

# Public Document Pack

## NOTICE OF MEETING

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# LICENSING PANEL SUB-COMMITTEES

will meet on

**MONDAY, 24TH APRIL, 2017**

**At 10.00 am**

in the

**COUNCIL CHAMBER - GUILDHALL, WINDSOR,**

TO: MEMBERS OF THE LICENSING PANEL SUB-COMMITTEES

COUNCILLORS JESSE GREY, PHILLIP BICKNELL AND MALCOLM ALEXANDER

Karen Shepherd - Democratic Services Manager - Issued: 12.04.17

Members of the Press and Public are welcome to attend Part I of this meeting. The agenda is available on the Council's web site at [www.rbwm.gov.uk](http://www.rbwm.gov.uk) or contact the Panel Administrator **Tanya Leftwich** 01628 796345

**Fire Alarm** - In the event of the fire alarm sounding or other emergency, please leave the building quickly and calmly by the nearest exit. Do not stop to collect personal belongings and do not use the lifts. Congregate in the Town Hall Car Park, Park Street, Maidenhead (immediately adjacent to the Town Hall) and do not re-enter the building until told to do so by a member of staff.

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## AGENDA

### PART I

<u>ITEM</u>	<u>SUBJECT</u>	<u>PAGE NO</u>
1.	<u>APPOINTMENT OF CHAIRMAN</u>  To appoint a Chairman for the duration of the meeting.	-
2.	<u>APOLOGIES FOR ABSENCE</u>  To receive any apologies for absence.	-
3.	<u>DECLARATIONS OF INTEREST</u>  To receive any declarations of interest.	5 - 6
4.	<u>CONSIDERATION OF APPLICATION UNDER THE LICENSING ACT 2003 - APPLICATION TO REVIEW A PREMISES LICENCE</u>  To consider an application to review a Premises Licence at The Copper Horse, Ward Royal Parade, Alma Rd, Windsor SL4 3HR.	7 - 96



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## MEMBERS' GUIDE TO DECLARING INTERESTS IN MEETINGS

### Disclosure at Meetings

If a Member has not disclosed an interest in their Register of Interests, they **must make** the declaration of interest at the beginning of the meeting, or as soon as they are aware that they have a DPI or Prejudicial Interest. If a Member has already disclosed the interest in their Register of Interests they are still required to disclose this in the meeting if it relates to the matter being discussed.

A member with a DPI or Prejudicial Interest **may make representations at the start of the item but must not take part in discussion or vote at a meeting.** The term 'discussion' means a discussion by the members of meeting. In order to avoid any accusations of taking part in the discussion or vote, Members should move to the public area or leave the room once they have made any representations. If the interest declared has not been entered on to a Members' Register of Interests, they must notify the Monitoring Officer in writing within the next 28 days following the meeting.

### Disclosable Pecuniary Interests (DPIs) (relating to the Member or their partner) include:

- Any employment, office, trade, profession or vocation carried on for profit or gain.
- Any payment or provision of any other financial benefit made in respect of any expenses occurred in carrying out member duties or election expenses.
- Any contract under which goods and services are to be provided/works to be executed which has not been fully discharged.
- Any beneficial interest in land within the area of the relevant authority.
- Any licence to occupy land in the area of the relevant authority for a month or longer.
- Any tenancy where the landlord is the relevant authority, and the tenant is a body in which the relevant person has a beneficial interest.
- Any beneficial interest in securities of a body where:
  - a) that body has a piece of business or land in the area of the relevant authority, and
  - b) either (i) the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body **or** (ii) the total nominal value of the shares of any one class belonging to the relevant person exceeds one hundredth of the total issued share capital of that class.

Any Member who is unsure if their interest falls within any of the above legal definitions should seek advice from the Monitoring Officer in advance of the meeting.

A Member with a DPI should state in the meeting: ***'I declare a Disclosable Pecuniary Interest in item x because xxx. As soon as we come to that item, I will leave the room/ move to the public area for the entire duration of the discussion and not take part in the vote.'***

*Or, if making representations on the item: 'I declare a Disclosable Pecuniary Interest in item x because xxx. As soon as we come to that item, I will make representations, then I will leave the room/ move to the public area for the entire duration of the discussion and not take part in the vote.'*

### Prejudicial Interests

Any interest which a reasonable, fair minded and informed member of the public would reasonably believe is so significant that it harms or impairs the Member's ability to judge the public interest in the item, i.e. a Member's decision making is influenced by their interest so that they are not able to impartially consider relevant issues.

A Member with a Prejudicial interest should state in the meeting: ***'I declare a Prejudicial Interest in item x because xxx. As soon as we come to that item, I will leave the room/ move to the public area for the entire duration of the discussion and not take part in the vote.'***

*Or, if making representations in the item: 'I declare a Prejudicial Interest in item x because xxx. As soon as we come to that item, I will make representations, then I will leave the room/ move to the public area for the entire duration of the discussion and not take part in the vote.'*

### Personal interests

Any other connection or association which a member of the public may reasonably think may influence a Member when making a decision on council matters.

Members with a Personal Interest should state at the meeting: ***'I wish to declare a Personal Interest in item x because xxx'. As this is a Personal Interest only, I will take part in the discussion and vote on the matter.***

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## 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:

OFFICER REPORTING: Greg Nelson.

#### **Premises:-**

Copper Horse, Ward Royal Parade, Alma Road, Berkshire. SL4 3HR.

A full copy of the licence is attached to this report.

Premises licence holder: - Miss Alka Singh.

Designated Premises Supervisor: - Miss Alka Singh

#### **A) 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. 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,
- The Protection of Children from Harm,

In this case, the Police allege that all four licensing objectives are being seriously undermined. Attached to the Report is the police evidence.

The Police confirm that all the relevant information has been sent to the Premises Licence Holder and to the Responsible Authorities on 9.3.2017.

The relevant notice has been in place on site and in the Council offices in the Customer Service Centre since the 9<sup>th</sup> March 2017.

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 may 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 application from Thames Valley Police is for the licence to be revoked.

## **B) Relevant Representations**

### **Responsible Authorities:**

- a) Environmental Health (CPES)  
Attached
- c) RBFRS (Fire Officer)  
Attached to TVP application
- d) Planning Officer  
None
- e) Local Safeguarding Children's Board (LSBC)  
Attached
- f) Public Health  
Attached
- g) RBWM Licensing  
Attached
- h) Trading Standards  
None

### **Interested Parties:-**

- Representation submitted from Gosschalks Solicitors on behalf of Ei Group plc, property leaseholders. Attached.



- No representations from Ward Members.

### **C) 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:-

#### **Representations from the police**

9.12 In their role as a responsible authority, the police are an essential source of advice and information on the impact and potential impact of licensable activities, particularly on the crime and disorder objective. The police have a key role in managing the night-time economy and should have good working relationships with those operating in their local area. The police should be the licensing authority's main source of advice on matters relating to the promotion of the crime and disorder licensing objective, but may also be able to make relevant representations with regard to the other licensing objectives if they have evidence to support such representations. The licensing authority should accept all reasonable and proportionate representations made by the police unless the authority has evidence that to do so would not be appropriate for the promotion of the licensing objectives. However, it remains incumbent on the police to ensure that their representations can withstand the scrutiny to which they would be subject at a hearing.

#### **Crime and disorder**

- 2.1 Licensing authorities should look to the police as the main source of advice on crime and disorder. They should also seek to involve the local Community Safety Partnership (CSP).
- 2.5 Conditions relating to the management competency of designated premises supervisors should not normally be attached to premises licences. It will normally be the responsibility of the premises licence holder as an employer, and not the licensing authority, to ensure that the managers appointed at the premises are competent and appropriately trained. The designated premises supervisor is the key person who will usually be responsible for the day-to-day management of the premises by the premises licence holder, including the prevention of disorder. A condition of this kind may only be justified as appropriate in rare circumstances where it can be demonstrated that, in the circumstances associated with particular premises, poor management competency could give rise to issues of crime and disorder and public safety.

#### **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.

11.27 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.

## **Public safety**

- 2.7 Licence holders have a responsibility to ensure the safety of those using their premises, as a part of their duties under the 2003 Act. This concerns the safety of people using the relevant premises rather than public health which is addressed in other legislation. Physical safety includes the prevention of accidents and injuries and other immediate harms that can result from alcohol consumption such as unconsciousness or alcohol poisoning. Conditions relating to public safety may also promote the crime and disorder objective as noted above. There will of course be occasions when a public safety condition could incidentally benefit a person's health more generally, but it should not be the purpose of the condition as this would be outside the licensing authority's powers (be ultra vires) under the 2003 Act. Conditions should not be imposed on a premises licence or club premises certificate which relate to cleanliness or hygiene.
- 2.8 A number of matters should be considered in relation to public safety. These may include:
- Fire safety;
  - Ensuring appropriate access for emergency services such as ambulances;

## **Protection of children from harm**

- 2.22 The protection of children from harm includes the protection of children from moral, psychological and physical harm. This includes not only protecting children from the harms associated directly with alcohol consumption but also wider harms such as exposure to strong language and sexual expletives (for example, in the context of exposure to certain films or adult entertainment). Licensing authorities must also consider the need to protect children from sexual exploitation when undertaking licensing functions.
- 2.23 The Government believes that it is completely unacceptable to sell alcohol to children. Conditions relating to the access of children where alcohol is sold and which are appropriate to protect them from harm should be carefully considered. Moreover, conditions restricting the access of children to premises should be strongly considered in circumstances where:
- adult entertainment is provided;
  - a member or members of the current management have been convicted for serving alcohol to minors or with a reputation for allowing underage drinking (other than in the context of the exemption in the 2003 Act relating to 16 and

17 year olds consuming beer, wine and cider when accompanied by an adult during a table meal);

- it is known that unaccompanied children have been allowed access;
- there is a known association with drug taking or dealing; or
- in some cases, the premises are used exclusively or primarily for the sale of alcohol for consumption on the premises.

2.29 Licensing authorities should give considerable weight to representations about child protection matters. In addition to the responsible authority whose functions relate directly to child protection, the Director of Public Health may also have access to relevant evidence to inform such representations. These representations may include, amongst other things, the use of health data about the harms that alcohol can cause to underage drinkers. Where a responsible authority, or other person, presents evidence to the licensing authority linking specific premises with harms to children (such as ambulance data or emergency department attendances by persons under 18 years old with alcohol-related illnesses or injuries) this evidence should be considered, and the licensing authority should also consider what action is appropriate to ensure this licensing objective is effectively enforced. In relation to applications for the grant of a licence in areas where evidence is presented on high levels of alcohol-related harms in persons aged under 18, it is recommended that the licensing authority considers what conditions may be appropriate to ensure that this objective is promoted effectively.

### **Licensing authorities acting as responsible authorities**

- 9.13 Licensing authorities are included in the list of responsible authorities. A similar framework exists in the Gambling Act 2005. The 2003 Act does not require responsible authorities to make representations about applications for the grant of premises licences or to take any other steps in respect of different licensing processes. It is, therefore, for the licensing authority to determine when it considers it appropriate to act in its capacity as a responsible authority; the licensing authority should make this decision in accordance with its duties under section 4 of the 2003 Act.
- 9.15 It is also reasonable for licensing authorities to expect that other responsible authorities should intervene where the basis for the intervention falls within the remit of that other responsible authority. For example, the police should make representations where the representations are based on concerns about crime and disorder. Likewise, it is reasonable to expect the local authority exercising environmental health functions to make representations where there are concerns about noise nuisance. Each responsible authority has equal standing under the 2003 Act and may act independently without waiting for representations from any other responsible authority.
- 9.17 In cases where a licensing authority is also acting as responsible authority in relation to the same process, it is important to achieve a separation of responsibilities within the authority to ensure procedural fairness and

eliminate conflicts of interest. In such cases, licensing determinations will be made by the licensing committee or sub committee comprising elected members of the authority (although they are advised by a licensing officer). Therefore, a separation is achieved by allocating distinct functions (i.e. those of licensing authority and responsible authority) to different officials within the authority.

- 9.18 In these cases, licensing authorities should allocate the different responsibilities to different licensing officers or other officers within the local authority to ensure a proper separation of responsibilities. The officer advising the licensing committee (i.e. the authority acting in its capacity as the licensing authority) must be a different person from the officer who is acting for the responsible authority. The officer acting for the responsible authority should not be involved in the licensing decision process and should not discuss the merits of the case with those involved in making the determination by the licensing authority. For example, discussion should not take place between the officer acting as responsible authority and the officer handling the licence application regarding the merits of the case. Communication between these officers in relation to the case should remain professional and consistent with communication with other responsible authorities. Representations, subject to limited exceptions, must be made in writing. It is for the licensing authority to determine how the separate roles are divided to ensure an appropriate separation of responsibilities. This approach may not be appropriate for all licensing authorities and many authorities may already have processes in place to effectively achieve the same outcome.

### **Powers of a licensing authority on the determination of a review**

- 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 promoting 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 such as 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 to address concerns, licensing authorities should not merely repeat that approach and should take this into account when considering what further action is appropriate. Similarly, licensing authorities may take into account any

civil immigration penalties, which a licence holder has been required to pay for employing an illegal worker.

11.19 Where the licensing authority considers that action under its statutory powers is appropriate, it may take any of the following steps:

- modify the conditions of the premises 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;
- 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);
- remove the designated premises supervisor, for example, because they consider that the problems are the result of poor management;
- suspend the licence for a period not exceeding three months;
- 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 to address the causes of concern that instigated the review.

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 may be 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 or preventing illegal working. So, for instance, a licence could be suspended for a weekend as a means of deterring the holder from allowing the problems that gave rise to the review to happen again. However, it will always be important that any detrimental financial impact that may result from a licensing authority's

decision is appropriate and proportionate to the promotion of the licensing objectives and for the prevention of illegal working in licensed premises. 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.

#### **D) Observations.**

The Sub 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.

In making its decision, the Committee is also obliged to have regard to national guidance and the Council's own Licensing Policy.

Of course, the Committee must have regard to all of the representations made and the evidence it hears.

The Committee must take such of the following steps, as it considers appropriate for the promotion of the licensing objectives:

- Reject the whole or part of the application
- Modify the conditions of the premises licence.
- Exclude a licensable activity from the scope of the licence
- Remove the designated premises supervisor
- Suspend the licence for a period not exceeding three months;
- Revoke the licence.





**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**

<b>Postal address of premises or, if none, ordnance survey map reference or description</b> Copper Horse, Ward Royal Parade, Alma Road, Berkshire	
<b>Post town</b> Windsor	<b>Post code (if known)</b> SL4 3HR

<b>Name of premises licence holder or club holding club premises certificate (if known)</b> Alka Singh
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<b>Number of premises licence or club premises certificate (if known)</b> PL050393
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**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

**(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

**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

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

**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

As you can see, within a few months, the premise has gone downhill and is of serious concern to both Thames Valley Police and RBWM Licensing. There have been serious concerns over fire doors being locked and barricaded, with customers inside, on several occasions. We have had the dreadful assault, on the Designated Premises Supervisor in November 2016, but it must be said that the premise, should not have been open and trading, at 1.30 a.m. in the morning.

Steve Smith and I, have tried to work with the Designated Premises Supervisor. We have kept her informed of the issues and our concerns, through our Licensing Meetings. The Designated Premises Supervisor, was informed that if improvements were not made, she was putting the Premise Licence at risk and either Thames Valley Police, or RBWM Licensing, would have to apply to Review the Premise Licence.

Both Thames Valley Police Licensing and RBWM Licensing, are very concerned about this pub; the way it is being managed and run and the continual problems. Thames Valley Police and RBWM, cannot continue to let this premise undermine the Licensing Objectives and put members of the public at risk, by being locked in. The DPS was assaulted at a time when the premises should not have been open. Two under age children were sold alcohol in the pub. The DPS bought along her Site Manager to a Licensing Meeting smelling of alcohol, from the night before. Staff members completely ignoring Police Officers, when we know that customers were in the premise, after their permitted Licensable hours.

The DPS is responsible for the running of the premises and has shown disregard, to the advice she has been given and has totally undermined the Licensing Objectives. It is not for the Police, or the Local Authority, to be held responsible for what happens at this premise, this is down to Ms Singh.

**Both Thames Valley Police Licensing and RBWM, have no faith in the current DPS, or Site Manager running this pub and because of these reasons, Thames Valley Police has no other option, but to request that this Premise Licence is Revoked.**

PC Hughes-Parry, PC McLulich and Steve Smith will be in attendance at the review hearing to support this review application.

**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    Debie Pearmain

Date            6<sup>th</sup> March 2017

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)**

**Notes for Guidance**

1. The ground(s) for review must be based on one of the licensing objectives.
2. Please list any additional information or details for example dates of problems which are included in the grounds for review if available.
3. The application form must be signed.
4. An applicant’s agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
5. This is the address which we shall use to correspond with you about this application



Laurence informed us that he had just attended a Personal Licence Course and had passed. His application for a Personal Licence, had not yet been submitted. He confirmed that he had been working at the premises, since November 2016 and lives upstairs.

Alka was then updated re the issues and concerns from the failed test purchase on the 18/01/17 and the issues and concerns raised during the early hours of 18/02/17. Gen 40's for both incidents were read out.

Alka stated that the failed test purchase had been a mistake and would not happen again. She informed us that her son was behind the bar, only because Laurence, was upstairs unwell. Alka said that her son doesn't normally work in the premise, without supervision. At this point PC Hughes-Parry stated that he had attended the pub several times over the past year or so and that on each occasion, Myron had been working behind the bar, on his own, unsupervised.

The Team were then shown an 'ID Check Log Book', which contained photographs of the different types of IDs which had been used by young people. There were no entries, nor dates, of any refusals in this log book. Alka was informed that the failed test purchase incident, had totally undermined the 'Protection of Children from Harm' Licensing Objective. She was also told that with regard to the Shisha lounge, the locked and barricaded door, had again totally undermined the Public Safety Licensing Objective. This was not the first time the Team had spoken about this and had already advised her about this at our previous meetings.

Alka was issued with a 'Police Warning' in relation to the failed test purchase.

At this point, PC Hughes-Parry asked Laurence, if he had been drinking before the meeting, as he could smell alcohol on him. He then asked, if he had driven to the Police Station? Laurence stated that he had had a drink the previous night and that was what, he could probably smell. He informed the Officer that he had not driven to the Police Station. PC Hughes-Parry stated that he felt it inappropriate for the Site Manager, to attend a Licensing Meeting at the Police Station, smelling very strongly of alcohol was not making a good impression of himself.

Gen 40 dated 18/02/17 and PC McLulich statement was read out.

Alka informed the meeting that 'it was the cleaner cleaning up and it may have been some of his friends'. General discussion then took place with regard to this assertion. TVP and RBWM Licensing stated that the people inside, were in double numbers and they did not believe that it was the cleaner with his friends.

When asked for the CCTV coverage of the relevant times, the Team were informed that the CCTV had not been working for 6 days. They were informed that there was an issue with broadband and they would do their best to try to see if there were any recordings available.

Debie Pearmain concluded the meeting, by informing Alka Singh that due to the ongoing serious issues found, which included under age children being sold alcohol and the continual breaches, she would be applying to Review the Premises Licence under the Public Safety and Protection of Children from Harm Licensing Objectives.

Steve Smith then added that he would be fully supporting Thames Valley Police, at the Review hearing. The review process was then explained to Alka. Steve Smith advised her that she should seek legal advice.

Meeting concluded at 12.30pm

**Gen 40 dated 21/02/17, Police Warning dated 20/02/17 and Witness statement from PC 7035 Hughes-Parry refers**

#### **Gen 40 Licensed Premise Incident Report dated 18/02/2017 at 00.25am**

Gen 40 submitted by Debie Pearmain in relation to issues found by Thames Valley Police Licensing and Steve Smith, Licensing Officer, RBWM. The following was found:

At 0.15 a.m. on the 18<sup>th</sup> February, Steve Smith, Licensing Officer RBWM and Debie Pearmain Police Licensing Officer, attended the above premise. At that time, they could clearly see that the lights were on in the main bar, with the curtains drawn. The lights were also on with the curtains drawn in the shisha lounge area. In the main bar area, they could see through the windows that 5 males were still playing pool and could hear customers in the Shisha lounge. Music being played which was audible outside in the street.

At 0.25 a.m., the Team turned back to their vehicle which was parked at the back of Ward Royal. At this time they witnessed 3 customers leave the premise, via the back door. They were let out by someone inside the pub and they quickly left the area. Due to what had just been witnessed, they returned to the Police Station and requested that 2 Police Officers attend the pub with them, as they suspected that customers were still inside the premise and that alcohol was still being sold. The premise was licensed until midnight, on a Friday evening.

At 00.36 hours the Team returned to the premise with PC 1229 Large and PC 7830 McLulich. The two Officers, Debie Pearmain and Steve Smith, knocked simultaneously, on the back door, the front door, the front windows to the bar area and the front windows to the Shisha lounge area. When PC Large first knocked at the back door, the 5 males who were playing pool were clearly seen to run from the bar area where they had been playing pool, into the Shisha lounge area.

Music could be heard from the Shisha lounge area, but each time the Police Officers knocked on the window, the music stopped. Voices which could also be heard, would stop for a moment and then start again. Just before the Team and Officers left, they could hear the sound of water bubbling and could also see LED lights lighting up. This led them to believe that people were inside, smoking shisha.

The Team found it quite surprising and disappointing that no-one opened the doors, to speak to them. If they had nothing to hide, they should have been willing to open the doors for a Police Licensing Check. The Officers had knocked on the doors so hard, it was not possible for those inside, not to have heard them. The Officers had also stated they were 'Police Officers' and their marked police car was parked outside the premises.

At 1.00 a.m. PC Large and PC McLulich left the area. Steve Smith then contacted Alka Singh - the DPS and left a voicemail message, to inform her of about had just happened. At 1.07 a.m., the DPS contacted Steve and stated that 'it was the cleaner in there'.

The Team left the area at 1.11 a.m. At which time, they observed customers at the front of the premise, who appeared to have just left by the front door of the premises.

**Gen40 dated 18/02/2017 and Witness Statements from PC 1229 Large and PC7830 McLulich refer**

#### **Gen 40 Licensed Incident Report dated 20/02/2017 at midday**

Gen 40 submitted by Debie Pearmain, Police Licensing Officer. Licensing Meeting with Alka Singh, Premise Licence Holder and DPS. Also in attendance were Laurence Worsfold, Site Manager, PC Hughes-Parry, Town Centre Neighbourhood Officer, Steve Smith, Licensing Officer, RBWM and Debie Pearmain, Police Licensing Officer. The Licensing Meeting had been arranged specifically to discuss the recent failed test purchase and the issues Steve Smith and Debie Pearmain had found during their visit during the early hours of 18/02/17.



Ms Kajal Bains attended the premise. She informed them that she was a 'Director' of the business. She was then fully updated of what had happened by Debie Pearmain and Steve Smith. They did not see Laurence, during their time at the premise.

Both of the young female volunteers said that they felt very uncomfortable in the premises, due to the customer's behaviour, whilst they were there. One of the volunteers has taken part in numerous operations in different areas, visiting multiple licensed premises and this is the first time this volunteer felt very worried and felt the need to make this comment to us.

Both Thames Valley Police and RBWM Licensing, felt that immediate action was needed by the DPS, to ensure the safety of her customers and members of the public.

**Gen40 dated 18/01/2017 refers**

**Gen40 Licensed Premises Incident Report dated 24/01/2017 at 1.00pm**

Gen 40 submitted by **Debie Pearmain, Police Licensing Officer**. Following a Licensing Meeting with Michael Ekberg, Business Development Manager, Lisa Eveleigh, RBFRS, Steve Smith, Licensing Officer, RBWM and Debie Pearmain.

Michael was fully updated and Gen40's were read out for: 12/11/2016 incident at 01.30 am, Gen 40 dated 16/12/2016 drugs dog visit and Fire Safety concerns, Licensing meeting with Alka Singh on 11/01/2017, Gen40 dated 18/01/2017, the failed test purchase operation at the premise. Gen 40 dated 21/01/2017 concerns over the DPS's knowledge of basic information about the premises.

Lisa Eveleigh, Fire Safety Officer then updated Michael with her concerns and updated him about the issues found during her visit with Steve Smith, at the end of November 2016. Lisa updated Michael about these and informed him that these outstanding issues would be followed up. Lisa also informed Michael that an out of hours visit would be conducted by the Fire Service, in the very near future.

Steve Smith also mentioned that there had been noise nuisance complaints received by RBWM at around 01.30 a.m., which would fit in with the suspected after hours drinking at the premise.

Michael was also informed that it is the Licensing Team's view that the premises is attracting certain members of the community that require a strong management style. The DPS is continually breaching fire regulations and is allowing the operating of an illegal Shisha area and immediate action needs to be taken by the DPS, before something terrible happens to members of the public. There is a huge concern for public safety.

A general discussion then took place about all of the above issues and Michael was informed that due to the incidents and huge concerns over public safety, a failed test purchase op, Thames Valley Police have no other option, but to apply to Review the Premise Licence and request a Revocation. Furthermore, Steve Smith informed Michael that RBWM Licensing were going to also apply for a review even before the test purchase failure had occurred.

**Gen 40 dated 24/01/2017 refers**

**RBWM Appointment Letter dated 13/02/17**

Appointment letter from Steve Smith, Licensing Officer RBWM to Alka Singh, Designated Premise Supervisor and Premise Licence Holder. Appointment for Alka to attend Windsor Police Station on Monday 20<sup>th</sup> February 2017

**Appointment letter dated 13/02/2017 refers**

Alka was also informed by Steve Smith and Debie Pearmain that due to the ongoing issues and concerns, there may be a possibility that either, Thames Valley Police Licensing, or RBWM Licensing may apply to review the premises licence.

**RBWM Licensing report dated 11/01/2017 refers**

**Gen40 Licensed Premises Incident Report dated 21/01/2017 at 11.30pm**

Gen 40 submitted by **PC 799 Phillips**. Incident report dated 21<sup>st</sup> January 2017, relates to a report that when he attended the premise to conduct a licensing check, the DPS was not on site. Staff contacted the DPS and she then returned to the premise. Police Officers state that it was clear from talking to the DPS that she knew very little about the premise and was totally reliant upon a staff member, **Laurence**, for the answers to questions posed by the Officers. These included general Health and Safety issues, such as the capacity of the premise. PC Phillips reported that the door to the left - the Shisha Lounge area, wasn't locked and there were people inside, smoking shisha.

**Gen40 dated 21/01/2017 refers**

**Email from Lisa Eveleigh, Fire Safety Inspecting Officer, RBWM dated 26/01/2017**

Email from **Lisa Eveleigh, Fire Safety Inspecting Officer** informing Debie Pearmain the Police Licensing officer, about a Fire Safety Deficiencies Notice which she had issued to the DPS on 22 November 2016.

**Email dated 26/01/2017 and copy of the Notification of Fire Safety Deficiencies Regulatory Reform Order dated 22/11/2016 refers**

**Gen40 Licensed Premises Incident Report dated 18/01/2017 at 8.15pm**

Gen 40 submitted by **Debie Pearmain, Police Licensing Officer** reporting a Test Purchase Operation, with two female volunteers, one aged 14 and one aged 15. They both attended the premise. Myron Bains, the barman (who is a non- personal Licence holder), sold them, two Bacardi and Cokes. Neither ID, nor age, was asked for, from the two female volunteers. Sergeant Jo Buckley, PC Robin Kinghorn, Steve Smith, RBWM Licensing Officer and Debie Pearmain the Police Licensing Officer were in attendance.

They then spoke to the barman about this at 8.20pm.

As the Police and Licensing Officers entered the premise, they noticed that the left hand **Fire Door** was once again locked. They also spoke to Myron about this. They also asked if the DPS, or anyone else in charge, was on the premises. Myron stated that the General Manager, Laurence Worfold, was upstairs. Whilst they were waiting for Laurence to come down, they were shown through the bar area, to the Shisha Lounge by Myron.

Inside, they observed between 4-6 Asian males, sitting smoking, what appeared to be Shisha. A male who later identified himself as Mr Karin Akkari, informed us that he was in charge of the food and shisha area, not the bar. Debie Pearmain, explained to him what had just happened in relation to the under- age sale. At that point she observed smoke, coming from the waste bin, which was next to the locked door, which was also barricaded with stools. She then informed Mr Akkari that there was smoke emanating from the waste bin. He denied it was smoke. She again informed him that it was smoke. He then went to the bin and put the smoke out. Steve Smith informed him that the bin had been a fire hazard and that the Fire Door, should not be locked and that this was the second time, he had seen it locked. The reasons the door should not be locked, were then explained to him. It was the officer's view that the door was locked, as customers were smoking inside. This Shisha Lounge is not 50% open sided and smoking is not permitted. It should not therefore, in my opinion, be operating as a Shisha smoking area.

We were then informed by Myron that the owner had been called and she was on her way. Sergeant Buckley, made the decision that we were not going to stay at the premise any longer, as some of the customers were known to police. They were very loud, screaming and shouting and he did not want any further issues at the premises at that time. Just as the officers, were leaving - at approximately 8.35pm

charge'. After repeated attempts police left the premises as the men were wasting their time. The men were listening to music and smoking. The Officers reported that it appeared to be a 'lock in'.

**Gen40 dated 04/11/2016 and URN 36 04/11/2016 refers**

**Gen40 Licensed Premises Incident Report dated 12/11/16 at 01.30am – 01.40am**

Gen40 submitted by **PC 7260 Livingstone**, states that the Designated Premises Supervisor was assaulted by a woman inside the pub. The woman was asked to leave, after a man had bought her a drink. The DPS recognised the woman as someone who had previously been barred, earlier in the year.

An incident occurred, between the DPS and the woman, as she was being escorted out of the premises by another customer. The DPS was assaulted by the woman as she was being taken out. The Police were called by a staff member at 02.08am, as the woman was outside, laughing at them. Police attended and she was arrested. The Police Officer reports that at 01.40am the pub was still quite busy, with at least 15-20 people inside. The Police Officer reports that the Police were not called straight after the assault, but only when they realised that the suspect was still outside laughing at the DPS. Suspect arrested and DPS taken to Hospital.

**Gen40 dated 12/11/2016 and URN 138 12/11/2016 refers**

**RBWM Licensing Premises Incident Report dated 16/12/2016 at 11.45pm**

Incident Report submitted by **Steve Smith, RBWM Licensing Officer**. The Incident Report, states that at 11.45pm on Friday 16<sup>th</sup> December 2016, during a Joint **Drugs Dog Operation** with Thames Valley Police, Steve Smith observed that the **Fire Door** to the bar, located to the left of the front entrance, was being used as a 'Shisha Lounge' area and was locked. Steve Smith and Police Officers, entered the public bar, where all customers were being screened by the drugs dog. There were no positive indications of drugs. As they were leaving the premise, Steve Smith heard a noise (a chair being moved) behind the locked door to the Shisha Lounge. Police Officers then tried to gain access, by another **Fire Door**, which is located at the rear of the pub. They discovered that this **Fire Door** was also locked, but from the inside.

The Police finally had the locked door opened by the occupants who were inside. As they entered the Shisha area, they observed approximately 35 Asian males sitting around tables. No alcohol was being consumed and all the customers were screened by the dog, with no indications of drugs being given. Steve Smith reports that he observed a very heavy dense cloud of thick smoke at ceiling level, with a strong smell of what he believed to be tobacco. Advice was given to the DPS by Sergeant Littlewood and Steve Smith in relation to fire safety and public protection. Steve Smith informed the DPS that a report would be submitted to the Fire Safety Officer. Officers then carried out a full inspection of the premises and also found the rear fire door exiting out to the rear car-park was also locked. In total 3 locked fire doors were found. Officers ensured that all doors were unlocked before they left.

**RBWM Licensing report dated 16/12/2016 refers**

**RBWM Licensing Premises Incident Report dated 11/01/2017**

Incident Report submitted by **Steve Smith, RBWM Licensing Officer**. Incident report relates to a Licensing Meeting with Alka Singh, Premise Licence Holder & DPS, Steve Smith and Debie Pearmain, the Police Licensing Officer. The Gen40 incident dated 12/11/2016 was read out and from this it has highlighted the timing of the assault - 01.30am. The pub is licensed until midnight, on Friday & Saturday evenings. Alka was informed that she should ensure, she kept to the licensable hours and activities, on the premises licence.

The Gen 40 dated 16/12/2016 was then read out. Alka Singh informed us that she was not there at the time of the visit. Steve informed her that she was present at the venue and she was sat at a table in the public bar.

**Berkshire SL4 3ES**

Telephone number (if any)

**01865 854022**

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



2) public safety



3) the prevention of public nuisance



4) the protection of children from harm



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

Thames Valley Police are requesting the review of the Copper Horse, Ward Royal Parade, Alma Road, Windsor, Berkshire, SL4 3HR, premise licence under the Prevention of Crime and Disorder, Public Safety, Prevention of Public nuisance and the Protection of Children from Harm Licensing Objectives.

Alka Singh is the Designated Premises Supervisor and the Premises Licence Holder, since July 2014.

During the review application you will see references and concerns made in relation to the inside Shisha area. The concern around this is that the Shisha area is not 50% open and we believe that customers are smoking tobacco and Shisha in this area. The definition of smoking is:

Smoking tobacco or anything which contains tobacco, or smoking any other substance and includes being in possession of lit tobacco or of anything lit which contains tobacco, or being in possession of any other lit substance in a form in which it could be smoked. This includes smoking cigarettes, cigars, herbal cigarettes and pipes (**including water pipes, shisha and hookah**). Vaping E Shisha's is not smoking. Smoking is banned inside enclosed premises.

Detailed below are the relevant incidents, which have led me to apply to Review the Premises Licence:

**Gen40 Licensed Premises Incident Report dated 04/11/2016 at 01.06am**

Gen40 submitted by **PC Jenkins** stating that a member of public had reported sounds of a disturbance outside the premises. PC Jenkins and PC Littlewood attended the scene to deal with the incident. On attendance an area search took place with no-one being found. The Officers attended the Copper Horse as part of their enquiries. Access was only gained to the premises after repeated knocking on the door. The Police Officers could hear persons inside but it took some time for people to open the door. When the Officers went inside there were 4-5 Asian/black men inside. All the men would not engage with the Officers and would not answer any questions. They refused to identify the person in charge. Repeated questions were asked to the group and they essentially played '28mb' and didn't know what was meant by 'in-

Submitting Officer		
Shoulder No/Name: P1226	Station: LA	LPA: RBWM

Incident References			
Premises Name/Location:	The Copper Horse		
Incident Date:	04/11/16	Incident Time:	01:07
Command & Control URN:	36 04/11/16	Crime Report(s):	None
CCTV Seized?	N/A		
Sources of Information:	MoP, P1226		

Nature of Incident - what happened?
A member of the public called 999 to report that they heard sounds of a disturbance and saw two males stood over a person that was laid on the floor. This was reported to be right outside the Copper Horse public house.

Premises Response - what part did staff play? How did they react/assist (include good/poor performance)?

Police Response - what action was taken? Please identify the main officers who dealt with the incident.
P1226 JENKINS and P7221 LITTLEWOOD attended the scene in order to locate the male reported to be laid on the floor. After an area search did not result in anything, police attended the Copper Horse on enquiries. Access was only gained to the premise after repeated knocking, police could hear persons inside but it took an unreasonable length of time for people to open up. There were 4-5 Asian/Black males inside. All the males did not engage and wouldn't answer any questions. They refused to identify the person in charge. Repeated questions were asked to the group, they essentially played dumb and didn't know what was meant by 'in charge'. After repeated attempts police left the scene as the males were time wasting and there was no apparent offences.  The males were listening to music and smoking. It appeared to be a 'lock in.'

Persons Involved - to add more rows click into the final cell of this table				
Name	Date of Birth	Role	Action Taken	Ref No. (e.g. Custody, PND etc)

When complete, please forward to the Licensing Officer for the area (and anyone else as per local instructions)

URN 36 Stn ST Vdu ST26/SX14

Tme 01:06 Dte 04/11/16 Op C4679

Reported by 9 999 CALL [REDACTED]

Brief Incident Details

00075/041116:2 VS 1 PERSON - SOUNDS OF DISTURBANCE

Location of Incident

Feature THE COPPER HORSE,7

Street WARD ROYAL PARADE,ALMA ROAD

Area WINDSOR,BERKSHIRE

Postcode SL4 3HR

Beat LA61 OSGR 496264176770 Location Ref 23/3/160/6

Caller

Name [REDACTED] Status WITNESS

House [REDACTED] Street Title

Area

Tel. No [REDACTED] Ex. Dir.

Further Incident Details

Time and Date of Incident 0106 04/11/16

Classification MISCELLANEOUS DISORDER/DISTURBANCE/DISPUTE

Graded Response IMMEDIATE

URN 36 Stn ST Vdu ST26/SX14 Tme 0106 Dte 04/11/16 Op C4679  
Locn THE COPPER HORSE, 7, WARD ROYAL PARADE, ALMA ROAD, WINDSOR, BERKSHIRE  
NORTH OF CLARENCE ROAD STREET MICROFICHE PAGE NO 52  
Beat LA61 OSGR 496264176770 ABO LA47 Response IMMEDIATE  
Type MISCELLANEOUS DISORDER/DISTURBANCE/DISPUTE 04/11/16 0106  
Detail 00075/041116:2 VS 1 PERSON - SOUNDS OF DISTURBANCE

Caller [REDACTED]

Tel [REDACTED]

Op	Time	Date	Text	Page 1 of 3
C4679	0106	04/11	Routed To Radio Operator(s)	
C8360	0106	04/11	Incident Transfer Accepted by terminal SX14 Automatic Resource Enquiry	
C4679	0106	04/11	Additional Information Added After Route	
C8360	0106	04/11	LB131 Dispatched	
C4679	0107	04/11	CALLER COULD SEE TWO MEN STANDING OVER A MAN LYING ON THE FLOOR*	
C8360	0107	04/11	LV NO COVERAGE	
C4679	0107	04/11	HE HEARD SOUNDS OF DISTURBANCE AND GOT SCARED AND RAN OFF HE BELIEVES THEY WERE FIGHTING	
C8360	0108	04/11	Incident Switch to Terminal ST26	

URN 36 Stn ST Vdu ST26/SX14 Tme 0106 Dte 04/11/16 Op C4679  
Locn THE COPPER HORSE, 7, WARD ROYAL PARADE, ALMA ROAD, WINDSOR, BERKSHIRE  
NORTH OF CLARENCE ROAD STREET MICROFICHE PAGE NO 52  
Beat LA61 OSGR 496264176770 ABO LA47 Response IMMEDIATE  
Type MISCELLANEOUS DISORDER/DISTURBANCE/DISPUTE 04/11/16 0106  
Detail 00075/041116:2 VS 1 PERSON - SOUNDS OF DISTURBANCE

Caller [REDACTED]

Tel [REDACTED]

Op	Time	Date	Text	Page 2 of 3
C8360	0108	04/11	CAN MALE SEE ANY WEAPONS OR INJS TO MALE ON THE FLOOR Incident Requires Action	
C4679	0108	04/11	- DESC OF MAN ON FLOOR - WEARING WHITE JUMPER - CALLER GOT SPOOKED AND RAN AWAY - COULDN'T EVEN GIVE DESCS	
C8360	0108	04/11	LB131 Arrived at Incident	
C4679	0108	04/11	UNKNOWN WEAPONS AND INJURIES	
	0109	04/11	-	



URN 36 Stn ST Vdu ST26/SX14 Tme 0106 Dte 04/11/16 Op C4679  
Locn THE COPPER HORSE, 7, WARD ROYAL PARADE, ALMA ROAD, WINDSOR, BERKSHIRE  
NORTH OF CLARENCE ROAD STREET MICROFICHE PAGE NO 52  
Beat LA61 OSGR 496264176770 ABO LA47 Response IMMEDIATE  
Type MISCELLANEOUS DISORDER/DISTURBANCE/DISPUTE 04/11/16 0106  
Detail 00075/041116:2 VS 1 PERSON - SOUNDS OF DISTURBANCE

Caller [REDACTED]

Tel [REDACTED]

Op Time Date Text Page 3 of 3  
C4679 0109 04/11 THIS WAS RIGHT OUTSIDE SIG  
C8360 0110 04/11 NO ONE HERE CANT SEE ANYTHING  
C4679 0111 04/11 Incident Switch Accepted by Terminal ST26  
C8360 0115 04/11 PEOPLE STILL IN SIG WILL TRY TO GET IN AND SEE WHAT IS  
GOING ON  
0116 04/11 SPOKEN TO MALES INSIDE NOT INVOLVED REGULARS LEFT SIG  
APPROX 15 MINS AGO,NO IDEA WHERE ETHEY HAVE GONE BUT WILL  
DO AN AREA SEARCH.  
0124 04/11 LB131 Left Incident  
Incident Closed By Terminal SX14  
Incident End (Result / Close)

INCIDENT CLOSE

URN 36 Stn ST Vdu ST26/SX14 Tme 0106 Dte 04/11/16 Op C4679  
Locn THE COPPER HORSE, 7, WARD ROYAL PARADE, ALMA ROAD, WINDSOR, BERKSHIRE  
NORTH OF CLARENCE ROAD STREET MICROFICHE PAGE NO 52  
Beat LA61 OSGR 496264176770 ABO LA47 Response IMMEDIATE  
Type MISCELLANEOUS DISORDER/DISTURBANCE/DISPUTE 04/11/16 0106  
Detail 00075/041116:2 VS 1 PERSON - SOUNDS OF DISTURBANCE

Caller [REDACTED]

Tel [REDACTED]

Result	ENQUIRY COMPLETED	Arrests	0	Briefing	N
Final Inc	5. ADMINISTRATION	MESSAGES			
Type	NO QUALIFIER			Free Text	

Free Text  
Page 1 of 1

Free Text ASNT  
for  
Briefing

Officer 1226 Name JENKINS CONSTABLE  
Call Back Required  
Press Release

<b>Shoulder No/Name:</b>	P7260	<b>Station:</b>	WINDSOR	<b>LPA:</b>	WINDSOR & MAIDENHEAD
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<b>Premises Name/Location:</b>	COPPER HORSE, ALMA ROAD, WINDSOR				
<b>Incident Date:</b>	12/11/16	<b>Incident Time:</b>	0130 HRS		
<b>Command &amp; Control URN:</b>	URN 138 12/11/16	<b>Crime Report(s):</b>	43160316968		
<b>CCTV Seized?</b>	YES				
<b>Sources of Information:</b>	Police, witnesses, landlady				

At approximately 0130 hrs on 12<sup>th</sup> November 2016 the landlady of the COPPER HORSE PUB, ALMA ROAD WINDSOR was assaulted by a female she knows called [REDACTED]. There was a female inside the pub that had been served a drink as a male had bought her it, however when the landlady realised who it was for she saw that it was a female that had previously been barred earlier in the year. This female who she does not know the details for then continued to be abusive to people inside the pub and Alka (landlady) asked her to leave at around 0130 hrs. When she asked her to leave [REDACTED] got involved and started shouting and swearing at Alka saying why does she have to fucking leave. Alka tried to explain to [REDACTED] that it had nothing to do with her and that the other female needed to leave. [REDACTED] would not leave it and tried throwing a drink over [REDACTED] (landlady's ex husband). [REDACTED] is then ushered out of the pub by another witness [REDACTED]. As [REDACTED] was being ejected she has leant forward and struck Alka once to the face causing an abrasion to her left eye. [REDACTED] stood laughing at Alka whilst she was on the floor complaining of pain to her eye. [REDACTED] was taken outside of the pub and given her belongings. Approximately ten minutes later she walked past the front of the pub continuing to laugh. [REDACTED] then called police informing what had happened and said that [REDACTED] was still outside the pub. [REDACTED] was arrested outside the pub. [REDACTED] has been interviewed and given an account of self defence stating that Alka had pulled her hair whilst trying to get her out of the pub and that she hit her as a reaction to this. No other witnesses stated that Alka touched [REDACTED] or assaulted her at all. CCTV does not show Alka touching [REDACTED] at all (however the assault happens in the corner and cannot be seen clearly on CCTV). [REDACTED] has had her bail extended [REDACTED] so that outstanding witness statements can be obtained and a medical statement can be obtained for level of injuries.

It is not known what the licencing hours are for the pub however this incident has taken place at 0130 hrs which is believed to be outside of licencing hours. The pub is quite busy with at least 15-20 people inside the pub at this time. This is reflected on the CCTV that has been seized and a copy with OIC investigating should it need to be viewed. The staff tried to eject the parties causing trouble without any trouble or physically ejecting them. They have called police to attend however not straight away only when they realised that the suspect was still outside and laughing at the victim. They did not/would not provide a statement at the time (the victim, ALKA and witness [REDACTED] complaining of being in shock) however the victim was taken to Wexham Park and stayed there until approx 0500 hrs and witness [REDACTED] went with her to hospital. The victim did not provide a first account. Officers went to hospital with the victim but accounts could not be taken from witness or victim.

Police arrived within minutes (two vans, vivaro and transit). The suspect was arrested straight away. The victim and witness [REDACTED] were spoken to however statements were not obtained by either due to them stating they were in shock. No other details of any other witnesses were obtained and it is believed that at least three other males witnessed the assault. These details have been obtained since. CCTV was checked however [REDACTED] did not know how to get this burnt on to a disk. One of the cameras on CCTV was filmed on to a BWV [REDACTED]

[REDACTED] Photos of injuries were taken by an attending officer according to the victim [REDACTED] BWV showing the arrest of the suspect and the scene was captured.

There was not a handover completed for this investigation, the last update was that the victim was in hospital and needed to be contacted in the morning to obtain a statement, and find the level of injuries. This was obtained in the morning and victim advised she left the hospital approx 0500 hrs. Statements have also been obtained by [REDACTED]

Reported by 9 999 CALL 01753869379

Brief Incident Details

00232/121116:2 FEMALES- ALTERCATION- \* [REDACTED] \* HAS HIT LAND LADY- [REDACTED]  
STILL IN AREA. \*43160316968\*

Location of Incident

Feature THE COPPER HORSE,7  
Street WARD ROYAL PARADE,ALMA ROAD  
Area WINDSOR,BERKSHIRE Postcode SL4 3HR  
Beat LA61 OSGR 496264176770 Location Ref 23/3/160/6

Caller

Name [REDACTED] Status THIRD PARTY  
Title  
House THE COPPER HORSE Street WARD ROYAL PARADE,ALMA ROAD  
Area WINDSOR,BERKSHIRE  
Tel. No [REDACTED] Ex. Dir.

Further Incident Details

Time and Date of Incident 0208 12/11/16  
Classification CRIME ASSAULT/OTHER  
Graded Response IMMEDIATE

URN 138 Stn SY Vdu SY56/SX13 Tme 0208 Dte 12/11/16 Op C4330  
Locn THE COPPER HORSE, 7, WARD ROYAL PARADE, ALMA ROAD, WINDSOR, BERKSHIRE  
NORTH OF CLARENCE ROAD STREET MICROFICHE PAGE NO 52  
Beat LA61 OSGR 496264176770 ABO LA47 Response IMMEDIATE  
Type CRIME ASSAULT/OTHER 12/11/16 0208  
Detail 00232/121116:2 FEMALES- ALTERCATION- ██████████\* HAS HIT LAND LADY- ██████████  
STILL IN AREA. \*43160316968\*  
Caller ██████████ THE COPPER HORSE, 7, WARD ROYAL PAR Tel 01753869379

Op Time Date Text Page 1 of 11  
C4330 0208 12/11 Routed To Radio Operator(s)  
View Incident 136,12/11/16  
Duplicate Incidents Viewed  
0209 12/11 .  
CALLER STTAEs THAT ██████████ IS IN THE AREA SURROUNDING THE  
PUB.  
C6275 0209 12/11 Incident Transfer Accepted by terminal SX13  
Automatic Resource Enquiry  
C4330 0209 12/11 LANDLADY IS ALKA SINGH HAS BEEN HIT IN THE FACE- SHE HAS  
A RED EYE AND IS ALSO A DIABETIC- SHE IS SHAKEN UP- AMBO

URN 138 Stn SY Vdu SY56/SX13 Tme 0208 Dte 12/11/16 Op C4330  
Locn THE COPPER HORSE, 7, WARD ROYAL PARADE, ALMA ROAD, WINDSOR, BERKSHIRE  
NORTH OF CLARENCE ROAD STREET MICROFICHE PAGE NO 52  
Beat LA61 OSGR 496264176770 ABO LA47 Response IMMEDIATE  
Type CRIME ASSAULT/OTHER 12/11/16 0208  
Detail 00232/121116:2 FEMALES- ALTERCATION- \* [REDACTED] HAS HIT LAND LADY- [REDACTED]  
STILL IN AREA. \*43160316968\*  
Caller H [REDACTED] S THE COPPER HORSE, 7, WARD ROYAL PAR Tel 01753869379

Op Time Date Text Page 2 of 11  
C4330 0209 12/11 REFUSED.  
C6275 0209 12/11 Automatic Resource Enquiry  
C4330 0209 12/11 .

LAST NAME FOR [REDACTED] COULD POSSIBLY BE [REDACTED]

0210 12/11 A LADY CAME INTO THE PUB- SHE WAS BEING ABUSIVE ANS  
CALLED A BIT OF A SCENE- ALKA ASKED LADY TO LEAVE, [REDACTED]  
WAS SAT ON THE TABLE AND GOT INVOLVED.

0211 12/11 .  
THERE WAS THEN AN ARGUMENT- ALKA ASKED [REDACTED] TO LEAVE,  
SHE WAS GOING OUT OF THE DOOR- [REDACTED] HAD HER DRINK ON HER

URN 138 Stn SY Vdu SY56/SX13 Tme 0208 Dte 12/11/16 Op C4330  
Locn THE COPPER HORSE, 7, WARD ROYAL PARADE, ALMA ROAD, WINDSOR, BERKSHIRE  
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Detail 00232/121116:2 FEMALES- ALTERCATION- \* [REDACTED] HAS HIT LAND LADY- [REDACTED]  
STILL IN AREA. \*43160316968\*  
Caller [REDACTED] B THE COPPER HORSE, 7, WARD ROYAL PAR Tel 01753869379

Op Time Date Text Page 3 of 11  
C4330 0211 12/11 HAND AND ALKA TRIED TO TAKE IT OUT OF HER HAND.

[REDACTED] "THREW A PUNCH" AT ALKA RESULTING ALKA TO FALL ONTO  
FLOOR-

[REDACTED] HAS THEN BEEN DRAGGED OUT BY PEOPLE

[REDACTED] WAS WITH A COUPLE OF MALES

C6275 0211 12/11 LQS2- ONE OF MY UNITS WILL TAKE THIS

0212 12/11 LQ24 Dispatched

C4330 0212 12/11 .

URN 138 Stn SY Vdu SY56/SX13 Tme 0208 Dte 12/11/16 Op C4330  
Locn THE COPPER HORSE, 7, WARD ROYAL PARADE, ALMA ROAD, WINDSOR, BERKSHIRE  
NORTH OF CLARENCE ROAD STREET MICROFICHE PAGE NO 52  
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Type. CRIME ASSAULT/OTHER 12/11/16 0208  
Detail 00232/121116:2 FEMALES- ALTERCATION- \*██████████\* HAS HIT LAND LADY- ██████████  
STILL IN AREA. \*43160316968\*  
Caller ██████████ THE COPPER HORSE, 7, WARD ROYAL PAR Tel 01753869379

Op Time Date Text Page 4 of 11  
C4330 0212 12/11 DESC; IC1 FEMALE, SMALL BUILD, 5FT5, BRUNETTE LONG HAIR,  
WEARING A WHITE COAT WITH A BLACK MINI DRESS ON  
C6275 0212 12/11 \*\* WHERE IS SUS ATT \*\*  
C4330 0212 12/11 .  
██████████ IS A REGULAR CUSTOMER.  
C6275 0212 12/11 Incident Switch to Terminal SY56  
AS ABOVE?  
\* Incident Requires Action  
C4330 0212 12/11 .  
0213 12/11 CALLER CAN NOT SEE ██████████ BUT THINKS SHE IS IN THE  
ALLEYWAY BY THE PUB SHE HAS BEEN WALKING PAST THE PUB AND



URN 138 Stn SY Vdu SY56/SX13 Tme 0208 Dte 12/11/16 Op C4330  
Locn THE COPPER HORSE, 7, WARD ROYAL PARADE, ALMA ROAD, WINDSOR, BERKSHIRE  
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Type CRIME ASSAULT/OTHER 12/11/16 0208  
Detail 00232/121116:2 FEMALES- ALTERCATION- \*~~REDACTED~~\* HAS HIT LAND LADY- \*~~REDACTED~~\*  
STILL IN AREA. \*43160316968\*  
Caller, \*~~REDACTED~~\* THE COPPER HORSE, 7, WARD ROYAL PAR Tel 01753869379

Op	Time	Date	Text	Page 5 of 11
C4330	0213	12/11	LAUGHING	
LQ24	0213	12/11	LQ24 Arrived at Incident	
C6275	0213	12/11	LQ24 Already At Incident	
C4330	0214	12/11	: NO MORE INFO FROM CALLER- URN PASSED. Incident Switch Accepted by Terminal SY56	
C6275	0215	12/11	LQ25 Dealing With Another Incident 61,12/11/16 LQ25- AMBO PLEASE - AGGD STRUGGLING TO OPEN LEFT EYE AND IN AND OUT OF CONSCIOUSNESS 43 YEAR OLD FEMALE DIABETIC BUT STRUGGLING	

URN 138 Stn SY Vdu SY56/SX13 Tme 0208 Dte 12/11/16 Op C4330  
Locn THE COPPER HORSE, 7, WARD ROYAL PARADE, ALMA ROAD, WINDSOR, BERKSHIRE  
NORTH OF CLARENCE ROAD STREET MICROFICHE PAGE NO 52  
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Type CRIME ASSAULT/OTHER 12/11/16 0208  
Detail 00232/121116:2 FEMALES- ALTERCATION- \*~~REDACTED~~\* HAS HIT LAND LADY- ~~REDACTED~~  
STILL IN AREA. \*43160316968\*  
Caller ~~REDACTED~~ THE COPPER HORSE, 7, WARD ROYAL PAR Tel 01753869379

Op	Time	Date	Text	Page 6 of 11
C6275	0216	12/11	. LQ24- WITH THE FEMALE - 09 X1 . LQ20 Redeployed from Incident 117 12/11/16 LQ20 Dispatched	
C4330	0216	12/11	Incident Brief Details Amended from : [00232/121116:2 FEMALES- ALTERCATION- * <del>REDACTED</del> * HAS HIT LAND LADY- <del>REDACTED</del> ST ILL IN AREA. ]	
C6275	0216	12/11	WITH THE VAN FOR TRANSPORT	
	0217	12/11	(LQ20)	
C4422	0217	12/11	Resource Search	

URN 138 Stn SY Vdu SY56/SX13 Tme 0208 Dte 12/11/16 Op C4330  
Locn THE COPPER HORSE, 7, WARD ROYAL PARADE, ALMA ROAD, WINDSOR, BERKSHIRE  
NORTH OF CLARENCE ROAD STREET MICROFICHE PAGE NO 52  
Beat LA61 OSGR 496264176770 ABO LA47 Response IMMEDIATE  
Type CRIME ASSAULT/OTHER 12/11/16 0208  
Detail 00232/121116:2 FEMALES- ALTERCATION- \*S\*\*\*\*\* HAS HIT LAND LADY- S\*\*\*\*\*  
STILL IN AREA. \*43160316968\*  
Caller H\*\*\*\*\* THE COPPER HORSE, 7, WARD ROYAL PAR Tel 01753869379

Op Time Date Text Page 7 of 11  
C4422 0218 12/11 AMB REF 171  
0219 12/11 LQ20 Redeployed to Incident 117 12/11/16  
LQ20 Dispatched  
C6275 0225 12/11 LQ20- 09 ON BOARD  
LQ20 Arrived at Incident  
LQ20 Left Incident  
LQ20 Now Status 09  
LQ20 >> LC \*  
0230 12/11 LQ24 Redeployed to Incident 159 12/11/16  
C5127 0233 12/11 LQ20 Allocated to Incident  
Defer to SX14 Date 12/11/16 Time 0235

URN 138 Stn SY Vdu SY56/SX13 Tme 0208 Dte 12/11/16 Op C4330  
Locn THE COPPER HORSE, 7, WARD ROYAL PARADE, ALMA ROAD, WINDSOR, BERKSHIRE  
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STILL IN AREA. \*43160316968\*  
Caller \*REDACTED\* THE COPPER HORSE, 7, WARD ROYAL PAR Tel 01753869379

Op	Time	Date	Text	Page 7 of 11
C4422	0218	12/11	AMB REF 171	
	0219	12/11	LQ20 Redeployed to Incident 117 12/11/16	
			LQ20 Dispatched	
C6275	0225	12/11	LQ20- 09 ON BOARD	
			LQ20 Arrived at Incident	
			LQ20 Left Incident	
			LQ20 Now Status 09	
			LQ20 >> LC	
	0230	12/11	LQ24 Redeployed to Incident 159 12/11/16	
C5127	0233	12/11	LQ20 Allocated to Incident	
			Defer to SX14 Date 12/11/16 Time 0235	

URN 138 Stn SY Vdu SY56/SX13 Tme 0208 Dte 12/11/16 Op C4330  
Locn THE COPPER HORSE, 7, WARD ROYAL PARADE, ALMA ROAD, WINDSOR, BERKSHIRE  
NORTH OF CLARENCE ROAD STREET MICROFICHE PAGE NO 52  
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Detail 00232/121116:2 FEMALES- ALTERCATION- \*REDACTED\* HAS HIT LAND LADY- \*REDACTED\*  
STILL IN AREA. \*43160316968\*  
Caller \*REDACTED\* THE COPPER HORSE, 7, WARD ROYAL PAR Tel 01753869379

Op Time Date Text Page 8 of 11  
C5127 0233 12/11 HOLD PENDING WRITE OFF  
Syscon 0235 12/11 Defer Time Reached  
C4422 0237 12/11 Incident Deferral Accepted by terminal SX14  
Resource Search  
Defer to SX14 Date 12/11/16 Time 0630  
0243 12/11 Deferral Removed  
LQ25 Arrived at Incident  
LQ25 - AMB HAVE PHONED ME TRIAGING THIS  
ASKED ME TO CALL IF ANY CHANGES  
FEMALE IS NOW VOMITING  
HAS NOT BEEN DRINKING

URN 138 Stn SY Vdu SY56/SX13 Tme 0208 Dte 12/11/16 Op C4330  
Locn THE COPPER HORSE, 7, WARD ROYAL PARADE, ALMA ROAD, WINDSOR, BERKSHIRE  
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STILL IN AREA. \*43160316968\*  
Caller \*REDACTED\* THE COPPER HORSE, 7, WARD ROYAL PAR Tel 01753869379

Op	Time	Date	Text	Page 9 of 11
C4422	0243	12/11	CAN AMB BE UPDATED PLS	
	0244	12/11	Incident Switch to Terminal SX15 UPDATE FOR AMB PLS Incident Requires Action	
C7397	0244	12/11	Incident Switch Accepted by Terminal SX15	
	0247	12/11	Invalid pluscode entry Incident viewed and requeued Re-Queue Incident To Umq	
	0253	12/11	AMBO ARE JUST ARRIVING	
C4422	0327	12/11	LQ25 - AMBO BEEN AND TAKEN VICTIM TO WPH CONCERNED SHE HAS DAMAGE TO RETINA IN LEFT EYE	

URN 138 Stn SY Vdu SY56/SX13 Tme 0208 Dte 12/11/16 Op C4330  
Locn THE COPPER HORSE, 7, WARD ROYAL PARADE, ALMA ROAD, WINDSOR, BERKSHIRE  
NORTH OF CLARENCE ROAD STREET MICROFICHE PAGE NO 52  
Beat LA61 OSGR 496264176770 ABO LA47 Response IMMEDIATE  
Type CRIME ASSAULT/OTHER 12/11/16 0208  
Detail 00232/121116:2 FEMALES- ALTERCATION- \*██████ HAS HIT LAND LADY- S██████  
STILL IN AREA. \*43160316968\*  
Caller ██████████ THE COPPER HORSE, 7, WARD ROYAL PAR Tel 01753869379

Op Time Date Text Page 10 of 11  
C4422 0327 12/11 NO FIT STATE TO GIVE STATEMNET  
GOING TO HOSP TO GET ACCOUNT FROM HER  
HAVE GOT CCTV AS WELL  
LQ25>> HOSP  
0356 12/11 LQ20 Allocation Cancelled  
0357 12/11 PL715 Allocated to Incident  
Syscon 0438 12/11 Overdue Time Reached  
C4422 0443 12/11 NOTED  
LQ25 DEALING  
0502 12/11 Incident Transferred on Log Off to SX13  
C6838 0502 12/11 Incident Transfer Accepted by terminal SX13

URN 138 Stn SY Vdu SY56/SX13 Tme 0208 Dte 12/11/16 Op C4330  
Locn THE COPPER HORSE, 7, WARD ROYAL PARADE, ALMA ROAD, WINDSOR, BERKSHIRE  
NORTH OF CLARENCE ROAD STREET MICROFICHE PAGE NO 52  
Beat LA61 OSGR 496264176770 ABO LA47 Response IMMEDIATE  
Type CRIME ASSAULT/OTHER 12/11/16 0208  
Detail 00232/121116:2 FEMALES- ALTERCATION- \* [REDACTED] HAS HIT LAND LADY- [REDACTED]  
STILL IN AREA. \*43160316968\*  
Caller [REDACTED] THE COPPER HORSE, 7, WARD ROYAL PAR Tel 01753869379

Op Time Date Text Page 11 of 11

C4909 0527 12/11 \*\*\*\*\*  
43160316968  
ASSAULT ABH  
OIC P1695 SHEPHERD  
\*\*\*\*\*  
URN CAN BE CLOSED

C6838 0528 12/11 LQ25 Left Incident  
PL715 Dealt With Incident  
Incident Closed By Terminal SX13  
Incident End (Result / Close)



INCIDENT CLOSE

URN 138 Stn SY Vdu SY56/SX13 Tme 0208 Dte 12/11/16 Op C4330  
Locn THE COPPER HORSE, 7, WARD ROYAL PARADE, ALMA ROAD, WINDSOR, BERKSHIRE  
NORTH OF CLARENCE ROAD STREET MICROFICHE PAGE NO 52  
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Detail 00232/121116:2 FEMALES- ALTERCATION- \* [REDACTED] HAS HIT LAND LADY- [REDACTED]  
STILL IN AREA. \*43160316968\*  
Caller\* H [REDACTED] THE COPPER HORSE, 7, WARD ROYAL PAR Tel 01753869379

Result	FORCE REPORT	Arrests	1	Briefing	N
Final Inc	1. CRIME	VIOLENCE AGAINST THE PERSON			
Type	CRIME REPORT	Free Text			
					Page 1 of 1
Free Text	43160316968 ASSAULT ABH				
for					
Briefing					

Officer 1695 Name SHEPHERD CONSTABLE  
Call Back Required  
Press Release

# Royal Borough of Windsor and Maidenhead

## LICENSED PREMISES INCIDENT REPORT

Licensing	R.B.W.M.	Location	York House
Name of Premises:	22.45hrs.	Copper Horse Windsor.	
Time and Date of Incident:	Friday 16.12.2016 22.45hrs		
Sources of Information (i.e. Discovered by Officers on supervisory visit, Complaint by member of public/licensee - name of officer or name and address of complainant to be included)			
PS Littlewood, Steve Smith L O RBWM. Drugs dog operation			
<b>Nature of Incident:</b>			
<p>On entering premises I noticed that the door to the bar located to the left of the front entrance, now being used as an electronic Shisha lounge, was locked. We entered the "public bar" located to the right of the main entrance. All customers screen by passive dog, with no Indications. On leaving the premises I heard a noise (chair being moved) behind the locked door to the Shisha lounge. We then tried gain entry to the Shisha lounge by the back door located to rear of the premises and this was in fact locked from the inside. We finally had the rear locked door of the Shisha lounge opened by the occupants inside. On entering the room we observed approximately 35 Asian males sitting around tables, no alcohol appeared to be being consumed by these, all the customers were screened by dog with no indications. However, there was a very heavy dense cloud of thick smoke at ceiling level, with a strong smell of possibly tobacco, I could not see any evidence of non-electronic Shisha being used. Advice was given to the DPS by PS Littlewood and Steve Smith regarding fire safety and public protection. she was informed we would be submitting a Report to the fire safety officer.</p> <p>Also we found the rear fire door exiting out to the rear carpark locked, in total we found three (3) locked fire doors. We ensured all doors were unlocked before we departed.</p>			
Endorsed by:	Steve Smith		
Date:	20.12.16	Officer Reporting:	Steve Smith Licensing Officer
<u>To be forwarded to the Licensing Officer for noting prior to filing</u>			

# Royal Borough of Windsor and Maidenhead

## LICENSED PREMISES INCIDENT REPORT

Licensing	R.B.W.M.	Location	York House
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Name of Premises:	Copper Horse Windsor.
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Time and Date of Incident:	Friday 1.1.2017 12.30hrs. Meeting at Windsor Police Station
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Sources of Information (i.e. Discovered by Officers on supervisory visit, Complaint by member of public/licensee - name of officer or name and address of complainant to be included)

(DP) Debie Pearmain TVP LO, (SGS) Steve Smith L O RBWM.  
 (AS) Miss Alka Singh DPS and premises licence holder of the Copper Horse

**Nature of Incident:**

Meeting called following reports of an assault on the DPS.

DP – Opened meeting, reading out a GEN 40 dated 12.11.2016, we discussed the incident raising concerns of the time officers attended the premises 01.30 hrs, reporting between 15 and 20 customers still inside the venue.

SGS – Asked Alka if she was familiar with the hours and activities attached to the issued premises licence.

AS – Replied that all the customers were outside the venue and not inside.

DP – Repeated the officers report dated 12.11.2016, informing that 15 to 20 customers were still inside the premises.

AS – Said that's not true, all customers were outside.

SGS - Informed Alka to ensure they keep to the hours and activities attached to the issued premises Licence.

SGS DP – Raised the report from the passive drugs dog operation on Friday 16.12.2016, at 22.45 hrs:- On entering premises noticed that the door to the bar located to the left of the front entrance, now being used as a electronic Shisha lounge, was locked. We entered the "public bar" located to the right of the main entrance. All customers screen by passive dog, with no indications. On leaving the premises I heard a noise (chair being moved) behind the locked door to the Shisha lounge. We then tried to gain entry to the Shisha lounge by the back door located to rear of the premises and this was in fact locked from the inside. We finally had the rear locked door of the Shisha lounge opened by the occupants inside. On entering the room we observed approximately 25 / 30 males sitting around tables, no alcohol seemed to be being consumed, all customers screened by drug dog with no indications, however, there was a heavy cloud of smoke at ceiling level. I could not see any evidence of non-electronic Shisha being used, we had all three (3) locked fire doors reopened and strong advice was given to the DPS from Sgt Littlewood. SGS informed that a report will also be submitted to the RBFRS informing that three (3) Fire doors were found locked, with people still inside the premises.

AS – Replied that she wasn't there!

SGS- Informed that AS was at the venue sitting at a table in the public bar.

DP / SGS – Informed Alka that following this incident and other that are still ongoing, there is a possibility That either TVP or RBWM licensing could be applying for a review of the issued premises licence.

Endorsed by:	Steve Smith
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Date:		Officer Reporting:	Steve Smith Licensing Officer
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To be forwarded to the Licensing Officer for noting prior to filing

<b>Shoulder No/Name:</b>	PC 799 PHILLIPS	<b>Station:</b>	WINDSOR	<b>LPA:</b>	WINDSOR&MAIDENHEAD
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**Premises Name/Location:** COPPER HORSE

**Incident Date:** 21/01/2017

**Incident Time:** 23:30

**Command & Control URN:** NONE

**Crime Report(s):** NONE

**CCTV Seized?** N/A

**Sources of Information:**

Officers attended to carry out a license check at the premise at 23:00 however there was no Licensee on site. Staff alleged that she had "popped out to get some medication". Officers re attended at 23:25 and the licensee was still not present but arrived 5 minutes later. She told officers that she had been at the premise until 20:00 when she left returning again at around 21:45 before leaving again and returning at 23:30 after she was contacted by staff about police being present. The staff member that was left on scene whilst she was gone, Lawrence, stated he was going to be doing his course on the 16<sup>th</sup> Feb but did not currently hold a license. Upon carrying out the license check it was clear that the Licensee Alka Singh knew very little about the premise and was reliant on the staff member Lawrence for all the information, this includes general health and safety such as the capacity the pub can hold.

The door to the left wasn't locked and there were people in there smoking shisha

As above

Words of advise given and GEN40 submitted.

Name	Date of Birth	Role	Action Taken	Ref No. (e.g. Custody, PND etc)
		52		

## Pearmain Debie

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**From:** Lisa Eveleigh <eveleighl@RBFRS.co.uk>  
**Sent:** 26 January 2017 11:24  
**To:** Pearmain Debie  
**Subject:** Copper Horse PH, Windsor  
**Attachments:** Copper Horse - 22.11.16.doc

Good Morning Debie,

Further to our meeting, please see attached the fire safety deficiencies notice issued to Alka Singh on 22 November 2016.

We received a complaint from one of the residents [REDACTED] which prompted us to visit, the complaint was regarding;

The Copper Horse Pub on Alma Road having lit chiminea's and smoking rooms within the pub.

She is concerned that if the pub was to have a fire the flats would be at high risk of catching fire very quickly.

Please do let me know if I can be of any further help and I will keep you notified on any further visits.

Regards

**Lisa Eveleigh**  
Fire Safety Inspecting Officer  
Royal Berkshire Fire & Rescue Service  
Maidenhead Fire Station  
Bridge Road  
Maidenhead  
SL6 8PG

☎ 01628 771222

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**Royal Berkshire Fire and Rescue Service**  
 Headquarters: Newsham Court Pincents Kiln Calcot Reading RG31 7SD  
 Tel. 01189 452888 Local Office: Tel. 01628 771222

**NOTIFICATION OF FIRE SAFETY DEFICIENCIES  
 REGULATORY REFORM ORDER**

**Premises Name: Copper Horse**

**IBIS: 328787**

**Address: 7 Ward Royal Parade  
 Alma Road  
 Windsor**

**Post Code: SL4 1TB**

Having had account of the use to which the above premises is put and the risks to persons therein, you are advised that the Fire Safety arrangements fail to meet a suitable standard in respect of the matters identified below. These matters should receive your prompt attention. This form is issued with the accompanying leaflet X64t.

Item No.	Detail of Deficiency
1	<p><b>Deficiency</b>                      A fire risk assessment was not available at the time of audit</p> <p><b>Remedy</b>                      A suitable and sufficient fire safety risk assessment should be undertaken and should be made available on the premises. The assessment should cover all significant risks, which may affect any person who may be affected by fire, and should include the means of access and egress from the premises. The assessment should be reviewed at regular intervals, and when any significant change is made</p>
2	<p><b>Deficiency</b>                      The fire alarm system is not an adequate standard due to detectors being removed from the public areas</p> <p><b>Remedy</b>                      The fire detection and alarm system must be re-instated by a competent engineer in accordance with British Standard B.S. 5839. A commissioning certificate should be provided upon completion of the works</p>

3	<p><b>Deficiency</b> No records were available to indicate the emergency lighting system was being tested or maintained</p> <p><b>Remedy</b> The emergency lighting system should be tested in accordance with the current British Standard B.S. 5266, which should include a monthly function test by you and an annual full-duration discharge test and examination by a competent engineer. It is recommended that a record of all testing be recorded as evidence</p>
4	<p><b>Deficiency</b> No recorded emergency action plan</p> <p><b>Remedy</b> Produce an effective and efficient action plan detailing procedures to be taken in the event of an emergency and for evacuating the premises</p>
5	<p><b>Deficiency</b> Coals are being heated directly below the rear external wall which leads upto the flats</p> <p><b>Remedy</b> Coals should be heated away from the building and in an area that is clear of any storage</p>

Should you require further advice or wish to discuss specific issues in connection with these matters please contact the Fire Safety Officer on the above telephone number.

If you are not the person responsible for Fire Safety, or are not authorised to fully deal with the matter(s) itemised above, you should promptly pass this document to the person with responsibility; while not failing to deal with any part of the matter, which comes within your own responsibility.

The items detailed above are to be completed by:

Date: 11 February 2017

Inspecting Officer: Lisa Eveleigh	Signature:	Date: 22 November 2016
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Submitting Officer			
<b>Shoulder No/Name:</b>	C3232 Debie Pearmain	<b>Station:</b>	<b>LPA:</b> Windsor/Maidenhead

Incident References			
<b>Premises Name/Location:</b>	Copper Horse, Alma Road		
<b>Incident Date:</b>	2015 18/01/17	<b>Incident Time:</b>	
<b>Command &amp; Control URN:</b>		<b>Crime Report(s):</b>	
<b>CCTV Seized?</b>			
<b>Sources of Information:</b>			

Nature of Incident – what happened?	
<p>Test Purchase operation - 1x 14 and a half female volunteer and 1 x 15 year old female volunteer. Sale of alcohol 2 x bacardi and cokes made by Myron Bains (non personal Licence holder ) No ID or age was requested of the females. Sergeant Buckley, PC Kinghorn, Steve Smith, RBWM Licensing Officer and I attended the premises to speak to the seller at 8.20pm. As we entered the premise we noticed that the left hand door was locked ( this is a fire door). We spoke to the seller, Mr Myron Bains and informed him of what had happened. We also asked if the DPS or anyone else was in Charge. He stated that the General Manager was upstairs. Whilst we were waiting for the General Manager, Lawrence Worfold to come down, we were shown through the bar area to the room next door. We could not get in this room by the front door as it was locked. We observed between 4-6 Asian males sat down smoking shisha. A male I now know identified himself as Mr Karin Akkari and he informed us that he was in charge of the food and shisha, not the bar. I explained to him what had happened re the under age sale. At this point I observed smoke coming from the bin which was next to the locked barricaded door - it was barricaded with stools. I informed Mr Akkari that there was smoke coming from the bin. He denied it was smoke and I again informed him that it was smoke. He attended to the bin and put the smoke out. He was then informed by Steve Smith that the fire door should not be locked and that this was the second time he had seen it locked. It was then explained the reasons why the door should not be locked. It is our view that the door was locked as the customers were smoking. This shisha area is not 50% open, therefore should not in my view be operating.</p> <p>We were then informed by Myron Bains that the owner had been called and she was on her way. The Sergeant made the decision that we were not going to stay at the premise any longer as some of the customers were known to police and they were very loud, screaming and shouting and we did not want any further issues at the premises. Just as we were leaving at approximately 8.35pm Ms Kajal Bains attended the premise. She informed us that she was a Director of the business. She was fully updated of what had happened by myself and Steve Smith.</p> <p>This premise is attracting the wrong clientele, it is continually breaching fire regulations and in my view the shisha area is not legal and should not be used for shisha. Both of the young female volunteers informed us that they felt very uncomfortable in the premises and this was due to the customers behaviour whilst they were in the premises.</p> <p>Appropriate action needs to be taken immediately before something drastic happens to members of the public</p>	

Premises Response – what part did staff play? How did they react/assist (include good/poor performance)?	

Police Response – what action was taken? Please identify the main officers who dealt with the incident.	
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<b>Shoulder No/Name:</b>	C3232 Debie Pearmain	<b>Station:</b>	<b>LPA:</b> Windsor/Maidenhead
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<b>Premises Name/Location:</b>	Copper Horse, Alma Road		
<b>Incident Date:</b>	1.00pm 24/01/17	<b>Incident Time:</b>	
<b>Command &amp; Control URN:</b>		<b>Crime Report(s):</b>	
<b>CCTV Seized?</b>			
<b>Sources of Information:</b>			

Michael Ekberg ,Business Development Manager, Lisa Eveleigh, RBFRS, Steve Smith, Licensing Officer, RBWM, PS Buckley, Town Centre Sergeant and Debie Pearmain, Police Licensing Officer. Meeting arranged to discuss the ongoing issues and to update the BDM of the serious concerns that have happened at the premises.

Michael was fully updated and Gen40's were read out for : 12/11/2016 at 0130am where by the DPS, Alka Singh was assaulted. The concern here is that 15-20 people were in the pub and this is over an hour and a half after their licensed hours.

Gen 40 dated 16/12/2016 was read out - this relates to a drugs dog visit by Thames Valley Police and RBWM Licensing. A noise was heard ( chair being moved) behind the locked door to the Shisha lounge. Officers tried to gain entry to the Shisha lounge by the back door located to the rear of the premises and this was locked from the inside. Eventually the rear locked door of the Shisha lounge was opened by the occupants inside. When the Officers entered the room they observed approximately 35 Asian males sitting around tables, no alcohol appeared to being consumed by the customers, although there was a very heavy dense cloud of thick smoke at ceiling level, with a strong smell of possibly tobacco. No evidence of non-electronic shisha being used was reported. Advice was given to the DPS by PS Littlewood and Steve Smith regarding fire safety and public protection and she was informed a report would be submitted to the Fire Safety Officer. Officers also found the rear fire door exiting out to the rear car-park locked. In total 3 locked fire doors were found. Officers ensured that all doors were unlocked before they left.

Steve Smith updated Michael of this event in more detail as he was one of the Officers present on the 16/12/2016.

Michael was updated that Steve Smith and I had held a meeting with the DPS, Alka Singh on 11<sup>th</sup> January 2017 where she was updated of the concern of after hours on the 12<sup>th</sup> November 2016 and the visit on the 16<sup>th</sup> December 2016 in relation to the 3 fire doors being locked. It was made very clear to Alka of our concerns and worries. Steve also informed her that we would be meeting with her BDM for him to be updated of the issues and concerns.

Gen40 dated 18/01/2016 was read out - this relates to a failed test purchase operation whereby a 14 and a half and a 15 year old female volunteers were served alcohol by a staff member, who did not ask for any ID or request any age verification of the girls. When the 2 plain clothes Officers, Steve Smith and I attended the pub shortly after this had happened at approximately 8.20pm we observed that the left hand door to the Shisha lounge was once again locked. We spoke to the young man who had served the alcohol to the under age volunteers and asked to speak to the person who was in charge. We were told that the General Manager, Lawrence Worfold was upstairs. Whilst we were waiting for him to come down we spoke to Mr Karin Akkari who was in charge of food and the Shisha Lounge. We spoke to him in the Shisha Lounge and as I was explaining what had happened in relation to the under age sale, I noticed that smoke was coming from the bin which was placed by the locked barricaded door. I informed Karin that there was smoke coming from the bin. He denied it was smoke and I again informed him that it was smoke. He then attended to the bin and put the smoke out. He was then informed by Steve Smith that the fire door should not be locked and that this was the second time he had personally seen it locked. It is our view that the Shisha area is not within legislation and this is why the doors are being locked. The seller then informed us that the owner was on her way but due to some of the customers in the pub, who were known to police and due to the atmosphere in the premise, we could hear very loud screaming and shouting from the customers in the bar area, the Sergeant made the operational decision for us all to leave the premise. Just as we were leaving the DPS daughter arrived and informed us that she was one of the Directors of the Company. She was updated of what had happened. It is our view that the premise is attracting the wrong cliental , is continually breaching fire regulations and is operating an

illegal Shisha area and immediate action needs to be taken before something drastic happens to members of the public. There is a huge concern for public safety.

Gen40 dated 21/01/17 was read out - licensing check DPS was not initially on site but was called back. The Officer reports that the DPS knew very little about the premise and was reliant on a staff member for all the information to the questions she was asked. The door to the Shisha Lounge was not locked and there were customers in there.

Lisa Eveleigh, Fire Safety Officer then updated Michael of her concerns and updated him of the issues found during her visit with Steve Smith during the end of November 2016. Lisa updated Michael of these and informed him that these outstanding issues would be followed up by/on 11<sup>th</sup> February 2017. Lisa also informed Michael that an out of hours visit would be conducted by the Fire Service in the very near future.

Steve Smith also mentioned that there had been noise nuisance complaints received at RBWM at around 01.30am which would fit in with the suspected after hours drinking at the premise.

General discussion then took place on all of the above and Michael was informed that due to the incidents and huge concerns over public safety, failed test purchase op, Thames Valley Police have no other option but to apply to review the premise licence and request a revocation. Infact, Steve Smith informed Michael that RBWM Licensing were going to also apply for a review before the test purchase had occurred.

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**Premises Response** – What part did staff play? How did they react when the police arrived? How did they perform?

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**Police Response** – What action was taken? How quickly? How well did the police deal with the situation?

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**Persons Involved** – to add more rows click into the final cell of this table

Name	Date of Birth	Role	Action Taken	Ref No. <small>(e.g. Custody, PND etc)</small>

When complete, please forward to the Licensing Officer for the area (and anyone else as per local instructions)

Please reply to: Steve Smith  
Direct Line: 01628 685850  
Fax: 01628 685608  
Email: s.smith@rbwm.gov.uk  
My ref: PLO05039  
Your ref:

**Community Protection &  
Enforcement Services**  
Craig Miller  
Community Protection &  
Enforcement Services Lead  
Town Hall  
St Ives Road  
Maidenhead  
SL6 1RF



13.2.2017

Miss Alka Singh.  
The Copper Horse.  
Ward Royal Parade,  
ALMA Road,  
Windsor,  
Berks.  
SL4 3HR.

**Subject: - The Copper Horse.**

Dear Miss Singh,

It has come to the attention of the Royal Borough of Windsor and Maidenhead and Thames Valley Police Licensing teams, incidents which give cause for concern in relation to the above premises. As a result, we request that you attend a meeting to be held to discuss these concerns.

A meeting room has been booked at:-

**Windsor Police Station. Alma Road, Windsor, Berks.**

**On Monday 20<sup>th</sup> February 2017 at 12pm (Midday)**

You are entitled to bring legal representation to this interview, but this would be at your own expense.

A copy of the Licensing Enforcement and Prosecution Policy can be found on the RBWM website [www.rbwm.gov.uk](http://www.rbwm.gov.uk)

On arrival, please go to the main reception and ask for Steve Smith, Licensing Officer.

Please confirm your attendance.

Yours Sincerely,

Steve Smith

Licensing Officer  
Royal Borough of Windsor & Maidenhead

cc Mrs D Pearmain. Thames Valley Police, Licensing Officer.

**Submitting Officer**
**Shoulder No/Name:** C3232 Debie Pearmain

**Station:**
**LPA:** Windsor

**Incident References**
**Premises Name/Location:** The Copper Horse, Alma Road

**Incident Date:** 00.25 hours 18/02/2017      **Incident Time:**
**Command & Control URN:**      **Crime Report(s):**
**CCTV Seized?**
**Sources of Information:**
**Nature of Incident – what happened?**

At 00.15 hours Steve Smith, Licensing Officer, RBWM and Debie Pearmain, Police Licensing Officer attended the above premise. At this time we could clearly see that the lights were on in the main bar, with the curtains drawn and the lights were also on with the curtains drawn in the shisha bar area. In the main bar area we could see that 5 males were still playing pool and in the Shisha area we could hear customers in there and we could also hear music being played.

At 00.25 hours we returned back to our vehicle which was parked at the back of Ward Royal. At this time we witnessed 3 customers leave the premise via the back door. They were let out by someone inside the pub and they quickly left the area. Due to what we had just witnessed we returned to the Police Station and I requested 2 Police Officers attend the pub with us as we suspected that customers were still in the pub and alcohol was still being sold. The pub is licensed until midnight on a Friday evening.

At 00.36 hours we attended the pub with PC 1229 Large and PC 7830 McLulich. Both Officers, myself and Steve knocked on the back door, front door, front windows to the bar area and front windows to the Shisha bar area. When PC Large first knocked at the back door, we clearly saw the 5 males who were playing pool run from the bar area where they were playing pool into the Shisha area bar.

Music could be heard from the Shisha bar area and everytime the window was knocked on the music stopped and voices would stop for a moment and then start again. Just before we left we could hear the sound of water bubbling and could also see LED lights lighting up. This led us all to believe that people were smoking shisha.

We all found it quite astonishing that no-one opened the doors to speak to us and if they had nothing to hide, they would have been willing to open the doors. The Officers knocked on the doors so hard it was not possible for them not to have heard us.

At 01.00am PC Large and PC McLulich left the area. Steve Smith then contacted Alka Singh, the DPS and left her a voicemail message to inform her of what had happened. At 01.07am the DPS contacted Steve and stated that it was the cleaner in there.

As we left the area at 01.11am we observed customers at the front of the premise who had in our view just left the pub.

Both Thames Valley Police Licensing and RBWM Licensing are very concerned about this pub, the way it is being managed and run and the continual problems.

**Premises Response – what part did staff play? How did they react/assist (include good/poor performance)?**

# Witness Statement

Criminal Procedure Rules, r 16.2; Criminal Justice Act 1967, s.9

URN: 

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**Statement of:**     **James Large**

**Age if under 18 (if over insert "over 18"):**     **Over 18**

**Occupation:**     **Police Constable 1229**

This statement (consisting of .....1..... Pages(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:**     **James Large 1229**

**Date:**     **18/02/2017**

I am the above named Police Constable and I am making this statement in relation to an incident that I witnessed in the early hours of SATURDAY the 18<sup>th</sup> of FEBRUARY 2017.

On SATURDAY the 18<sup>th</sup> of FEBRUARY I was on duty in full Police uniform when I was asked by Debbie PEARMAN to attend the COPPER HORSE PUBLIC HOUSE, WARD ROYAL, WINDSOR in order to assist her with a licensing check. I made my way to the COPPER HORSE with my colleague PC 7830 MCLULLICH who was also in full Police uniform.

We arrived at the COPPER HORSE at 00:36 Hrs, I could hear music coming from inside the premises and could see light coming through gaps in the blinds. PC MCLULLICH knocked on the front door but there was no answer, I then went over the right hand window (as you look at the COPPER HORSE from ALMA ROAD) and looked through a gap in the blinds into the bar area. I saw five males stood around the pool/snooker table in the bar area, a few of the males appeared to be holding pool/snooker cues and were in the middle of a game. At this point PC MCLULLICH knocked on the window to attract their attention, but this was ignored.

I then went to the rear of the COPPER HORSE and knocked on the back door to see if anyone would answer. There was no answer so I banged loudly on the door to see if this would attract the occupant's attention. After I did this, I heard the music stop and saw some silhouettes move from the bar towards the SHISHA LOUNGE area of the COPPER HORSE. I knocked on the back door a few more times after this, but no one answered. I could hear muted voices and quiet music from the within the COPPER HORSE and there was a distinctive, sweet smell at the rear of the property which I believe to be the aroma created by people smoking Shisha through a Hookah. A short while later I left the vicinity of the COPPER HORSE and continued with my duties.

This statement was written as soon as practicable after the events described and forms my original notes. James Large 1229

**Signature:**     **James Large 1229**

**Signature Witnessed by:**     **N/A**

## Witness Statement

Criminal Procedure Rules, r 16.2; Criminal Justice Act 1967, s.9

URN:

**Statement of:** **Alasdair McLulich**

**Age if under 18 (if over insert "over 18"):** **Over 18**

**Occupation:** **Police Officer 7830**

This statement (consisting of .....1..... Pages(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:** **Alasdair McLulich**

**Date:** **19/02/2017**

This statement relates to my attendance at THE COPPER HORSE, PUBLIC HOUSE, ALMA ROAD, WINDSOR on SATURDAY 18<sup>TH</sup> FEBRUARY 2017.

On FRIDAY 17<sup>TH</sup> FEBRUARY 2017, I was on duty in full uniform working alongside PC 1229 LARGE. We were engaged in the policing of the night time economy of WINDSOR town centre. We were patrolling in a marked police car.

At approximately 0030 hours, we were asked by C3232 PEARMAN, the local licensing officer for the Windsor and Maidenhead Police area to attend the above location as she had information to suggest the location was trading after hours and she wished to carry out a license check.

At 0036 hours, we arrived outside the public house and PC LARGE and I knocked on the front door to the pub. There was loud music coming from inside the building and there were lights on inside. After a few knocks, there was still no response. I then looked through a gap in the curtains into a room which looked to be the main bar area. I could see five Asian males stood by the pool table and a couple of them were playing pool. I then knocked on the window to try and get these males' attention but they did not respond.

We then went to the rear of the pub to a service door and PC LARGE knocked on the door and there was still no response. At one point the music from within stopped and the males who had been by the pool could be seen running past the door we were stood at but no one answered.

I returned to the front of the pub with PEARMAN and again tried to knock on the door and window on a number of occasions and the music would stop but still no answer. Whilst I was stood at the front of the building I could hear the sound of water bubbling and through the curtains I could see what looked to be led lights lighting up. I believe these sounds and lights to be caused by a Shisha Hookah.

After the failed responses, PC LARGE and I continued with our duties in the town centre 

**Signature:** **Alasdair McLulich**

**Signature Witnessed by:** **N/A**



**Submitting Officer****Shoulder No/Name:** C3232 Debie Pearmain**Station:****LPA:** Windsor**Incident References****Premises Name/Location:** The Copper Horse, Alma Road**Incident Date:** Midday 20/02/2017**Incident Time:****Command & Control URN:****Crime Report(s):****CCTV Seized?****Sources of Information:****Nature of Incident – what happened?**

Alka Singh, DPS, Laurence Worsfold, Site Manager, PC Hughes-Parry, Town Centre Specialist Officer, Steve Smith, Licensing Officer, RBWM and Debie Pearmain, Police Licensing Officer. Meeting arranged to discuss the recent failed test purchase and the issues Steve Smith and I found during the early hours of 18/02/17.

Laurence informed us that he had just attended a personal licence course and had passed. His application for a personal licence has not yet been submitted. He informed us that he has been at the premise since November last year and lives upstairs.

We then updated Alka of the issues and concerns from the failed test purchase on the 18/01/17 and the issues and concerns found during the early hours of 18/02/17.

We started with the failed test purchase on 18/01/17 whereby a 14 and a half and a 15 year old female had been sold alcohol ( 2 x bacardi and cokes) by Mryon Bains who is a non personal licence holder and the son of the DPS. Alka informed us that this was a mistake and that her son was behind the bar as Laurence was unwell and upstairs. Alka was also informed again of the issues found in the shisha area and that the fire door was once again locked and barricaded with stools. She was informed that whilst we were talking to Mr Karin Akkari who had informed us that he runs the Shisha area, that I could see smoke coming from the bin behind Karin. Karin tried to deny it was smoke and I again informed him that smoke was coming from the bin. Karin put the smoke out. He was also spoken to by Steve Smith about the door being locked. We were shown a 'ID Check Log Book' which had photographs of different types of ID. There were no entries or dates of any refusals in this log book. Alka stated that this was a mistake and it would not happen again. She informed us that her son doesn't normally work in the pub alone. At this time PC Hughes-Parry stated that he had attended the pub several times over the past year or so and each time Myron had been there on his own. Alka was reminded that this failed test purchase incident had totally undermined the Protection of Children from Harm licensing objective and also in relation to the Shisha area, the locked and barricaded door had totally undermined the Public Safety Licensing objective. Alka was again reminded that this is not the first time we had spoken about this, as Steve Smith had witnessed this twice previously and she had been told of this at our last meeting.

Alka was issued with a Police Warning in relation to the failed test purchase.

At this point, PC Hughes-Parry asked Laurence if he had been drinking, as he could clearly smell alcohol on him, he also asked if he had driven to the Police Station. Laurence stated that he had a drink last night and that was what he could probably smell, he informed the Officer that he had not driven to the Police Station. PC Hughes-Parry stated that he felt it inappropriate for the Site Manager to attend a Licensing Meeting at the Police Station, smelling very strongly of alcohol and perhaps working in the pub was not the best place for him.

Alka was then informed that at approx 00.15 hours Steve and I attended the pub and could see that the lights were on in the main bar with the curtains drawn and the lights were on and the curtains drawn in the shisha bar area. In the main bar we could see 5 males playing pool and in the Shisha area we could hear music and customers.

00.25 hours Steve Smith and I observed 3 customers leave the pub by the back door entrance. These customers were let out by someone inside the pub and these persons left the area very quickly. Due to what we had observed I made the decision to request 2 Police Officers attend the pub.

**LICENSED PREMISES INCIDENT REPORT**

I then read out the witness statement from PC McLulich. Alka was informed that we were very concerned as to what was happening inside the pub and whoever was inside were totally ignoring the Police Officers and us. Whoever was inside the pub certainly heard the banging made by the Police Officers as each time the Officer knocked on the Shisha bar window the people inside went quiet. Then when they thought we had gone, their voices were raised again. We also observed LED lights lighting up and could also hear the sound of water bubbling, we all believed this to be from people smoking shisha.

Alka informed us that it was the cleaner cleaning up and it may have been some of his friends. General discussion on this with TVP and RBWM Licensing stating that the people in there were in double numbers and we did not believe that it was the cleaner with his friends.

When asked if we could have CCTV to cover these timings, we were informed that the CCTV had not been working for 6 days. We were informed that there was an issue with broadband and they would try to see if there were any recordings.

Debie Pearmain concluded the meeting by informing Alka Singh that due to the ongoing serious issues found, under age children being sold alcohol and continual breaches she would be applying to review the premises licence under the public safety and protection of children from harm licensing objectives.

Steve Smith then stated he would be fully supporting Thames Valley Police at the review. The review process was then explained to Alka and Steve advised that she seek legal advice.

The meeting concluded at 12.30pm

**Premises Response - what part did staff play? How did they react/assist (include good/poor performance)?****Police Response - what action was taken? Please identify the main officers who dealt with the incident.****Persons Involved - to add more rows click into the final cell of this table**

Name	Date of Birth	Role	Action Taken	Ref No. <small>(e.g. Custody, PND etc)</small>

When complete, please forward to the Licensing Officer for the area (and anyone else as per local instructions)



**Debie Pearmain**  
Police Licensing Officer

Windsor Police Station  
Alma Road  
Windsor  
Berkshire SL4 3ES  
Tel. 01865 854022  
Fax. 01753 835513

Miss Alka Singh  
c/o The Copper Horse  
Ward Royal Parade  
Alma Road  
Windsor  
Berkshire  
SL4 3HR

Date 20<sup>th</sup> February 2017

Dear Miss Alka Singh

I would like to confirm in writing that you as the Premises Licence Holder and Designated Premises Supervisor of The Copper Horse, Ward Royal Parade, Alma Road, Windsor, Berkshire, SL4 3HR, have been informed that in relation to Mr Myron Bains, selling alcohol to an under aged person on Wednesday 18<sup>th</sup> January 2017, at The Copper Horse, Ward Royal Parade, Alma Road, Windsor, Berkshire, SL4 3HR, this will now be classed as an official Police Warning.

This letter will now be placed on The Copper Horse, Ward Royal Parade, Alma Road, Windsor, Berkshire, SL4 3HR, premises licensing file and will be used in evidence at a licensing panel hearing.

Yours sincerely

Debie Pearmain  
Police Licensing Officer

Cc  
Steve Smith, Licensing Officer, RBWM  
Trading Standards, RBWM

# Witness Statement

Criminal Procedure Rules, r 16.2; Criminal Justice Act 1967, s.9

URN: 

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Statement of: **TOM HUGHES-PARRY**

Age if under 18 (if over insert "over 18"): **Over 18**

Occupation: **POLICE OFFICER P7035**

This statement (consisting of .....1..... Pages(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: **TOM HUGHES-PARRY**

Date: **02/03/2017**

I am POLICE CONSTABLE 7035 TOM HUGHES-PARRY based at WINDSOR POLICE STATION and this statement refers to a licensing meeting that I attended on the 20<sup>th</sup> FEBRUARY 2017. At Windsor Police Station at 12:00 I attended a licensing meeting for the COPPER HORSE chaired by Licensing Officer Debie Pearmain also in attendance was the council licensing officer. The representatives for the COPPER HORSE were Laurence Worsfold who stated he was the site manager and the DPS

Alka Singh. It was clear to me straight away that WORSFOLD was under the influence of alcohol as he smelt strongly of intoxicating liquor, had glazed watery eyes and seemed very nervous and twitchy. I asked WORSFOLD if he had been drinking and he said "NO" but admitted to drinking the night before. I pointed out that turning up to a licensing meeting smelling of alcohol and being intoxicated was not a good impression. There was some discussion about the attendance of the licensing officers to the COPPER HORSE on the Friday before and the WORSFOLD and SINGH were arguing that the information presented to them was wrong. It turned out that neither of them had actually been there and were relying on information passed to them by an employee – I pointed out that they were basing their argument on information that they didn't know was true and they should check with that person as they were disagreeing with two police officers and two licensing officers statements.

In my opinion WORSFOLD and SINGH seemed totally unable to account for the issues raised they also seemed unable to grasp the seriousness of the matters raised. SINGH told me she had been assaulted in the pub and had lost her confidence in managing the place since then. I questioned both WORSFOLD and SINGH whether they felt fit to run a pub and the responsibility it entailed.

Signature: **TOM HUGHES-PARRY**

Signature Witnessed by: **N/A**

**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: **PCSO David Bullock C9346**Age if under 18 (if over insert "over 18"): **Over 18**Occupation: **PCSO**

This statement (consisting of ...1..... Pages(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: **27/03/2017**Tick if witness evidence is visually recorded: 

(Supply witness details on last page)

**Statement** (type in box below - a continuation page will automatically be inserted when you run out of space)

I am a Police Community Support Officer for Thames Valley Police and work at Windsor Police Station.

On 15/03/2017 an individual who I shall refer to as PERSON A, who does not wish to be named for fear of possible reprisal, informed me of their concerns relating to drug dealing at THE COPPER HORSE pub on ALMA ROAD in WINDSOR.

PERSON A stated that they had been informed of a recent incident at the pub, occurring during MARCH 2017, whereby a relative of theirs, who I shall refer to as PERSON B, had been offered drugs. PERSON B had been having a drink at THE COPPER HORSE when they were approached by the Barman who is known to them as LAURENCE. LAURENCE is described as being IC1, aged in his mid 30's, of muscular build, approximately 5'11", with a shaven head. On approaching PERSON B LAURENCE offered to sell them Heroin and Cocaine and said that he kept the drugs upstairs in his room, situated above the pub. PERSON B said 'NO' to which LAURENCE started laughing. PERSON B is of the belief that as well as drugs being stored in LAURENCE's room, drugs are also kept behind the bar of THE COPPER HORSE.

In addition to this incident PERSON B is also aware that on a previous occasion a bag containing white powder was found in the toilets inside THE COPPER HORSE. The bag was handed to another staff member working behind the bar, not believed to be LAURENCE, who responded by saying "IT'S OK. WE CAN SELL IT ON".

Signature: .....

Signature Witnessed by: .....

**Witness Details**

Home Address: Windsor Police Station  
Alma Road Windsor Post Code: SL4 3ES

Home Tel No: 07816848231 Work Tel No: Mobile Tel No:

Email Address: david.bullock@thamesvalley.pnn.police.uk Preferred means of contact:

Best time of contact:

Sex: Male Date & Place of Birth: 12/06/1976 Northampton Former Name:

Ethnicity Code (16+1): W1 British Religion / Belief:

Dates of Witness Non-Availability to attend court:

**Witness Care** (please tick or type in box provided)

	Yes	No
a) Is the witness willing to attend court? (If no, include reason(s) on form MG6)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b) What support measures could be put in place to ensure attendance?	<input type="text" value="None"/>	
c) Does the witness require a Special Measures Assessment as a vulnerable or intimidated witness? (If Yes, submit MG2 with file)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d) Does the witness have any particular needs?	<input type="checkbox"/>	<input checked="" type="checkbox"/>

If Yes, what are they? (Disability, healthcare, childcare, transport, disability, language difficulties, visually impaired, restricted mobility or other concerns?)

**Witness Consent - For Witness Completion** (please tick)

	Yes	No	N / A
a) The Victim Personal Statement scheme (victims only) has been explained to me:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
b) I have been given the Victim Personal Statement leaflet:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
c) I have been given the leaflet "Giving A Witness Statement to the Police – What Happens Next?":	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
d) I consent to police having access to my medical record(s) in relation to this matter: (obtained in accordance with local practice)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e) I consent to my medical record in relation to this matter being disclosed to the defence:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f) I consent to the statement being disclosed for the purposes of civil proceedings if applicable: (eg. Child care proceedings, CICA)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
g) The information recorded above will be disclosed to the Witness Service so that they can offer help and support, unless you ask them not to. Tick this box to <u>decline</u> their services:			<input type="checkbox"/>

Witness Signature: \_\_\_\_\_ Print Name: \_\_\_\_\_

Parent/Guardian/appropriate adult Signature: \_\_\_\_\_ Print Name: \_\_\_\_\_

Address and telephone number if different from above:

Statement Taken By (print name): \_\_\_\_\_ Station: Windsor

Time and Place Statement Taken: \_\_\_\_\_



**Witness Statement**

Continuation of Statement of **PCSO David Bullock C9346**

[Large empty rectangular box for the witness statement content]

Signature: .....

**71**

Signature Witnessed by: .....



**Debie Pearmain**  
Police Licensing Officer  
Thames Valley Police  
Windsor Police Station  
Alma Road  
Windsor  
Berkshire SL4 3ES  
Tel. 01753 835571  
Fax. 01753 835569

Ms A Singh  
227 Wexham Road  
Slough  
Berkshire  
SL2 5QY

Date 6th March 2017

Dear Ms Alka Singh

I am writing to inform you as the Premises Licence Holders & Designated Premises Supervisor of the Copper Horse, Ward Royal Parade, Alma Road, Windsor, Berkshire, SL4 3HR, that Thames Valley Police are applying for a review of this premises licence.

The Police are applying for a review of the premises licence under the Prevention of Crime and Disorder, Public Safety, The Prevention of Public Nuisance and the Protection of Children from Harm licensing objectives.

If you wish to discuss the matter please contact me on the above telephone number.

Yours sincerely

Debie Pearmain  
Police Licensing Officer

Cc  
The Licensing Department, RBWM  
Trading Standards, RBWM  
Royal Berkshire Fire & Rescue Service  
Planning Department, RBWM  
Environmental Health, RBWM  
Local Safeguarding Children Board, RBWM  
Public Health



**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 applications for a Review of a Premises' Licence under Section 51 of the Licensing Act 2003 by: -  
**Thames Valley Police.**

The Review is requested for the premises at: -

**Copper Horse, Public House.**

Ward Royal Parade, Alma Road, Windsor, SL4 3HR

The grounds for the Review are: -

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

*Following a failed Test Purchase and further safety concerns at the premises*

Any representations in relation to this matter should be sent to the address given below no later than: -

5th April 2017.

The register showing the grounds for the Review can be inspected at the address given below.

**Licensing Dept**

York House, Sheet Street, Windsor. SL4 1DD.

Email.....[licensing@rbwm.gov.uk](mailto:licensing@rbwm.gov.uk)

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

**Craig Miller**

**Head of Community Protection & Enforcement**

Operations & Customer Services Directorate

The Royal Borough of Windsor & Maidenhead

Town Hall, St Ives Road, Maidenhead, Berks .SL6 1RF

Ref: PL050393..... Date 9th March 2017.

Licensing Act 2003  
**Premises Licence**

**PL050393**

**LOCAL AUTHORITY**

**The Royal Borough of Windsor & Maidenhead**

York House  
 Sheet Street  
 Windsor  
 SL4 1DD

tel: 01628 683800  
 web: www.rbwm.gov.uk

www.rbwm.gov.uk



Royal Borough  
 of Windsor &  
 Maidenhead

Part 1 - Premises Details

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

**Copper Horse**

Ward Royal Parade, Alma Road, Windsor, SL4 3HR.

Telephone 01753869379

**WHERE THE LICENCE IS TIME LIMITED THE DATES**

Not applicable

**LICENSABLE ACTIVITIES AUTHORISED BY THE LICENCE**

- an exhibition of a film
- an indoor sporting event
- a performance of live music
- any playing of recorded music
- entertainment of a similar description to that falling within a performance of live music, any playing of recorded music or a performance of dance
- entertainment facilities for making music
- 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
B. Exhibition of films (Indoors)	Sunday to Thursday	10:00am	11:00pm
	Friday and Saturday	10:00am	Midnight
C. Indoor sporting event	Sunday to Thursday	10:00am	11:00pm
	Friday and Saturday	10:00am	Midnight
E. Performance of live music (Indoors)	Sunday to Thursday	10:00am	11:00pm
	Friday and Saturday	10:00am	Midnight
F. Playing of recorded music (Indoors)	Monday to Sunday	10:00am	11:00pm
	H. Entertainment of a similar description to that falling within E, F, or G (Indoors)		
	Sunday to Thursday	10:00am	11:00pm
	Friday and Saturday	10:00am	Midnight
I. Provision of facilities for making music (Indoors)	Friday and Saturday	10:00am	Midnight
	Sunday to Thursday	10:00am	11:00pm



**Premises Licence**

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

Activity (and Area if applicable)	Description	Time From	Time To
M. The sale by retail of alcohol for consumption ON and OFF the premises	Sunday to Thursday	10:00am	11:00pm
	Friday and Saturday	10:00am	Midnight

**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	11:30pm
Friday	10:00am	12:30am
Saturday	10:00am	12:30am
Sunday	10:00am	11:30pm

**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 and OFF the premises



Licensing Act 2003

# Premises Licence

# PL050393

## Part 2

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

Alka Singh

227 Wexham Road, Slough, SL2 5QY.

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

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

Alka SINGH

227 Wexham Road, Slough, SL2 5QY.

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

Licence No. PA8018

Issued by Slough



**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.
- 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  
None

Prevention of Crime and Disorder  
None

Public Safety  
None

**Prevention of Public Nuisance**

Music should not be audible in any of the residential properties  
 Notices will be placed at exits to ask customers to leave quietly  
 Live music will only be staged indoors  
 Kitchen extract filters will be cleaned once a month to minimise the impact of cooking smells on neighbours



ANNEXES continued ..

**Protection of Children from Harm**

No one under the age of 18 will be permitted in the pub other than members of the licensee's family  
All staff are trained to ask and identify identification - only photo driving licenses issued by DVLA, passports and portman group 'prove it' cards are currently accepted  
The restrictions set out in Licensing Act 2003 will apply

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

Music should not be audible in any of the residential properties

**ANNEX 4 - Plans**

See attached Plans



**Craig Miller**

**Community Protection and Enforcement Services Lead**

## Premises Licence Summary

## LOCAL AUTHORITY

## The Royal Borough of Windsor &amp; Maidenhead

York House  
Sheet Street  
Windsor  
SL4 1DD

tel: 01628 683800  
web: www.rbwm.gov.uk

www.rbwm.gov.uk



Royal Borough  
of Windsor &  
Maidenhead

## Premises Details

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

## Copper Horse

Ward Royal Parade, Alma Road, Windsor, SL4 3HR.

Telephone 01753869379

## WHERE THE LICENCE IS TIME LIMITED THE DATES

Not applicable

## LICENSABLE ACTIVITIES AUTHORISED BY THE LICENCE

- an exhibition of a film
- an indoor sporting event
- a performance of live music
- any playing of recorded music
- entertainment of a similar description to that falling within a performance of live music, any playing of recorded music or a performance of dance
- entertainment facilities for making music
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	Friday and Saturday	10:00am	Midnight
F. Playing of recorded music (Indoors)	Monday to Sunday	10:00am	11:00pm
H. Entertainment of a similar description to that falling within E, F, or G (Indoors)	Sunday to Thursday	10:00am	11:00pm
	Friday and Saturday	10:00am	Midnight
I. Provision of facilities for making music (Indoors)	Friday and Saturday	10:00am	Midnight
	Sunday to Thursday	10:00am	11:00pm





# Premises Licence Summary

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

Activity (and Area if applicable)	Description	Time From	Time To
M. The sale by retail of alcohol for consumption ON and OFF the premises			
	Sunday to Thursday	10:00am	11:00pm
	Friday and Saturday	10:00am	Midnight

**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	11:30pm
Friday	10:00am	12:30am
Saturday	10:00am	12:30am
Sunday	10:00am	11:30pm

**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 and OFF the premises

**NAME, (REGISTERED) ADDRESS OF HOLDER OF PREMISES LICENCE**

Alka Singh 227 Wexham Road, Slough, SL2 5QY.

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

**NAME OF DESIGNATED PREMISES SUPERVISOR WHERE THE PREMISES LICENCE AUTHORISES THE SUPPLY OF ALCOHOL**

Alka SINGH

**STATE WHETHER ACCESS TO THE PREMISES BY CHILDREN IS RESTRICTED OR PROHIBITED**

No prohibition or restriction on access to the premises by children



**Craig Miller**  
**Community Protection and Enforcement Services Lead**



## Janette Brettell

---

**From:** LSCB  
**Sent:** 28 March 2017 17:11  
**To:** Janette Brettell; Steve Smith ( Licensing)  
**Cc:** Debie.Pearmain@thamesvalley.pnn.police.uk  
**Subject:** Review of premises licence - Copper Horse, Ward Royal Parade, Alma Road, Windsor SL4 3HR

I understand the Police are applying for a review of the premises licence for the Copper Horse. Having read the paperwork supplied to me, I am very concerned that children do not appear to be protected from harm at these premises – this is based on the evidence of two under age young people being sold alcohol, failure by staff to request ID or proof of age and failure to maintain a “refusal log”.

Regards,

*Deborah*

Deborah Maynard  
Business Manager - Windsor & Maidenhead Local Safeguarding Children Board (LSCB) & Windsor & Maidenhead Safeguarding Adults Board (SAB)  
Royal Borough of Windsor and Maidenhead  
York House  
Sheet Street  
Windsor SL4 1DD

Telephone : 01628 796541  
Mobile: 07919 301735  
E-mail: [deborah.maynard@rbwm.gov.uk](mailto:deborah.maynard@rbwm.gov.uk)  
Website: [www.wamlscb.org](http://www.wamlscb.org)

Berkshire Child Protection Procedures: <http://proceduresonline.com/berks>  
Berkshire Adults Safeguarding Procedures: <http://www.sabberkshirwest.co.uk/practitioners/berkshire-safeguarding-adults-policy-and-procedures/>



**LICENSING ACT 2003  
ENVIRONMENTAL HEALTH REPRESENTATION FORM**

To: **Trading Standards & Licensing Lead**

From: **Community Protection Lead**

Premises: **Copper Horse Public House, 7 Ward Royal Parade, Alma Road  
WINDSOR, SL4 3HR**

Reference: **17/00956/LICREV**

**PREMISES LICENCE REVIEW**

I have studied the application of the review of the Copper Horse's premises by Debie Pearmain, Police Licensing Officer, on behalf of the Chief Constable of Thames Valley Police, dated 6 March 2017.

**Monitoring by Community Wardens**

Since 3 March 2017 Community Wardens have been checking The Copper Horse as part of their Night Time Economy (NTE) patrols. The notes of these visits are attached.

The Copper Horse's premises licence PL050393 authorises the licensable activity, including the supply of alcohol until midnight on Friday and Saturday nights. The authorised opening hours are until half past midnight on Friday and Saturday nights. Recent monitoring shows that the hours of the licence appear to be being complied with.

**REPRESENTATION OF THE RELEVANT ENFORCING AUTHORITY UNDER THE HEALTH AND SAFETY AT WORK ETC ACT 1974**

**Smoke Free**

Under section 8 of the Health Act 2006, "It is the duty of any person who controls or is concerned in the management of smoke-free premises to cause a person smoking there to stop smoking," and an offence is committed if this duty is not fulfilled.

A smoke free environment is important to protect the health of staff and customers who are not smokers. The smoking of tobacco with a shisha falls under the smoke free legislation.

Smoking inside the Copper Horse has been witnessed on four occasions, on the 4 November 2016, 16 December 2016, 18 and 21 January 2017. On 18 February 2017 smoking inside the premises was suspected by the officers who were refused entry.

Colleagues from the Environmental Health Commercial Team visited on 3 February and were assured that smoking is no longer taking place inside. However, the incident on 18 February, where officers were refused entry believe shisha was being smoked happened after this visit.

Smoking inside the Copper Horse fails to meet the public safety licensing objective and as it is it is illegal so also fails to meet the prevention of crime and disorder objective.

### **Fire Safety**

The Royal Berkshire Fire and Rescue Service now leads on Fire Safety but there is overlap with the Royal Borough as the authority responsible for Health and Safety enforcement.

Fire doors were observed locked by officers on two occasions on 16 December 2016 and 18 January 2017.

Fire door must be unlocked when the premises is open. Locked fire doors will prevent people leaving the premises in an emergency

Locked fire doors at the Copper Horse fails to meet the public safety licensing objective and as it is illegal so also fails to meet the prevention of crime and disorder objective.

## **REPRESENTATION OF THE LOCAL AUTHORITY WITH RESPONSIBILITY FOR ENVIRONMENTAL HEALTH**

### **Noise Complaints**

In the past 12 months Environmental Protection has received the following two noise complaints.

1. 16 November 2016 Noise from car revving their engines and loud conversations in the Copper Horse pub car park at midnight on 6th November 2016 and numerous times before
2. 03 October 2016 Noise from people hanging around back of pub, loud music, rowdy behaviour at front of pub until 1 am

The application of the review of the premises licence includes details of complaints made to Thames Valley Police including on 4 November 2016.

The Copper Horse's premises licence PL050393 authorises the licensable activity, including the supply of alcohol until midnight on Friday and Saturday nights.

On 3 occasions, on 4 and 12 November 2016 and 18 February 2017, officers found the Copper Horse trading past 1 am, after the hours authorised by the premises licence.

The noise from patrons leaving the Copper Horse past its licensed hours will cause disturbance to neighbouring residents and will explain the complaints received by Environmental Protection. This noise nuisance from patrons leaving the Copper Horse has already been acknowledged as, "Notices will be placed at exits to ask customers to leave quietly," is a condition of the licence.

The Copper Horse operating beyond its licensed hours and noise from patrons leaving late fails to meet the prevention of public nuisance licensing objective and as it is illegal so also fails to meet the prevention of crime and disorder objective.

**DISCUSSION**

It is the responsibility of Ms Alka Singh, as the Designated Premises Supervisor (DPS) for the Copper Horse, to ensure that the Premises Licence, its hours and conditions are adhered to.

The problems and offence at the Copper Horse are due to Ms Singh not ensuring compliance with legal requirements including the hours of the premises licence.

If the DPS ensured compliance with legal requirements, including the hours of the premises licence, it is unlikely the operation of the Copper Horse would be a problem.

Ms Singh has been given advice and spoken to by officers from the Royal Borough and Thames Valley Police.

The Licensing Committee can warn, suspend the DPS for up to 3 months or remove the permanently remove the DPS as well revoke the licence.

**RECOMMENDATION**

It is recommended that the Licensing Committee remove Ms Alka Singh as the DPS for the Copper Horse.

Signed ..... Date 3 April 2017

Daniel Bayles  
Community Protection Lead

Date	Time	Location	Action Undertaken	Team Reported To
03/03/2017	23:45	Copper Horse Pub in Alma Road	pub appeared to be closed. All lights out, no noise.	licensing/EP
05/03/2017	00:11	Copper Horse	Lights on at front / people drinking at bar, parked vehicle rear of car park. Noted people playing pool. At 00:13 blinds pulled down but lights remained on.	Licensing
05/03/2017	00:35	Copper Horse	Front closed lights out. Rear of pub, blinds still down and lights on.	Licensing
05/03/2017	01:31	Copper Horse Windsor	Parked at rear of property. Blinds and lights still down on.	Licensing
10/03/2017	23:50	The copper horse	closed	Licensing
11/03/2017	23:59	Copper Horse, Windsor	Lights on but did not see any one coming out while waiting in the car	Licensing
17/03/2017	23:35	Windsor Copper Horse	No lights on, no music heard, Public House shut	Licensing/EP
18/03/2017	00:30	Copper Horse Windsor	No music heard, lights off	Licensing/EP
19/03/2017	00:20	Copper Horse	Lights out no noise heard	Licensing
24/03/2017	20:35	Copper Horse, Windsor	in darkness, possibly closed - will inspect again later in evening.	licensing
25/03/2017	00:00	Copper Horse, Windsor	walk passed. Curtains drawn, low level lights on but couldn't see anyone inside / outside pub and could hear no noise.	licensing
25/03/2017	01:40	Copper Horse	still locks closed	Licensing
25/03/2017	20:50	Copper Horse, Windsor	Curtains open Lights on open for business but no noise heard from the outside	Licensing
26/03/2017	00:05	Copper Horse Pub in Alma Road	Curtains pulled but lights on and customers inside but no noise	licensing
26/03/2017	00:42	Copper Horse Pub in Alma Road	Curtains closed but lights still on and people can be seen inside but no noise	licensing

Drug & Alcohol Action Team,  
The Royal Borough of Windsor and Maidenhead  
Resilience, Reform Road, Maidenhead SL6 8BY  
Tel. 01628 796 362 Email. daat@rbwm.gov.uk

**TACKLING  
DRUGS  
CHANGING  
LIVES**



5<sup>th</sup> April 2017

Dear Mr Smith,

The Royal Borough's Public Health Team supports the application to review the premises licence of The Copper Horse on the grounds of 'the protection of children from harm'. This follows the alcohol sales that were made to a 14yr old and a 15yr old during a test purchase operation on 18.01.17.

Young people's brains and internal organs are not fully grown and are more easily damaged by alcohol. Alcohol can disrupt adolescent brain development, causing lasting problems with memory, attention span and reaction times. In addition, the liver is not fully grown until the age of 18 in men and 21 in women. As a result, young people who drink are more likely to damage their liver.

For these reasons in 2009 the Chief Medical Officer for England & Wales issued the following guidance in relation to young people and alcohol. He advised:

- that an alcohol-free childhood is the healthiest and best option. However, if children drink alcohol, it should not be until at least the age of 15.
- if 15-17 year olds drink alcohol, it should be rarely and never more than once a week. They should always be supervised by a parent or carer.
- if 15 to 17 year olds drink alcohol, they should never drink more than 3-4 units of alcohol for males and 2-3 units for females.

In conclusion, due to the risk of staff selling alcohol to minors, the Public Health Team feel a review is necessary.

Yours sincerely

*Catherine Williams*

Catherine Williams, Project Officer

Drug & Alcohol Action Team, Public Health

**Janette Brettell**

---

**Subject:**

FW: The Copper Horse Windsor Your ref PLO05039

**From:** Sheila Bowen

**Sent:** 24 March 2017 13:35

**To:** Steve Smith ( Licensing)

**Cc:** Licensing

**Subject:** The Copper Horse Windsor Your ref PLO05039

Dear Mr Smith,

Thank you for consulting Planning on the review of the premises licence at the above establishment. I can confirm that we consider this as a matter for Licencing, and have no comment to make.

Yours sincerely

Sheila Bowen

Planning Officer

Royal Borough of Windsor and Maidenhead

Town Hall St Ives Road Maidenhead SL6 1RF

01628 796061



Mr Steve Smith  
Trading Standards & Licensing  
Royal Borough of Windsor & Maidenhead  
York House, Sheet Street  
Windsor  
SL4 1DD  
S.Smith@rbwm.gov.uk  
01628 685850

www.rbwm.gov.uk



12 April 2017

Ms Janette Brettell  
Trading Standards & Licensing  
Royal Borough of Windsor & Maidenhead  
York House, Sheet Street  
Windsor  
SL4 1DD

Dear Ms Brettell,

**Review of Premises Licence  
Copper Horse PH, Ward Royal Parade, Alma Road, Windsor, Berkshire, SL4 3HR  
Premises licence number PL050393.**

I write with reference to the above following receipt of the application submitted by Thames Valley Police (TVP) to review the above mentioned premises licence on 8<sup>th</sup> March 2017.

I formally support the application submitted by Thames Valley Police.

The Royal Borough of Windsor and Maidenhead (RBWM) Licensing Team have been working closely with TVP, the Royal Berkshire Fire and Rescue Services (RBFRS) and RBWM Environmental Protection Team on issues raised and observed at the Copper Horse PH.

I would like the opportunity to attend the licensing sub committee hearing and present my support in person, expanding on the reports I have received and observations I have made, some of which are summarised below. I will also be able to answer any questions the licensing sub committee may have regarding this application.

Summary of events supporting the review of the Copper Horse PH Premises Licence:

- 16.12.2016:- Passive Drugs Dog Operation. Please refer to RBWM report dated 16/12/16.
- 18.01.2017:- Test Purchase Operation, underage sale of alcohol and fire safety concerns  
Please see attached photographs of fire door both locked and blocked in lounge bar. Please refer to TVP report dated 18/01/17.
- 18.02.2017:- Attended premises with TVP Licensing. Please refer to TVP report dated 18/02/17.

Alison Alexander - Managing Director and Strategic Director of Adult, Children and Health Services  
Russell O'Keefe - Strategic Director of Corporate and Community Services  
Andy Jeffs - Interim Strategic Director of Operations and Customer Services

Town Hall, St. Ives Road, Maidenhead, SL6 1RF

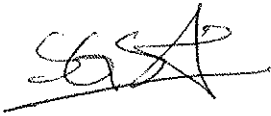
W: [www.rbwm.gov.uk](http://www.rbwm.gov.uk) E: [customer.service@rbwm.gov.uk](mailto:customer.service@rbwm.gov.uk) T: 01628 683800

@rbwm search: rbwm

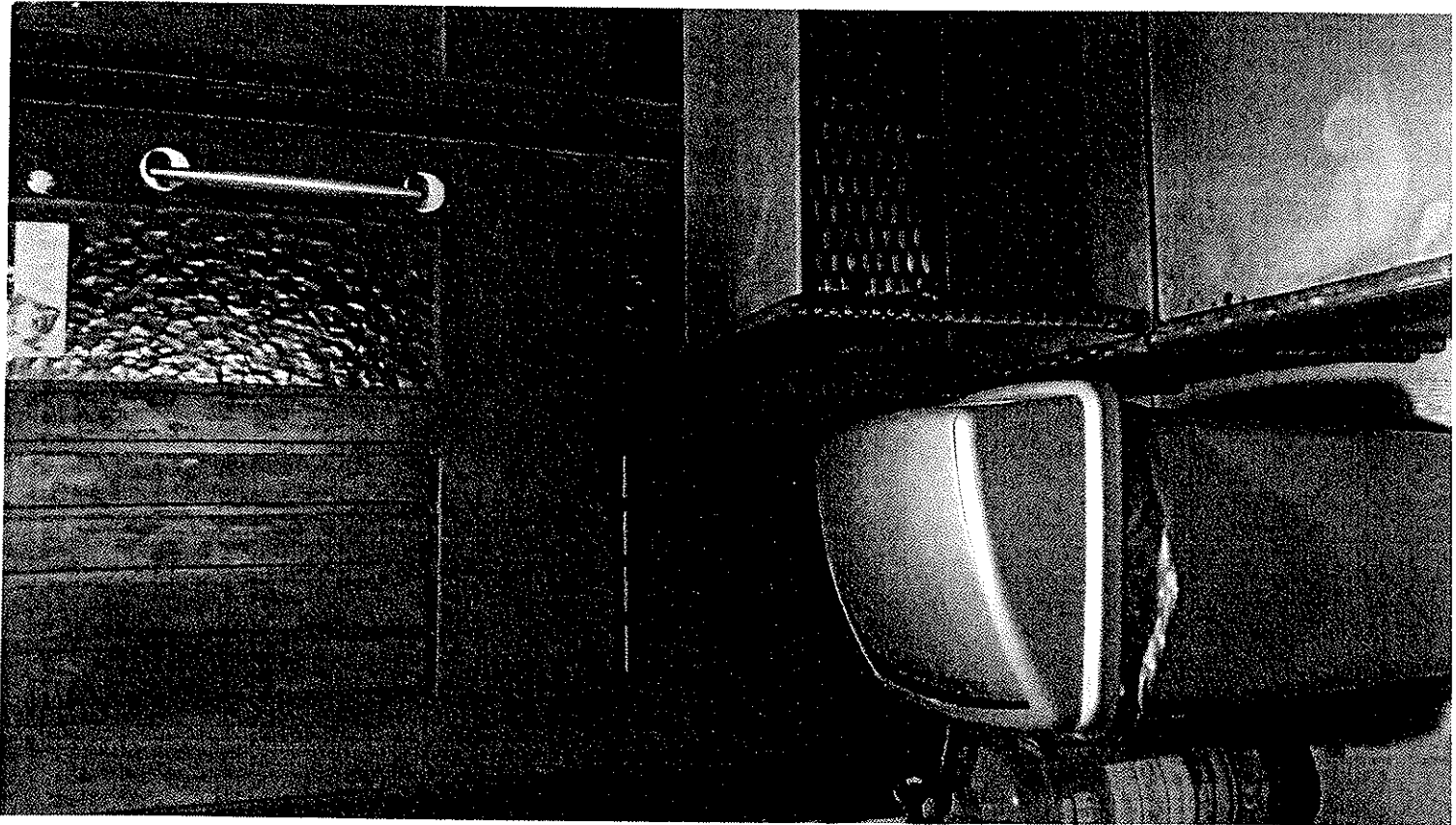
Debie Pearmain TVP Licensing Officer and I have worked extremely closely with the Designated Premises Supervisor, Ms Alka Singh. Through many meetings we have ensured that all parties have been kept fully informed of all reports received and of RBWM Licensing and TVP observations and concerns. At all times, we have offered advice and respectfully informed and reminded Ms Alka Singh, that as the Premises Licence Holder and Designated Premises Supervisor, full consideration must be given to the four (4) licensing objectives at all times.

I have grave concerns with the current Premises Licence Holder and DPS of the Copper Horse, and given the catalogue of serious issues reported and unprecedented issues and offences witnessed. I fully support TVP in requesting that the premises licence be revoked.

Yours Sincerely.

A handwritten signature in black ink, appearing to read 'SSA', with a horizontal line drawn underneath.

Steve Smith  
**Licensing Officer**



**Shoulder No/Name: C3232 Debie Pearmain**

**Station:**

**LPA: Windsor**

**Incident References**

**Premises Name/Location:** The Copper Horse, Alma Road

**Incident Date:** 00.25 hours 18/02/2017 **Incident Time:**

**Command & Control URN:** **Crime Report(s):**

**CCTV Seized?**

**Sources of Information:**

**Nature of Incident - What happened?**

At 00.15 hours Steve Smith, Licensing Officer, RBWM and Debie Pearmain, Police Licensing Officer attended the above premise. At this time we could clearly see that the lights were on in the main bar, with the curtains drawn and the lights were also on with the curtains drawn in the shisha bar area. In the main bar area we could see that 5 males were still playing pool and in the Shisha area we could hear customers in there and we could also hear music being played.

At 00.25 hours we returned back to our vehicle which was parked at the back of Ward Royal. At this time we witnessed 3 customers leave the premise via the back door. They were let out by someone inside the pub and they quickly left the area. Due to what we had just witnessed we returned to the Police Station and I requested 2 Police Officers attend the pub with us as we suspected that customers were still in the pub and alcohol was still being sold. The pub is licensed until midnight on a Friday evening.

At 00.36 hours we attended the pub with PC 1229 Large and PC 7830 McLulich. Both Officers, myself and Steve knocked on the back door, front door, front windows to the bar area and front windows to the Shisha bar area. When PC Large first knocked at the back door, we clearly saw the 5 males who were playing pool run from the bar area where they were playing pool into the Shisha area bar.

Music could be heard from the Shisha bar area and everytime the window was knocked on the music stopped and voices would stop for a moment and then start again. Just before we left we could hear the sound of water bubbling and could also see LED lights lighting up. This led us all to believe that people were smoking shisha.

We all found it quite astonishing that no-one opened the doors to speak to us and if they had nothing to hide, they would have been willing to open the doors. The Officers knocked on the doors so hard it was not possible for them not to have heard us.

At 01.00am PC Large and PC McLulich left the area. Steve Smith then contacted Alka Singh, the DPS and left her a voicemail message to inform her of what had happened. At 01.07am the DPS contacted Steve and stated that it was the cleaner in there.

As we left the area at 01.11am we observed customers at the front of the premise who had in our view just left the pub.

Both Thames Valley Police Licensing and RBWM Licensing are very concerned about this pub, the way it is being managed and run and the continual problems.

**Premises Response - What did staff say? How did they react/assist (include good/poor performance)?**

**Submitting Officer**

<b>Shoulder No/Name:</b>	C3232 Debie Pearmain	<b>Station:</b>	LPA: Windsor/Maidenhead
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**Incident References**

<b>Premises Name/Location:</b>	Copper Horse, Alma Road		
<b>Incident Date:</b>	2015 18/01/17	<b>Incident Time:</b>	
<b>Command &amp; Control URN:</b>		<b>Crime Report(s):</b>	
<b>CCTV Seized?</b>			
<b>Sources of Information:</b>			

**Nature of Incident - what happened?**

Test Purchase operation - 1x 14 and a half female volunteer and 1 x 15 year old female volunteer. Sale of alcohol 2 x bacardi and cokes made by Myron Bains (non personal Licence holder ) No ID or age was requested of the females. Sergeant Buckley, PC Kinghorn, Steve Smith, RBWM Licensing Officer and I attended the premises to speak to the seller at 8.20pm. As we entered the premise we noticed that the left hand door was locked ( this is a fire door). We spoke to the seller, Mr Myron Bains and informed him of what had happened. We also asked if the DPS or anyone else was in Charge. He stated that the General Manager was upstairs. Whilst we were waiting for the General Manager, Lawrence Worfold to come down, we were shown through the bar area to the room next door. We could not get in this room by the front door as it was locked. We observed between 4-6 Asian males sat down smoking shisha. A male I now know identified himself as Mr Karin Akkari and he informed us that he was in charge of the food and shisha, not the bar. I explained to him what had happened re the under age sale. At this point I observed smoke coming from the bin which was next to the locked barricaded door - it was barricaded with stools. I informed Mr Akkari that there was smoke coming from the bin. He denied it was smoke and I again informed him that it was smoke. He attended to the bin and put the smoke out. He was then informed by Steve Smith that the fire door should not be locked and that this was the second time he had seen it locked. It was then explained the reasons why the door should not be locked. It is our view that the door was locked as the customers were smoking. This shisha area is not 50% open, therefore should not in my view be operating.

We were then informed by Myron Bains that the owner had been called and she was on her way. The Sergeant made the decision that we were not going to stay at the premise any longer as some of the customers were known to police and they were very loud, screaming and shouting and we did not want any further issues at the premises. Just as we were leaving at approximately 8.35pm Ms Kajal Bains attended the premise. She informed us that she was a Director of the business. She was fully updated of what had happened by myself and Steve Smith.

This premise is attracting the wrong cliental, it is continually breaching fire regulations and in my view the shisha area is not legal and should not be used for shisha. Both of the young female volunteers informed us that they felt very uncomfortable in the premisie and this was due to the customers behaviour whilst they were in the premisies.

Appropriate action needs to be taken immediately before something drastic happens to members of the public

**Premises Response - what part did staff play? How did they react/assist (include good/poor performance)?****Police Response - what action was taken? Please identify the main officers who dealt with the incident.**

# Royal Borough of Windsor and Maidenhead

## LICENSED PREMISES INCIDENT REPORT

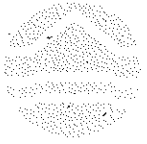
Licensing	R.B.W.M.	Location	York House
Name of Premises:	22.45hrs.	Copper Horse Windsor.	
Time and Date of Incident:	Friday 16.12.2016 22.45hrs		
Sources of Information (i.e. Discovered by Officers on supervisory visit, Complaint by member of public/licensee - name of officer or name and address of complainant to be included)			
PS Littlewood, Steve Smith L O RBWM. Drugs dog operation			

### Nature of Incident:

On entering premises I noticed that the door to the bar located to the left of the front entrance, now being used as an electronic Shisha lounge, was locked. We entered the "public bar" located to the right of the main entrance. All customers screen by passive dog, with no indications. On leaving the premises I heard a noise (chair being moved) behind the locked door to the Shisha lounge. We then tried gain entry to the Shisha lounge by the back door located to rear of the premises and this was in fact locked from the inside. We finally had the rear locked door of the Shisha lounge opened by the occupants inside. On entering the room we observed approximately 35 Asian males sitting around tables, no alcohol appeared to be being consumed by these, all the customers were screened by dog with no indications. However, there was a very heavy dense cloud of thick smoke at ceiling level, with a strong smell of possibly tobacco, I could not see any evidence of non-electronic Shisha being used. Advice was given to the DPS by PS Littlewood and Steve Smith regarding fire safety and public protection. she was informed we would be submitting a Report to the fire safety officer.

Also we found the rear fire door exiting out to the rear carpark locked, in total we found three (3) locked fire doors. We ensured all doors were unlocked before we departed.

Endorsed by:	Steve Smith		
Date:	20.12.16	Officer Reporting:	Steve Smith Licensing Officer
To be forwarded to the Licensing Officer for noting prior to filing			



BY EMAIL AND POST  
The Licensing Team  
Royal Borough of Windsor & Maidenhead Council  
York House  
Sheet Street  
WINDSOR SL4 1DD

Please ask for: Richard Taylor  
Direct Tel: 01482 590216  
Email: rjt@gosschalks.co.uk  
Our ref: RJT / JB(MJM) /  
098454.23281  
#GS1284081  
Your ref:  
Date: 22 March 2017

Dear Sirs

**Re: Licensing Act 2003 – Review Proceedings**  
**Copper Horse, Ward Royal Parade, Alma Road, Berkshire**

We act Ei Group plc. Our client is the leasehold owner of these premises and we have received a copy of the application for review of the premises licence issued by Thames Valley Police.

We would be grateful if you would accept this letter as a formal representation on behalf of our client. Ei Group plc owns around 5000 public houses in England and Wales. Over 95% of those premises are the subject of lease/tenancy agreements by which the tenant operates his/her/its own business out of our client's premises. The lease makes it clear that all operational responsibility for the premises lies with the tenant. The Copper Horse is the subject of a 30 year lease in favour of Sai Service Solutions Limited. The premises licence holder and DPS, Alka Singh is a director of Sai Service Solutions Limited.

Please note, that we take a wholly neutral stance with regard to the allegations against our client's tenant raised in the application for review. As our client has no operational responsibility for the premises, it cannot comment upon those allegations.

The representation made on behalf of Ei Group plc relates to the promotion of the licensing objectives of the prevention of crime and disorder, the protection of children from harm and public safety.

It is clear from the review papers that the cause of the issues giving rise to the review are management failures as far as existing health & safety legislation and licensing legislation is concerned. The licensing objectives can be promoted by the imposition of conditions requiring formal training of all members of staff in relation to their obligations both under Licensing Act 2003 and relevant health & safety legislation. In addition, we would respectfully submit that if training conditions were imposed together with conditions requiring a specified age verification scheme (perhaps Challenge 25) then the licensing objectives would be promoted.

The Guidance issued by the Home Office is clear. Paragraph 11.20 indicates that *"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 to address the causes of concern that instigated the review”.*

If the Committee was to determine the review on the basis of the imposition of training conditions, then this would constitute proportionate action aimed at the deficiencies that led to review.

We would respectfully submit that the revocation of the premises licence would not be a proportionate response.

At this stage, we would be grateful if you could acknowledge receipt of this representation and advise us as to the date of the hearing as our client may seek to expand upon the issues raised within this letter of representation.

We look forward to hearing from you.

Yours faithfully



**GOSSCHALKS**