

The Monkey Walk
1 Marlborough Square
Coalville
LE67 3WD
7th 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.

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 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