

REPORT TO LICENSING PANEL SUB COMMITTEE

CONSIDERATION OF APPLICATION FOR A REVIEW OF A PREMISES LICENCE UNDER THE LICENSING ACT 2003

LICENSING PANEL SUB COMMITTEE: 27th April 2015

OFFICER REPORTING: Alan Barwise – Team Leader, Licensing

PREMISES:

Mantra, Goswell Hill, Windsor.

A full copy of the licence is attached to this report.
The licence holder is Surrey Clubs Ltd.

Designated Premises Supervisor:

Darius Monty

THE APPLICATION

In this case, Thames Valley Police are applying for a Review of the Premises Licence under Section 51 of the Licensing Act 2003. This is the second review. The previous review was 12 months ago and resulted in a 35 day ban and the imposition of further conditions on the licence. There are now 30 extra conditions on this licence. As with all other applications under the Licensing Act 2003, the basis of the Review must be one of the four licensing objectives:

- ♦ Prevention of Crime and Disorder;
- ♦ Public safety;
- ♦ The prevention of public nuisance; and
- ♦ The protection of children from harm

In this case, the police allege that all four objectives are being seriously undermined. Attached to the Report is a summary only of the police evidence at this stage.

The Police confirm that all the relevant information has been sent to the licence holder and to the Responsible Authorities.

The relevant notice has been in place on site and in the Council offices in the Customer Service Centre since the 3rd March 2015.

One resident, Mr Ben Tuszynski has submitted a representation and this is attached.

All three ward councillors have emailed to express their support for the application.

WHAT MEMBERS CAN DO

The Licensing Authority can reject an application if it considers it to be frivolous, vexatious or repetitious. This is the first time that an application for a Review has been received in respect of these premises and it is considered that the application is an extremely serious one.

Members must take into account the application and any relevant representations and they make take such of the following steps as they consider necessary for the promotion of the Licensing objectives:-

- a) to modify the conditions of the licence
- b) to exclude a licensable activity under the scope of the licence
- c) to remove the designated premises supervisor
- d) to suspend the licence for a period not exceeding three months
- e) to revoke the licence

On this occasion the recommendation is that the licence should be varied as shown below. This proposal has been agreed with the police and should result in a complete change of style at the premises and clientele.

The details of the agreed compromise are not available at the time of this report being prepared but will be available prior to the hearing.

NATIONAL GUIDANCE

In the revised guidance to Local Authorities issued by the Secretary of State under Section 182 of the Licensing Act 2003 the following advice is given:-

- 11.16 The 2003 Act provides a range of powers for the licensing authority which it may exercise on determining a review where it considers them appropriate for the promotion of the licensing objectives.
- 11.17 The licensing authority may decide that the review does not require it to take any further steps appropriate to promote the licensing objectives. In addition, there is nothing to prevent a licensing authority issuing an informal warning to the licence holder and/or to recommend improvement within a particular period of time. It is expected that licensing authorities will regard such informal warnings as an important mechanism for ensuring that the licensing objectives are effectively promoted and that warnings should be issued in writing to the licence holder.
- 11.18 However, where responsible authorities like the police or environmental health officers have already issued warnings requiring improvement – either orally or in writing – that have failed as part of their own stepped

approach and should take this into account when considering what further action is appropriate.

- 11.19 Where the licensing authority considers that action under its statutory powers is appropriate, it may take any of the following steps:
- To modify the conditions of the premise licence (which includes adding new conditions or any alteration or omission of an existing condition), for example, by reducing the hours of opening or by requiring door supervisors at particular times;
 - To exclude a licensable activity from the scope of the licence, for example, to exclude the performance of live music or playing of recorded music (where it is not within the incidental live and recorded music exemption);
 - To remove the designated premises supervisor, for example, because they consider that the problems are the result of poor management;
 - To suspend the licence for a period not exceeding three months;
 - To revoke the licence
- 11.20 In deciding which of these powers to invoke, it is expected that licensing authorities should so far as possible seek to establish the cause or causes of the concerns that the representations identify. The remedial action taken should generally be directed at these causes and should always be no more than an appropriate and proportionate response.
- 11.21 For example, licensing authorities should be alive to the possibility that the removal and replacement of the designated premises supervisor may be sufficient to remedy a problem where the cause of the identified problem directly relates to poor management decisions made by that individual.
- 11.22 Equally, it may emerge that poor management is a direct reflection of poor company practice or policy and the mere removal of the designated premises supervisor maybe an inadequate response to the problems presented. Indeed, where subsequent review hearings are generated by representations, it should be rare merely to remove a succession of designated premises supervisors as this would be a clear indication of deeper problems that impact upon the licensing objectives.
- 11.23 Licensing authorities should also note that modifications of conditions and exclusions of licensable activities may be imposed either permanently or for a temporary period of up to three months. Temporary changes or suspension of the licence for up to three months could impact on the business holding the licence financially and would only be expected to be pursued as an appropriate means of promoting the licensing objectives. But where premises are found to be trading irresponsibly, the licensing authority should not hesitate, where appropriate to do so, to take tough action to tackle the problems at the premises and, where other measures are deemed insufficient, to revoke the licence.

REVIEWS ARISING IN CONNECTION WITH CRIME

- 11.24 A number of reviews may arise in connection with crime that is not directly connected with licensable activities. For example, reviews may arise because of drugs problems at the premises; money laundering by criminal gangs, the sale of contraband or stolen goods, or the sale of firearms. Licensing authorities do not have the power to judge the criminality or otherwise of any issue. This is a matter for the courts. The licensing authority's role when determining such a review is not therefore to establish the guilt or innocence of any individual but to ensure the promotion of the crime prevention objective.
- 11.25 Reviews are part of the regulatory process introduced by the 2003 Act and they are not part of criminal law and procedure. There is, therefore, no reason why representations giving rise to a review of a premises licence need be delayed pending the outcome of any criminal proceedings. Some reviews will arise after the conviction in the criminal courts of certain individuals, but not all. In any case, it is for the licensing authority to determine whether the problems associated with the alleged crime are taking place on the premises and affecting the promotion of the licensing objectives. Where a review follows a conviction, it would also not be for the licensing authority to attempt to go beyond any finding by the courts, which should be treated as a matter of undisputed evidence before them.
- 11.26 Where the licensing authority is conducting a review on the grounds that the premises have been used for criminal purposes, its role is solely to determine what steps should be taken in connection with the premises licence, for the promotion of the crime prevention objective. It is important to recognise that certain criminal activity or associated problems may be taking place or have taken place despite the best efforts of the licence holder and the staff working at the premises and despite full compliance with the conditions attached to the licence. In such circumstances, the licensing authority is still empowered to take any necessary steps to remedy the problems. The licensing authority's duty is to take steps with a view to the promotion of the licensing objectives in the interests of the wider community and not to those of the individual licence holder.
- 11.27 There is certain criminal activity that may arise in connection with licensed premises, which should be treated particularly seriously. These are the use of the licensed premises:
- for the sale and distribution of Class A drugs and the laundering of the proceeds of drugs crime;
 - for the sale and distribution of illegal firearms;
 - for the evasion of copyright in respect of pirated or unlicensed films and music, which does considerable damage to the industries affected;
 - for the illegal purchase and consumption of alcohol by minors which impacts on the health, educational attainment, employment prospects and propensity for crime and young people;
 - for prostitution or the sale of unlawful pornography;

- by organised groups of paedophiles to groom children;
- as the base for the organisation of criminal activity, particularly by gangs;
- for the organisation of racist or the promotion of racist attacks;
- for knowingly employing a person who is unlawfully in the UK or who cannot lawfully be employed as a result of a condition on that person's leave to enter; for unlawful gaming and gambling; and
- for the sale of smuggled tobacco and alcohol.

11.28 It is envisaged that licensing authorities, the police and other law enforcement agencies, which are responsible authorities, will use the review procedures effectively to deter such activities and crime. Where reviews arise and the licensing authority determines that the crime prevention objective is being undermined through the premises being used to further crimes, it is expected that revocation of the licence – even in the first instance – should be seriously considered.

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, **Debie Pearmain**, on behalf of the Chief Constable of Thames Valley Police,
(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

Postal address of premises or, if none, ordnance survey map reference or description Mantra, 19-21, Goswell Hill, Windsor, Berkshire	
Post town Windsor	Post code (if known) SL4 1RH
Name of premises licence holder or club holding club premises certificate (if known) Surrey Clubs Ltd	
Number of premises licence or club premises certificate (if known) PL106943	

Part 2 – Applicant details

- I am
- Please tick ✓ yes
- | | |
|---|-------------------------------------|
| 1) an interested party (please complete (A) or (B) below) | <input type="checkbox"/> |
| 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) | <input type="checkbox"/> |

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

Mr

Mrs

Miss

Ms

Other title
(for example, Rev)

Surname

First names

Please tick yes

I am 18 years old or over

Current address

Post Town

Postcode

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

**Debie Pearmain
Thames Valley Police
Windsor Police Station
Alma Road
Windsor
Berkshire SL4 3ES**

Telephone number (if any)

01753 835571

E-mail address (optional)

Debie.pearmain@thamesvalley.pnn.police.uk

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

Tick one or more boxes ✓

- | | |
|---|-------------------------------------|
| 1) the prevention of crime and disorder | <input checked="" type="checkbox"/> |
| 2) public safety | <input checked="" type="checkbox"/> |
| 3) the prevention of public nuisance | <input checked="" type="checkbox"/> |
| 4) the protection of children from harm | <input checked="" type="checkbox"/> |

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

Thames Valley Police is requesting a review of the Premise Licence of Mantra, 19-21 Goswell Hill, Windsor, Berkshire, under the Prevention of Crime and Disorder, Public Safety, Prevention of Public Nuisance and the Protection of Children from Harm Licensing Objectives.

Mr Darius Monty, is the Designated Premises Supervisor and Surrey Clubs Ltd is the Premises Licence Holder. I can confirm that the Director of Surrey Clubs Ltd is Mr Stephen Hoey.

Last year, Thames Valley Police applied to review the Premise Licence. There was a three day licensing Review Hearing, heard on Monday 12th May 2014, Tuesday 13th May and Wednesday 14th May 2014. The Licensing Sub-Committee decided to suspend the licence for 35 days, remove the Designated Premises Supervisor, Mr Connor and modify the conditions.

I have detailed the relevant incidents which have occurred since the Review Hearing in May last year that have led to this second review, with these owners.

11/05/2014 – 00.45 – 02.00am URN 88 11/5/14, URN 136 11/5/14, URN 50 11/5/14 and Occurrence 43140055821 refers

Gen40 from PC 7516 Walker informing that Police Officers spent over an hour outside Mantra, between approximately 00.45 a.m. and 2.00 a.m. on Sunday morning 11th May, dealing with numerous incidents, which required police involvement.

URN 88 relates to the first incident, where a man who had been ejected by door staff and who had been restrained by them on the floor, had received a cut to his eye. Officers spoke with this man, who was intoxicated and very irate. The man could not be calmed down and continued to shout and swear. He was served with a Section 27 Notice, which directed him to leave the Town.

URN 136 relates to a man who had also been ejected from the club. He was shouting and accusing the door staff of being racist, for ejecting him. Police attempted to speak to him, but he was very aggressive and anti police. However he would not specify what staff had done, which he considered to be racist.

Another incident dealt with by the police while attending the above. It involved two groups of people. Both groups were outside the Club. One group was in the appropriate smoking area the other group was outside, having previously been ejected from the club. The two groups began to square up to each other, shouting and being aggressive. This was the result of a previous incident inside the club, between the two groups. Nobody would engage with the Police, or make any complaints in relation to the incident.

URN 50 relates to a 999 call from a member of public, reporting a very, very, intoxicated young woman, slumped against a wall with door staff not helping.

Occurrence number 43140055821 relates to yet another incident. An intoxicated young woman was hanging around outside the club. She aggressively lunged towards a man. Police Officers detained her and prevented her

from assaulting anyone. At this point, she started to shout, swear and became aggressive towards Police officers. She resisted any offers of assistance and was arrested, for being drunk and disorderly.

18/05/2014 – 02.05am – URN 217 18/5/14 refers

This URN relates to a complaint of alleged assault, by door staff. Officers attended and viewed the CCTV, which confirmed no evidence of assault. Door staff had acted professionally and proportionately in removing the man, after he had pushed the doorman.

26/07/2014 – 27/07/14 from midnight to 03.00am

Gen40 report, submitted by PC 7443 Finn. This report details the ASB / Crime situation, resulting from the temporary closure of Mantra. It sets out the number of people present, the offences occurring and any Anti-Social Behaviour, at the bottom end of Goswell Hill, Bridgewater Terrace, Goswell Road and around the Mantra area since the club was closed. PC 7443 Finn reported that patrols were conducted from midnight, 01.00am, 02.00am and 3am. During the patrols there were only small groupings of members of the public, who had been drinking on Goswell Hill. There were no incidents of note, with little or no crime being committed. There was no Anti-Social Behaviour in the area, at the times of his patrols.

01/08/2014

Licensing meeting at Windsor Police Station with Ricardo Monty - Director of Runcan Limited, Darius Monty, - DPS, Spencer Tregido – Mantra Staff Member, Steve Smith - Licensing Officer, RBWM, Inspector Emily Roberts Thames Valley Police and Debie Pearmain, Police Licensing Officer. The meeting was arranged, to discuss the re-opening of Mantra following the suspension of the licence, on the 15th August 201. All the conditions on the licence were discussed in detail. Noise nuisance, was also discussed and the Police and RBWM, were given an update. It was agreed by everyone present that we must all work together, to move matters forward.

15/08/2014 11.45pm URN 1601 14/8/14 refers

Gen40 report submitted by PS 4465 Parker, setting out her observations, during the re-opening evening of Mantra. The only sign of Anti-Social Behaviour, was evidence of urination left on a wall, but this could not be attributed to a particular premises. Noise from the rear of the premise, was noticeably quieter than the Sergeant recalls on previous checks. Sergeant Parker, spoke with Spencer Tregido. Spencer informed the Sergeant that new insulation had been installed over the circular windows and that an EHO, had visited the premises and checked the noise levels. Spencer also informed Sergeant Parker that a residents' meeting had been held and 17 residents, had attended. One of the actions from the residents' meeting, was for Mantra to monitor the taxi drop off and noise in Bridgewater Terrace. As a result of this, Mantra had placed a barrier across the entry to Bridgewater Terrace, with a member of staff present, to allow access to residents. A Police Officer, was present at Mantra for most of the evening to prevent any Anti Social Behaviour that may occur. Door staff, were polite and helpful when asked for numbers. The queue was being managed robustly. There were male and female door staff on duty and the Sergeant heard the door staff asking customers for ID. They also explained the need to search entrants, when they came into the club. The Sergeant did report that staff cars, were parked directly in front of the fire exit door and this would compromise any evacuation, if there was a fire.

15/08/2014 00.25am URN 1601 14/8/14 refers

Gen40 report submitted by PS 4465 Parker, detailing a group of approximately 15 men, who were refused entry into Bar 51. Security staff at Bar 51 explained that the group had booked a table at Mantra, but had come to Bar 51 as Mantra was so quiet when they arrived. The group became abusive towards Police and the door staff at Bar 51. The Police reinforced the door staff's decision, but the group would not engage and remained verbally abusive. A tactical response to ignore the group, resulted in them returning to Mantra. The door staff at Bar 51 used their Town link radio to send a message advising other premises of this incident.

16/08/2014

Licensing inspection conducted by Steve Smith, Licensing Officer, RBWM and Debie Pearmain, Police Licensing Officer.

24/08/2014 02.00am - Occurrence number 43140164152

Gen40 report submitted by PC 6406 Atherton detailing that a victim had been removed from Mantra after requesting to speak to the Manager. He was alleging that his friend had been removed from the premise for being too drunk / asleep, within the club and that the door staff had used excessive force to remove him. Door staff refused to let him to see the Manager and threw him down on the floor on his back, at the entrance. A police officer spoke with the Head Doorman, who quoted use of force legislation and stated that the man had been in the door staff's members face and had a bottle in his hand, he was also refusing to leave. CCTV was produced. The door staff co-operated fully with Police.

30/08/2014 01.10am

Gen40 report submitted by Sergeant Horne, specifying that a car parked under the Arches, had been searched under Section 23 of Misuse of Drugs Act. The man and girl in the car, were both found sucking nitrous oxide gas from balloons. There were empty canisters, all around and throughout the Arches. The owner of the car, was the 'Event Co-ordinator' for Mantra who was working that evening. Sergeant Horne states that the Manager - Ricardo Monty, came and watched and asked, how he could help. Sergeant Horne showed Mr Monty all the canisters on the floor and highlighted that no-one was checking the arches, as they should be.

30/08/14 01.00am – 01.45am

Witness statement from Debie Pearmain in relation to Drugs dog visit.

Witness statement from Sergeant 4972 Jinks in relation to the Drugs dog visit.

27/09/2014 - 01.45am

Gen40 report submitted by PC 7830 McLulich detailing that door staff from another venue had reported a group of 15-20 people had attended their venue and were all in possession of glass bottles/glasses. Door Staff refused them entry and asked them where they had got the bottles from. Group stated they had been VIP's at Mantra.

29/09/2014

Licensing meeting at Mantra with Ricardo Monty, Darius Monty, Spencer Tregido, Martin Fox - Frontline Security, Name not recorded - Licensing Consultant, Steve Smith - RBWM Licensing Officer, PC Nathan Mitchell – Police Anti-Social Behaviour Officer and Debie Pearmain - Police Licensing Officer. The meeting was arranged to discuss any issues arising since the re-opening. Ricardo Monty was also to show everyone the changes made in the venue. Debie Pearmain informed everyone and detailed, the recent Gen40's received. A general discussion took place concerning drugs, nitrous oxide canisters and balloons that had been found in the staff toilets during the police drugs dog visit, intended Acts and the general dispersal of the customers. Steve Smith stated he was aware of noise (music) escaping from the rear of the venue after midnight. Both Steve Smith and Debie Pearmain stated, they had both seen an improvement in the noise, but it appears that there is still an issue around midnight. Other suggestions were made re the smokers. Ricardo then showed everyone around the venue, including the VIP area now covered by CCTV, Lights had been installed along the corridor by the office, the staff toilet now has a lock on it, pebbles have been put on all the toilet surfaces, as a measure to reduce any drug activity.

16/10/2014 – 7.30pm

A Residents' meeting had been arranged by the Management of Mantra to include, Steve Smith and Debie Pearmain.

01/11/2014 – 09.13am URN 537 01/11/2014 refers

Telephone call to the Police from a local resident, to complain about ongoing problems, with people coming out of Mantra between 0.15 a.m. until after 3.15 a.m. Bottles were left all over their doorstep. The caller felt vulnerable, could not leave their house when drunken people, were out in the street. They felt scared. They added that there was a lot of traffic around, horns beeping in the early hours and felt very uncomfortable when they came home from work in the early hours, as they were often approached by drunken people. They felt the Club is not taking control of the party goers, as they leave. They added that they are noisy and out of control. The caller suffered the previous night with excessive noise from Mantra, when people left between 0.15 a.m. and 3.15 a.m.. The caller was unable to sleep, between those times. This was really starting to impact upon caller's quality of life. The caller recently realised, after Mantra was closed for 6 weeks, how peaceful it could be. She was now really struggling to cope with the re-opening and the aftermath drunks. They had recently had encounters with drunken people, as they walked in her door, asking her to come to Mantra.

09/11/2014 – 02.20am URN168 9/11/14 and Occurrence numbers 43140239303, 43140239308 refers

Gen40 report submitted by PC 7304 Dale detailing a girl falling over, on the Club's railings outside. The police attended, after hearing loud clanging noises coming from outside the premise. The police found a girl, lying on the metal barriers. It was unclear how she ended up in this position. Door staff, stated that the girl had been ejected. During that process, she spat in the doorman's face. Other Officers had also seen a friend of the girl, try to punch one of the door staff. Whilst officers were dealing with this incident, two men were also forcefully ejected from the premises by door staff. Door staff claimed that the two men had been involved in a scuffle inside, but they did not know what it was about.

Shortly after the above incident the second incident, one of the men ejected had a domestic incident, assaulted his partner and damaged a taxi. PC 7304 Dale comments that Mantra, have 'once again let in a bad crowd'. The crowd that night, were predominately from the 'travelling community'. They caused alot of issues for door staff and Police Officers, at closing time. Those involved in the incidents, were all very drunk, rowdy and the atmosphere was very tense.

05/12/2014 11.20pm URN 1590 6/12/14 refers

URN 1590 Telephone call to the Police from a local resident, stating that there is so much noise going on again outside Mantra. They states that it was getting like a 'no go area' and she was scared to even go outside the door, at the time of this call.

07/12/2014 - 00.52 URN 405 03/12/14 refers

URN 405 Section 35 notice, was issued to a girl who was witnessed by Police Officers, to be acting in an aggressive manner and looking to incite violence, outside Mantra. A member of the door staff informed Officers that the girl had been a nuisance all evening. The door staff member, also said that she was acting similarly, whilst queuing to enter the club. One of her friends was refused entry; however they decided to allow her inside. On initial attendance, there was a scuffle, involving around 10 men and two girls. Door staff, were slow to lend assistance despite only 2 police offices being present.

07/12/2014 - 02.29am URN 194 7/12/14 refers

URN 194 Gen40 report from PC 7830 McLulich, stating that the RBWM Control Room informed police officers that Mantra, were requesting assistance. The CCTV Control Room were not able to see anything. The door staff had called for assistance for help with the dispersal of a crowd, outside the Club. Door staff moved on large groups of men, from the parade outside the Club.

17/01/2015 - 11.30pm

Gen40 report submitted by PS Horne, informing that a 'banned PubWatch person', was seen to be let into Mantra by door staff. PS Horne spoke to the door staff. They informed her that they had checked his ID and it had not flagged up on their own ID Scanner System. They said they believed him, when he said he was no longer on the banned PubWatch list, despite Police officers being around to check for them. Each member of PubWatch, receives a regular Pub Watch banning list, which should be held by the door staff at the point of entry.

17/01/2015 – 02.22am – URN 147 17/01/15 refers – Occurrence numbers 43150017308, 43150014711 refers

URN 147 Gen40's submitted by PC 7557 Beck, PC 5915 Kindred, PC 7856 Twine as well as Witness statements from PC 7557 Beck, PC 7856 Twine, PC 5915 Kindred and Sergeant 5974 Horne. All reports and statements relate to the large disorder, fighting and aggressive behaviour from Mantra's customers. This incident required 31 Police Officers to attend and to take control and restore order. The disorder resulted in a Police Officer being assaulted and captor being deployed. Officers had received reports that approximately 250 people were at the venue, for an 18 year old 'Leaving Do'. A number of people were seen coming out of the venue, who appeared to be under aged. They were also, highly intoxicated and later became aggressive to both one another and towards police officers. Immediate assistance was requested by the officers. Police officers from Windsor, Maidenhead, Bracknell and Slough attended, to deal with the disorder.

Witness Statements from Sergeant 5974 Horne, PC 7557 Beck, PC7856 Twin and PC 5915 Kindred in relation to the above disorder. Two were arrested following the disorder for offences: Assault on a Constable and Drunk and Disorderly.

18/01/2015 – 02.06am – URN 128 18/01/15 refers – 43150015429, 43150015401, 43140015435 refers

URN 128 Gen40's submitted by PC 7557 Beck, detailing aggressive clientele, fight inside the premise. Reports of poor door policy, giving rise to a volatile aggressive crowd. The fight inside the premise, broke out when two large groups, were ejected at the same time, together. Tensions escalated and resulted in multiple flare ups outside. Most notably, when one man was arrested, after punching another man. Several of the arrested man's friends, became involved and tried to grab Police Officers. A second man was then arrested, by PC Beck and another officer, for the original assault inside the premise. The man became aggressive on arrest, resisted arrest and required a number of Police Officers to restrain and detain him. This man and others, are members of a gang from the Slough area. This incident required 30 Police Officers, to attend to take control.

Witness Statements from PC 5915 Kindred, PC 7259 Yates, PC 7856 Twine, PC 7557 Beck, PC 7958 Goreham and PC 5296 Hockley in relation to the above disorder. Three men were arrested for the following offences: Drunk and Disorderly, Assault without Injury and Public Order Offence.

29/01/2015

Licensing meeting at Windsor Police Station. Attended by, Steve Hoey- Company Director, Ricardo Monty - Company Director, Darius Monty - DPS, Acting Sergeant Dave Ireland, PC 7035 Tom Hughes-Parry, Steve Smith, RBWM Licensing Officer, PCSO Pam Evans (minutes) and Debie Pearmain, Police Licensing Officer. The meeting was arranged to inform the Premise Licence Holders and Designated Premises Supervisor that due to the disorder on the 17th and 18th January 2015, which involved their customers, Thames Valley Police were going to apply to review the premises licence.

01/02/2015 - 00.45 URN 72 01/02/15 refers – Occurrence 43150029853 refers

URN 72 Witness statement from PC 7510 Edwards in relation to an aggressive man, who had been ejected from Mantra, who was arrested for being drunk and disorderly and was found to be in possession of cannabis.

06/02/2015 – 11.30pm

Gen40 submitted by PC 7857 Scammell, detailing that whilst talking to the door staff at the front door, another door staff member escorted 3 men out of the premise. The door staff member then told the other door staff member that one of the men was only 17 years old.

08/02/2015 - 00.02

Gen40 submitted by PC 7960 Lockett detailing concerns and responses by staff and door staff, during a routine licensing check.

13/02/2015 - 9.45pm

Gen40 and copies of door staff signing in Register for 16/01/15 and 17/01/2015 submitted by Debie Pearmain. This details only 3 door staff had been signed on and off duty on the 16/01/15, when there should have been 4 and only 5 door staff had been signed on and off duty for the 17/01/2015, when there should have been 6. This is in breach of the Premises Licence.

17/02/2015

Email from PMR Products informing Debie Pearmain that Mantra had not paid the bill for the hire of the 'Retail' Radio. They had therefore 'stunned' and turned off the radio. The company had chased the payment, with no positive outcome. Possession of an active functioning Retail Radio, is a condition of the premise licence.

20/02/2015 – 11.30pm – 00.15

Licensing check conducted by Steve Smith, Licensing Officer - RBWM, Sarah Conquest - Licensing Assistant, RBWM and Debie Pearmain - Police Licensing Officer when a 'Breach of Licence' was discovered. Designated Premises Supervisor was informed of the breaches and he made the decision to close the premises that evening and the following evening.

28/02/2015 – 02.30am

Gen40 submitted by Acting Sergeant Miller detailing that a large group of customers had been kicked out of Mantra at closing time by door staff. A dispute between door staff and some of the group has required Police to separate them and move them on. The group has caused ongoing issues as they have arranged taxis to get back to West

London. Some of the females in the group were heavily intoxicated and were shouting and becoming angry towards each other. Door Staff have told them to 'Just Fuck Off'. Due to the number of people in the group (approximately 15). The group have been calmed down and moved on. They have then met up with some of the staff at the rear of Mantra. One member of staff has then revved his engine so loudly that it could be heard by Officers at the front of Mantra.

Witness statement from Inspector Roberts

Witness statement from Acting Police Sergeant Walker, Windsor Town Centre

Witness statement from Local Resident

The Premise Licence is already very heavily conditioned with the standard mandatory conditions plus 30 additional conditions, due to the issues of crime and disorder last year and the subsequent review in May 2014. Clearly, the large number of extra conditions added following the review last year, have failed, as the management of Mantra, have not addressed the ongoing and increasing incidents of crime and disorder at the premise, which then puts members of the public at risk.

We accept that there was an initial improvement following the review last May, in particular with the noise level escaping from the premises. Local resident's, still suffer from anti-social behaviour from Mantra's customers and the incidents and level of violence is and has been steadily increasing at the premise. There have been concerns raised by Police Officers of possible under age persons being in the premise. Thames Valley Police still class Mantra as a problem premise, where Police resources are being taken away from over areas, such as Slough, Bracknell and Maidenhead, to attend incidents at the venue.

Thames Valley Police Licensing and RBWM Licensing, have attended meetings with the Management since the review hearing, but it is not the responsibility of the Authorities to micro-manage the venue. The Premise Licence Holder and Designated Premises Supervisor are responsible for the running of the venue and should be taking responsibility and show due diligence to ensure that all conditions are being adhered to and the Licensing Objectives, are not being undermined.

I can also confirm that since the Review Hearing last May, no representative from Mantra has attended the local Town Centre Pub Watch meetings. Meetings were held on the 8th July 2014, 16 September 2014, 18th November 2014 and 20 January 2015. This is also a breach of their Licence. We have had breaches of Licence in relation to door staff, on several occasions - as detailed above.

It is the view of Thames Valley Police that nothing will change with the current owners and Designated Premise Supervisor at Mantra and we have no other option but to request that this premises licence is revoked.

Superintendent Ford or Chief Inspector Townsend will attend the hearing, along with Inspector Roberts, Windsor Town Centre Inspector, Acting Sergeant 6614 Walker, Sergeant 5974 Horne, PC 7557 Beck, PC 5915 Kindred and PC 7856 Twine to support the second review of this licence.

CCTV will be shown at the hearing.

Please provide as much information as possible to support the application (please read guidance note 2)

Please tick ✓ yes

Have you made an application for review relating to this premises before



If yes please state the date of that application

Day		Month		Year			
0	6	0	2	2	0	1	4

If you have made representations before relating to this premises please state what they were and when you made them

Thames Valley Police made an application for the review of the licence on the 06/02/14 under the Prevention of Crime and Disorder and Public Safety Licensing objectives.

Please tick ✓ yes

- I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate
- I understand that if I do not comply with the above requirements my application will be rejected

IT IS AN OFFENCE, LIABLE ON CONVICTION TO A FINE UP TO LEVEL 5 ON THE STANDARD SCALE, UNDER SECTION 158 OF THE LICENSING ACT 2003 TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION

Part 3 – Signatures (please read guidance note 3)

Signature of applicant or applicant's solicitor or other duly authorised agent (please read guidance note 4). **If signing on behalf of the applicant please state in what capacity.**

Signature D Fearman
Date 2nd March 2015
Capacity Police Licensing Officer

Contact name (where not previously given) and address for correspondence associated with this application
(please read guidance note 5)

Post town

Post code

Telephone number (if any)

If you would prefer us to correspond with you using an e-mail address, your e-mail address (optional)

**THE ROYAL BOROUGH OF WINDSOR AND
MAIDENHEAD
SECT 51 - LICENSING ACT 2003.**

The Royal Borough of Windsor and Maidenhead being the Licensing Authority within the meaning of the Licensing Act 2003 has received an application for a Review of a Premises' Licence under Section 51 of the Licensing Act 2003.

Thames Valley Police has applied for a review of the premises known as:-

Mantra,
19-21, Goswell Hill,
Windsor,
SL4 1RH.

Between 3rd March – 31st March 2015 responsible authorities and any other person may make representations to the licensing authority, The Royal Borough of Windsor and Maidenhead, Town Hall, Maidenhead SL6 1RF or via email licensing@rbwm.gov.uk.

The grounds of the review are:-

- The Prevention of Crime and Disorder;
- Public Safety;
- The Prevention of Public Nuisance.
- Protection of Children from Harm.

Thames Valley Police have given examples of poor management, drunken persons causing anti-social behaviour and assaults on customers and the police as well as instances of young people being drunk in and around the premises and local residents being put in fear and disturbed by the behaviour of persons leaving the premises.

The register of the licensing authority is kept at York House, Sheet Street, Windsor SL4 1DD and is available on line via the council's website www.rbwm.gov.uk Information about the review can be inspected during office hours.

It is an offence knowingly or recklessly to make a false statement in connection with an application and the maximum fine for a person liable on summary conviction for the offence is £5,000.

Craig Miller
Community Protection and Enforcement Service Lead
Royal Borough of Windsor and Maidenhead

Ref: PL06943..... Date 3rd March 2015.

LOCAL AUTHORITY**The Royal Borough of Windsor & Maidenhead**

Town Hall
St Ives Road
Maidenhead
Berkshire
SL6 1RF

tel: 01628 683840
web: www.rbwm.gov.uk

The Royal Borough



Windsor & Maidenhead

Part 1 - Premises Details

POSTAL ADDRESS OF PREMISES, OR IF NONE, ORDNANCE SURVEY MAP REFERENCE OR DESCRIPTION**Mantra**

19 - 21 Goswell Hill, Windsor, SL4 1RH.

WHERE THE LICENCE IS TIME LIMITED THE DATES

Not applicable

LICENSABLE ACTIVITIES AUTHORISED BY THE LICENCE

- a performance of live music
- any playing of recorded music
- entertainment facilities for making music
- entertainment facilities for dancing
- provision of late night refreshment
- the sale by retail of alcohol

THE TIMES THE LICENCE AUTHORISES THE CARRYING OUT OF LICENSABLE ACTIVITIES

Activity (and Area if applicable)	Description	Time From	Time To
E. Performance of live music (Indoors)	Monday to Wednesday	11:00am	11:00pm
	Thursday	11:00am	1:00am
	Friday and Saturday	10:00am	2:00am
	Sunday	11:00am	1:00am
	Single and multiple musicians playing both amplified and unamplified instruments		
Non Standard Timings:			
Sundays preceding a Bank Holiday 11:00 to 02:00.			
From the end of permitted hours on New Years Eve to the start of permitted hours on New Years Day			
An additional hour to the terminal hour on the commencement of British Summer Time			
F. Playing of recorded music (Indoors)	Monday to Wednesday	11:00am	11:00pm
	Thursday	11:00am	1:00am
	Friday and Saturday	10:00am	2:00am
	Sunday	11:00am	11:00pm
	Mobile DJ's and in-house productions		
Non Standard Timings:			
Sundays preceding a Bank Holiday 11:00 to 02:00.			
From the end of permitted hours on New Years Eve to the start of permitted hours on New Years Day			
An additional hour to the terminal hour on the commencement of British Summer Time			



THE TIMES THE LICENCE AUTHORISES THE CARRYING OUT OF LICENSABLE ACTIVITIES continued ...

Activity (and Area if applicable)	Description	Time From	Time To
I. Provision of facilities for making music (Indoors)	Monday to Wednesday	11:00am	11:00pm
	Thursday	11:00am	1:00am
	Friday and Saturday	10:00am	2:00am
	Sunday	11:00am	1:00am
	Selection of instruments for both amplified and unamplified sound		
Non Standard Timings:			
Sundays preceding a Bank Holiday 11:00 to 02:00.			
From the end of permitted hours on New Years Eve to the start of permitted hours on New Years Day			
An additional hour to the terminal hour on the commencement of British Summer Time			
J. Provision of facilities for dancing (Indoors)	Monday to Wednesday	11:00am	11:00pm
	Thursday	11:00am	1:00am
	Friday and Saturday	10:00am	2:00am
	Sunday	11:00am	1:00am
	Dance floor within the premises		
Non Standard Timings:			
Sundays preceding a Bank Holiday 11:00 to 02:00.			
From the end of permitted hours on New Years Eve to the start of permitted hours on New Years Day			
An additional hour to the terminal hour on the commencement of British Summer Time			
L. Late night refreshment (Indoors)	Thursday	11:00pm	1:00am
	Friday and Saturday	11:00pm	2:00am
	Sunday	11:00pm	1:00am
	Provision of Hot Food and Drinks for Patrons		
Non Standard Timings:			
Sundays preceding a Bank Holiday 23:00 to 02:00.			
From the end of permitted hours on New Years Eve to the start of permitted hours on New Years Day			
An additional hour to the terminal hour on the commencement of British Summer Time			
M. The sale by retail of alcohol for consumption ON the premises only	Monday to Wednesday	11:00am	11:00pm
	Thursday	11:00am	1:00am
	Friday and Saturday	10:00am	2:00am
	Sunday	11:00am	1:00am
	Non Standard Timings:		
Sundays preceding a Bank Holiday 11:00 to 02:00.			
From the end of permitted hours on New Years Eve to the start of permitted hours on New Years Day			
An additional hour to the terminal hour on the commencement of British Summer Time			



Licensing Act 2003
Premises Licence

PL106943

THE OPENING HOURS OF THE PREMISES

Description	Time From	Time To
Monday	10:00am	11:30pm
Tuesday	10:00am	11:30pm
Wednesday	10:00am	11:30pm
Thursday	10:00am	1:30am
Friday	10:00am	2:30am
Saturday	10:00am	2:30am
Sunday	10:00am	1:30am

Non Standard Timings:

Sundays preceding a Bank Holiday 10:00 to 02:30.

From the end of permitted hours on New Years Eve to the start of permitted hours on New Years Day

An additional hour to the terminal hour on the commencement of British Summer Time

WHERE THE LICENCE AUTHORISES SUPPLIES OF ALCOHOL WHETHER THESE ARE ON AND / OR OFF SUPPLIES

- M. The sale by retail of alcohol for consumption ON the premises only

Part 2

NAME, (REGISTERED) ADDRESS, TELEPHONE NUMBER AND EMAIL (WHERE RELEVANT) OF HOLDER OF PREMISES LICENCE

Surrey Clubs Ltd

10 Butlers Close, Windsor, SL4 5RD.

REGISTERED NUMBER OF HOLDER, FOR EXAMPLE COMPANY NUMBER, CHARITY NUMBER (WHERE APPLICABLE)

Surrey Clubs Ltd

09226509

NAME, ADDRESS AND TELEPHONE NUMBER OF DESIGNATED PREMISES SUPERVISOR WHERE THE PREMISES LICENCE AUTHORISES THE SUPPLY OF ALCOHOL

Darius MONTY

Flat 10 Thames Edge, Clarence Street, Staines, TW18 4BU.
Telephone 01753 831331

PERSONAL LICENCE NUMBER AND ISSUING AUTHORITY OF PERSONAL LICENCE HELD BY DESIGNATED PREMISES SUPERVISOR WHERE THE PREMISES LICENCE AUTHORISES FOR THE SUPPLY OF ALCOHOL

Licence No. 06/00338/LAPER

Issued by Spelthorne



Premises Licence

ANNEXES

ANNEX 1 - Mandatory Conditions

- No supply of alcohol may be made under the premises licence:
 - i. at a time when there is no designated premises supervisor in respect of the premises licence, or
 - ii. at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.

Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.
- 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 of a premises of a sporting event, where that provision is dependent on-
 - e) the outcome of a race, competition or other event or process, or
 - f) the likelihood of anything occurring or not occurring
 - g) 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.
- 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 the assistance by reason of a disability).
- The responsible person shall ensure that free tap water is provided on request to customers where it is reasonably available.
- (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.
- The responsible person shall ensure that -
 - (a) Where any of the following alcoholic drinks is sold or supplied for consumption in 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 in the following measures -
 - (i) beer or cider: ½ pint;
 - (ii) gin, rum, vodka or whisky: 25ml or 35ml; and
 - (iii) still wine in a glass: 125ml; and
 - (b) Customers are made aware of the availability of these measures.

A responsible person in relation to a licensed premises means the holder of the premise licence in respect of the premises, the designated premises supervisor (if any) or any individual aged 18 or over who is authorised by either the licence holder or designated premises supervisor. For premises with a club premises certificate, any member or officer of the club present on the premises in a capacity that which enables him to prevent the supply of alcohol.

- 1) A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.



ANNEXES continued ...

- 2) For the purpose of the condition set out in paragraph 1 -
 - (a) "duty" is to be construed in accordance with the Alcoholic Liquor Duties Act 1979(6)
 - (b) "permitted price" is the price found by applying the formula -
$$P = D + (D \times V)$$
where -
 - i) P is the permitted price.
 - ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged in relation to the alcohol as if the duty were charged on the date for the sale or supply of the alcohol and
 - iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date if the sale or supply of the alcohol.
 - (c) "relevant person" means, in relation to the premises in respect of which there is in force a premises licence -
 - i) the holder of the premises licence.
 - ii) the designated premises supervisor.
 - iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;
 - (d) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and
 - (e) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994(7).
- 3) Where the permitted price given by Paragraph (b) of paragraph 2 would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.
- (1) Sub-paragraph (2) applies where the permitted price given by Paragraph (b) of paragraph 2 on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a charge to the rate of duty or value added tax.

(2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.
- Any individual employed to carry out a security activity must be licensed by the Security Industry Authority (SIA).
- Admission of children is restricted in accordance with the recommendation by the British Board of Film Classification. If the film has not been classified the restriction of children must be approved by the Licensing Authority. (Children means any person under 18 years).

ANNEX 2 - Conditions consistent with the Operating Schedule

General

Prevention of Crime and Disorder



ANNEXES continued ...

See Annex 3

Public Safety

See Annex 3

Prevention of Public Nuisance

See Annex 3

Protection of Children from Harm

See Annex 3

ANNEX 3 - Conditions attached after a Hearing by the Licensing Authority

Licensing Panel Sub-Committee Hearing Decision 13th June 2012

After very careful consideration, the Sub-Committee decided that the application for a premises licence should be granted with the hours of licensable activities as follows:

- The hours for live music, recorded music, performance of dance, facilities for dancing and supply of alcohol - Monday to Wednesday 11:00-23:00. Hours open to public - Monday to Wednesday 10:00-23:30. From the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day and an additional hour on the commencement of British Summer Time.

Consent Order - East Berkshire Magistrates Courts, dated 4th December 2012

1. To provide for an extension to the hours for all licensable activities, currently permitted under the premises licence until a terminal hour of 01:00hrs on Sundays and Thursdays and 02:00 on Fridays, Saturdays and on Sundays preceding a Bank Holiday.
2. The hours the premises are open to the public to be extended to 01:30 hours on Sundays and Thursdays and 02:30hrs on Fridays, Saturdays and on Sundays preceding a Bank Holiday.

Conditions to be Added to the Licence

1. Details of events of outside promoters to be given to Thames Valley Police with a maximum of 14 days notice. Internal events to be risk assessed in conjunction with the appointed security company and where regarded as high risk then details are to be given to Thames Valley Police within a minimum of 14 days. *Records of such risk assessments to be retained for a period of 12 months, from the date of the risk assessment concerned, to be made available to Authorised Officers of the responsible authorities on request*
2. CCTV to be maintained to Thames Valley Police standard to ensure full coverage especially over the bar and entrances and to ensure clarity of images obtained.
3. To provide a recording facility to allow copies to be made upon request by Thames Valley Police, employees and/or authorised persons (as defined by section 13 (2) of the Licensing Act 2003) and for the DPS and Management Team to be trained in downloading and providing such images upon reasonable request from such relevant agencies. CCTV images are to be kept for 31 days.
4. Minimum of 6 SIA door staff (one to be female subject to availability and risk assessment) on duty



ANNEXES continued ...

- from 22:00hrs, or from when the premises open for licensable activities (whichever is the later), to close on Saturdays; 4 on Fridays. At all other times the need for door supervisors will be risk assessed.
5. A personal Licence holder to be on the premises in the absence of the designated premises supervisor.
 6. The Designated Premises Supervisor or a representative will attend, so far as is reasonably practicable, the Windsor Town Centre Pub Watch meetings.
 7. All security staff will be equipped with closed circuit radios.
 8. Licensed security staff will manage persons awaiting entry to the club. The main queue, if any, will be from the main entrance of the club up Goswell Hill. Management will use their best endeavours to ensure queuing customers do not obstruct the thoroughfare or cause disturbance to the neighbourhood or passers by.
 9. The playing of recorded and live music within the premises should not be audible, measured one metre from outside the façade of nearest residential premises.
 10. All windows and doors must remain closed during any regulated entertainment, with the exception of access and egress.
 11. Speakers should not be placed outside the premises at any time.
 12. Management will ensure that clear and legible notices are displayed at all exits requesting patrons to respect the peace and quiet of local residents and to leave the premises quietly.
 13. The disposal of bottles into waste receptacles outside the premises will not be permitted to take place between the hours of 22:00hrs and 09:00hrs to minimise the disturbance to nearby occupiers.
 14. The Premises Licence Holder, Designated Premises Supervisor and/or the management of the premises will not engage in fly posting, nor will the Premises Licence Holder, Designated Premises Supervisor and/or the management of the premises or promoters be permitted to distribute flyers to the public on the streets; this does not include flyers distributed via local retail outlets.
 15. No payment will be made by the Premises Licence Holder, DPS and/or management or on behalf of the management to any person for bringing customers to the premises directly off the street.
 16. A direct landline telephone number and email address for management of the club shall be available to any person wishing to comment on the operation of the club.
 17. The premises shall operate a Challenge 21 Policy.
 18. Identification system and ID Scanner to be installed and persons searched on entry and re-entry. A total of 28 days' grace to be given to allow for installation. The scanning system shall be maintained, so far as is reasonably practicable, in efficient working order and the relevant authorities informed as soon as is reasonably practicable in the event of the system failing or being out of repair.
 19. CCTV Retail Radio to be used during licensable activities. A total of 28 days' grace to be given to allow for installation.
 20. Drugs Policy to be in place and made available to Thames Valley Police and authorised Licensing Officers.
 21. Incident register to be in place and kept up to date and made available upon request by Thames Valley Police and authorised officers of the responsible authorities and to be kept on the premises for a minimum of one year.
 22. Door staff signing in and out register to be in place and made available upon the request of the Thames Valley Police and authorised Licensing Officers and be kept for a minimum of one year.
 23. The premises will not trade beyond the hours permitted by their planning permission.
 24. To arrange a bi-monthly meeting with residents of Bridgewater Terrace and invite other late night venues of Goswell Hill, *and representatives of the responsible authorities* to attend (such meeting to be dispensed with if the residents do not wish for such meetings to be held). *Minutes of any such meetings to be retained by the Premises Licence Holder for the period of one year from the date of the meeting and made available at reasonable by*



ANNEXES continued ...

Authorised Officers (under s13 of the 2003 Act)

- 25 *The Premises Licence Holder to meet with the Borough Ward Councillor, when requested by the latter, at a mutually agreed time at reasonable notice.*
- 26 Dispersal policy to be implemented at closing to include a member of door staff to petrol the tunnel to the left of the premises to the corner of Bridgewater Terrace at the junction of Goswell Road
- 27 Door staff to wear high visibility jackets or tabards.
- 28 All staff, including door staff and club hosts shall receive training upon the licencing objectives; licencing condition (to include the mandatory conditions) and servers (of alcohol) training. Such training to be refreshed every 6 months and documented. *Such documents to be retained for a period of 12 months and available on request by authorised officers of the responsible authorities*
- 29 A designated member of security staff shall wear a body/head camera or such other recording device during trading hours. Copies of recordings to be produced to Thames Valley Police *and* upon being requested during trading hours to be made available with the 4 hours
- 30 Bottled spirits will be only be sold/supplied to customers seated at tables, Rules of behaviour / conduct shall be displayed in the booths and VIP areas. These rules to include:-
- No free pouring of alcohol into the mouths of other party members; stressing that this is an offence; and
 - All spirits bottles to be served with a ball bearing pouring device - 25 ml; and
 - Management reserve the right to ask an individual to cease consumption, and if appropriate ask them to leave the venue if they become over intoxicated
 - *Bottles not to be removed from the booths and VIP areas*

ANNEX 4 - PLANS

See attached plans



Craig Miller
Community Protection and Enforcement Services Lead



RECEIVED

31 MAR 2015

LICENSING

ajps

I am writing to you as I find that things at Castleview/Bridgewater Terrace have not changed. Since the unexpected death of our neighbour, things have been a bit difficult. I believe that his decision was influenced by the horrendous noise that he had to put up with outside his window every weekend with no real view to an end. The council have totally failed in their "Duty of Care" to him and the residence of Castleview House.

I myself have been treated for depression due to not been able to recoup over the weekend.

I must first congratulate Mr Monty to reducing the level of noise from his venue. Unfortunately there have been 4 occasions when the noise level agreed had been broken. Three consecutive times on a Friday night and then on a Saturday. I did not report this as I wanted to see whether Mr Monty would self-regulate and also I wanted to see how far they the noise infringement would go. I spoke to Mr Monty weeks later and he apologised and said that things are in hand.

Mr Monty promised many things at a meeting I attended before Christmas which only one thing has been met. The reduction of noise from his venue he has tackled, noise outside the venue he has not.

Groups of people still gather outside Castleview Hse waiting for taxi's. Groups of people still urinate in full view of the residence of Castleview. Fights still break out and the noise that is associated with that (police sirens, shouting) still happens.

Saturday 28/03/15 Taxi's still picking up from Bridgewater Terrace. Last Taxi picked up customers who were very vocal at 04.15, registrations can be provided.

Even when they did not pick up from Bridgewater terrace they would park in Goswell Rd along the side of Castleview Hse building still effecting the residence in Castleview Hse. These are in full view of a camera and they are parking within a crossing restriction yet no one does anything?

With Mr Monty allowing customers and employees to park under the arches causes lots of noise problems. Employees and customers take their time in leaving and so we have excessive noise from people getting into their cars walking up to their cars their voices are amplified by the dome of the arch. Car doors slamming, with an average of 14 cars that is a lot of door slamming we have to endure. Car stereo's a lot of these people like their music loud and do not think of the residence, some stand with the door open while they still hold a conversation with friends. Cars vacating the area can take till 4am.

We also have to endure the BIG BORE fanatic. These cars have big bore exhausts that give a bigger bass noise when driving. We experience these (3 cars) driving into Bridgewater Terrace round to the arches and then back out again. They do this a number of times over the weekend. They also when driving under the arch on the road deliberately over rev their car to make more noise or deliberately make the car back fire. This is all after midnight. Where is the noise enforcement? Where are the Police?

We would like a restriction on parking under the arch's on Friday and Saturday night. This will help towards the noise reduction that so blights our lives.

With Mr Monty's new plan this restriction would help the residence immensely. Mr Monty said that he would help in dispersing people who congregate on the corner of Goswell Rd and Bridgewater Terrace. This did happen for a couple of weekends but not since the New Year.

The residence would like to know why the council has not provided a vehicle restriction into Bridgewater Terrace as this has been flagged before. It has been said that there is no light source nearby. There are 2 within 10 metres of where a sign would need to be affixed. If it just cost then how much is a person's life worth?

Castleview residence require

- Vehicle restriction into Bridgewater Terrace on the weekend.
- No parking under the arches on the weekend
- Taxi enforcement on picking up in Bridgewater Terrace at weekends
- Help to disperse revellers from the corner of Goswell Rd and Bridgewater Terrace.
- Anti-social behaviour monitoring of vehicle's in and around Bridgewater Terrace.

On a separate note **Lavender Green.**

They continue to work between mid-night and 5am.

The latest vehicle was a whit van with red lettering "VISION" arrived at 02.00am and left at 02.50am.

Doors banking noise of loading and unloading vehicle stereo playing . Reg ML60 OKF.

Please inform Lavender Green that I will get up at 2am, I will go out in the cold and rain and I will take pictures of driver and vehicle. Then I want something done as this has now gone on for far too long.