-0795</u>	THEFT JUST	22/02/2013 23:39	Initially reported as theft – transpired to be domestic
21/STORM	<u>LEP-240213-0058</u>	UNDERAGE DRINKERS	24/02/2013 02:12	Noted – caller also appeared to be inebriated
21/STORM	<u>LEP-170313-0019</u>	AGGRESSIVE MALE	17/03/2013 00:40	Male being aggressive to staff – left premises
21/STORM	<u>LEP-280313-0637</u>	POSS DIC	28/03/2013 20:56	Drinker from pub driving
21/STORM	<u>LEP-310313-0563</u>	UNDERAGE DRINKING	31/03/2013 20:53	Report of underage female drinking in pub
21/STORM	<u>LEP-130413-0501</u>	DETAINED MALE/ASSAULT?	13/04/2013 17:13	Detained near pub – involved in assault? No complaint
21/STORM	<u>LEP-040513-0059</u>	VIOLENCE AGAIST PERSON	04/05/2013 01:25	Aggressive male - ejected
21/STORM	<u>LEP-050513-0803</u>	WILL BE DIC LC60VHR	05/05/2013 23:57	Report of drunk driver
21/STORM	<u>LEP-070513-0589</u>	ASSULT	07/05/2013 17:06	Assault occurring NR pub – agg does not want to pursue claim
21/STORM	<u>LEP-110513-0054</u>	FIGHT	11/05/2013 02:03	Fight spotted on CCTV – males disperse
21/STORM	<u>LEP-240513-0648</u>	MALE EXPOSING	24/05/2013 18:10	Male removed from pub – exposed to staff
21/STORM	<u>LEP-160613-0048</u>	KICKING DOOR	16/06/2013 01:00	Couple kicking door to pub as refused entry
21/STORM	<u>LEP-300613-0128</u>	UNCONS MALE	30/06/2013 02:23	Male unconscious and inebriated o/s pub
21/STORM	<u>LEP-070713-0902</u>	MALES REFUSING TO LEAVE	07/07/2013 21:42	Male refusing to leave premises, bit of a scuffle in the premises
21/STORM	<u>LEP-070713-0922</u>	CALLER ASSAULTED BY LANDLADY	07/07/2013 22:05	Linked to above – male claiming landlady of pub assaulted him
21/STORM	<u>LEP-090813-0892</u>	THREATS RE CAR	09/08/2013 23:48	Caller in pub – states someone o/s threatening to smash his car

#### **INNWEB**

- o No visits in the last 12 months input
- o Incidents: 23 in the last year

Since 09/01/13:

- o 26/01/13 – LN/447/13-2 – glassing (**crime report**)
- o 09/02/13 – ejection – male [REDACTED] consumes so much alcohol in premises that was ejected – progressed to cause damage in the street.
- o 04/05/13 – disorder – LEP-040513-0059 – ejection, no offences (**Incident**)
- o 24/05/13 – CCTV operator notes argument with door staff – no retail radio contact is made by door staff until operator contacts them (**incident**)
- o 25/05/13 – ASB - CCTV operator notes drunken couple leaving premises, arguments/aggressive – section 27 dispersal notice issued
- o 25/05/13 – retail radio – male ejected from Monkey Walk and notifies Engine – door staff let this male in.
- o 22/06/13 – Assault – police attended report of assault – male suspect given 3 month PubWatch ban by licensee (**crime report**)
- o 11/08/13 – Disorder – report of fighting, persons had been drinking in Engine prior.
- o 11/08/13 – Assault – report to CCTV operator – persons involved had been drinking in Engine (**crime report**)
- o 25/08/13 – public order – door staff report abusive male (**crime report**)
- o 31/08/13 – violence – trouble inside premise – rumours of knife – not found – later door staff let one of males back in.
- o 01/09/13 – disorder – crowd of around 40 people fighting outside premises – intoxicated – were dispersed, but were very anti-police
- o 04/09/13 – licensee invited to attend meeting to discuss escalation of incidents linked to premises.
- o 06/09/13 – compliance visit – no issues.

**Helen Dawson**

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**Part of the Tasking Directorate**

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