

**Application for the review of a premises licence or club premises certificate under the Licensing Act
2003**

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the guidance notes at the end of the form. If you are completing this form by hand, please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary.
You may wish to keep a copy of the completed form for your records.

I, Debie Pearmain, on behalf of the Chief Constable of Thames Valley Police,
(Insert name of applicant)

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

Part 1 – Premises or club premises details

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

| |
|---|
| Name of premises licence holder or club holding club premises certificate (if known) Alka Singh |
|---|

| |
|---|
| Number of premises licence or club premises certificate (if known) PL050393 |
|---|

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

| | | | | | | | |
|--|--|--|--|--|--|--|--|
| | | | | | | | |
|--|--|--|--|--|--|--|--|

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 6th 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 18th 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 20th 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 21st 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 16th 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 'dumb' 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 | |

Page 1 of 1

Free Text ASNT
for
Briefing

Officer 1226 Name JENKINS CONSTABLE
Call Back Required
Press Release

| | | | | | |
|--------------------------|-------|-----------------|---------|-------------|----------------------|
| Shoulder No/Name: | P7260 | Station: | WINDSOR | LPA: | WINDSOR & MAIDENHEAD |
|--------------------------|-------|-----------------|---------|-------------|----------------------|

| | | | | | |
|-----------------------------------|----------------------------------|-------------------------|-------------|--|--|
| Premises Name/Location: | COPPER HORSE, ALMA ROAD, WINDSOR | | | | |
| Incident Date: | 12/11/16 | Incident Time: | 0130 HRS | | |
| Command & Control URN: | URN 138 12/11/16 | Crime Report(s): | 43160316968 | | |
| CCTV Seized? | YES | | | | |
| Sources of Information: | Police, witnesses, landlady | | | | |

At approximately 0130 hrs on 12th 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 around 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- *██████* HAS HIT LAND LADY- ████████
STILL IN AREA. *43160316968*
Caller H██████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 ████████ COULD POSSIBLY BE ████████

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, ████████
WAS SAT ON THE TABLE AND GOT INVOLVED.

0211 12/11 .
THERE WAS THEN AN ARGUMENT- ALKA ASKED ████████ TO LEAVE,
SHE WAS GOING OUT OF THE DOOR- ████████ 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
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] 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
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 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
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 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
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 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- * REDACTED * HAS HIT LAND LADY- REDACTED 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- *██████████* HAS HIT LAND LADY- *██████████*
STILL IN AREA. *43160316968*
Caller *██████████* 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
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 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
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 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
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 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
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] 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 | | | |
| Nature of Incident: | | | |
| <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 |
|-----------|----------|----------|------------|

| | |
|-------------------|-----------------------|
| Name of Premises: | Copper Horse Windsor. |
|-------------------|-----------------------|

| | |
|----------------------------|---|
| Time and Date of Incident: | Friday 1.1.2017 12.30hrs. Meeting at Windsor Police Station |
|----------------------------|---|

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 |
|--------------|-------------|

| | | | |
|-------|--|--------------------|-------------------------------|
| Date: | | Officer Reporting: | Steve Smith Licensing Officer |
|-------|--|--------------------|-------------------------------|

To be forwarded to the Licensing Officer for noting prior to filing

| | | | | | |
|--------------------------|-----------------|-----------------|---------|-------------|--------------------|
| Shoulder No/Name: | PC 799 PHILLIPS | Station: | WINDSOR | LPA: | WINDSOR&MAIDENHEAD |
|--------------------------|-----------------|-----------------|---------|-------------|--------------------|

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 16th 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) |
|------|---------------|------|--------------|------------------------------------|
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Pearmain Debie

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>Deficiency A fire risk assessment was not available at the time of audit</p> <p>Remedy 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>Deficiency The fire alarm system is not an adequate standard due to detectors being removed from the public areas</p> <p>Remedy 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>Deficiency No records were available to indicate the emergency lighting system was being tested or maintained</p> <p>Remedy 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>Deficiency No recorded emergency action plan</p> <p>Remedy 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>Deficiency Coals are being heated directly below the rear external wall which leads upto the flats</p> <p>Remedy 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 |
|-----------------------------------|------------|------------------------|

Submitting Officer

Shoulder No/Name: C3232 Debie Pearmain **Station:** **LPA:** Windsor/Maidenhead

Incident References

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

Nature of Incident – what happened?

Test Purchase operation - 1 x 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 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.

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.**

| | | | |
|--------------------------|----------------------|-----------------|--------------------------------|
| Shoulder No/Name: | C3232 Debie Pearmain | Station: | LPA: Windsor/Maidenhead |
|--------------------------|----------------------|-----------------|--------------------------------|

| | | | |
|-----------------------------------|-------------------------|-------------------------|--|
| Premises Name/Location: | Copper Horse, Alma Road | | |
| Incident Date: | 1.00pm 24/01/17 | Incident Time: | |
| Command & Control URN: | | Crime Report(s): | |
| CCTV Seized? | | | |
| Sources of Information: | | | |

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 11th January 2017 where she was updated of the concern of after hours on the 12th November 2016 and the visit on the 16th 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 11th 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? What further good practice performance?

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Police Response – What action was taken? Police should be informed of any further action taken, all the details

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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. (e.g. Custody, PND etc) |
|------|---------------|------|--------------|------------------------------------|
| | | | | |
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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 20th 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

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:

Statement of: **James Large**

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

Occupation: **Police Constable 1229**

This statement (consisting of1..... 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 18th of FEBRUARY 2017.

On SATURDAY the 18th 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:

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Statement of: **Alasdair McLulich**

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

Occupation: **Police Officer 7830**

This statement (consisting of1..... 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 18TH FEBRUARY 2017.

On FRIDAY 17TH 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  7830

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 Myron 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. (e.g. Custody, PND etc) |
|------|---------------|------|--------------|------------------------------------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |

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 20th 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 18th 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:

| | | | |
|--|--|--|--|
| | | | |
|--|--|--|--|

Statement of: **TOM HUGHES-PARRY**Age if under 18 (if over insert "over 18"): **Over 18**Occupation: **POLICE OFFICER P7035**

This statement (consisting of1..... 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 20th 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:

| | | | |
|--|--|--|--|
| | | | |
|--|--|--|--|

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:

RESTRICTED – FOR POLICE AND PROSECUTION ONLY
(when completed)

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)
- b) What support measures could be put in place to ensure attendance?
- c) Does the witness require a Special Measures Assessment as a vulnerable or intimidated witness? (If Yes, submit MG2 with file)
- d) Does the witness have any particular needs?
- 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:
- b) I have been given the Victim Personal Statement leaflet:
- c) I have been given the leaflet "Giving A Witness Statement to the Police – What Happens Next?":
- d) I consent to police having access to my medical record(s) in relation to this matter: (obtained in accordance with local practice)
- e) I consent to my medical record in relation to this matter being disclosed to the defence:
- f) I consent to the statement being disclosed for the purposes of civil proceedings if applicable: (eg. Child care proceedings, CICA)
- 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 decline their services:

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 StatementContinuation of Statement of **PCSO David Bullock C9346**

[Empty box for witness statement content]

Signature: **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

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 & 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
- the sale by retail of alcohol

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|---|---|--------------------|----------|
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| | 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 |
| 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 |
|-------------|-----------|---------|
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| 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
Website: www.wamlscb.org

Berkshire Child Protection Procedures: <http://proceduresonline.com/berks>
Berkshire Adults Safeguarding Procedures: <http://www.sabberkshirewest.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**



5th 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 8th 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

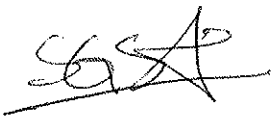
W: www.rbwm.gov.uk E: customer.service@rbwm.gov.uk T: 01628 683800

@rbwm search: rbwm

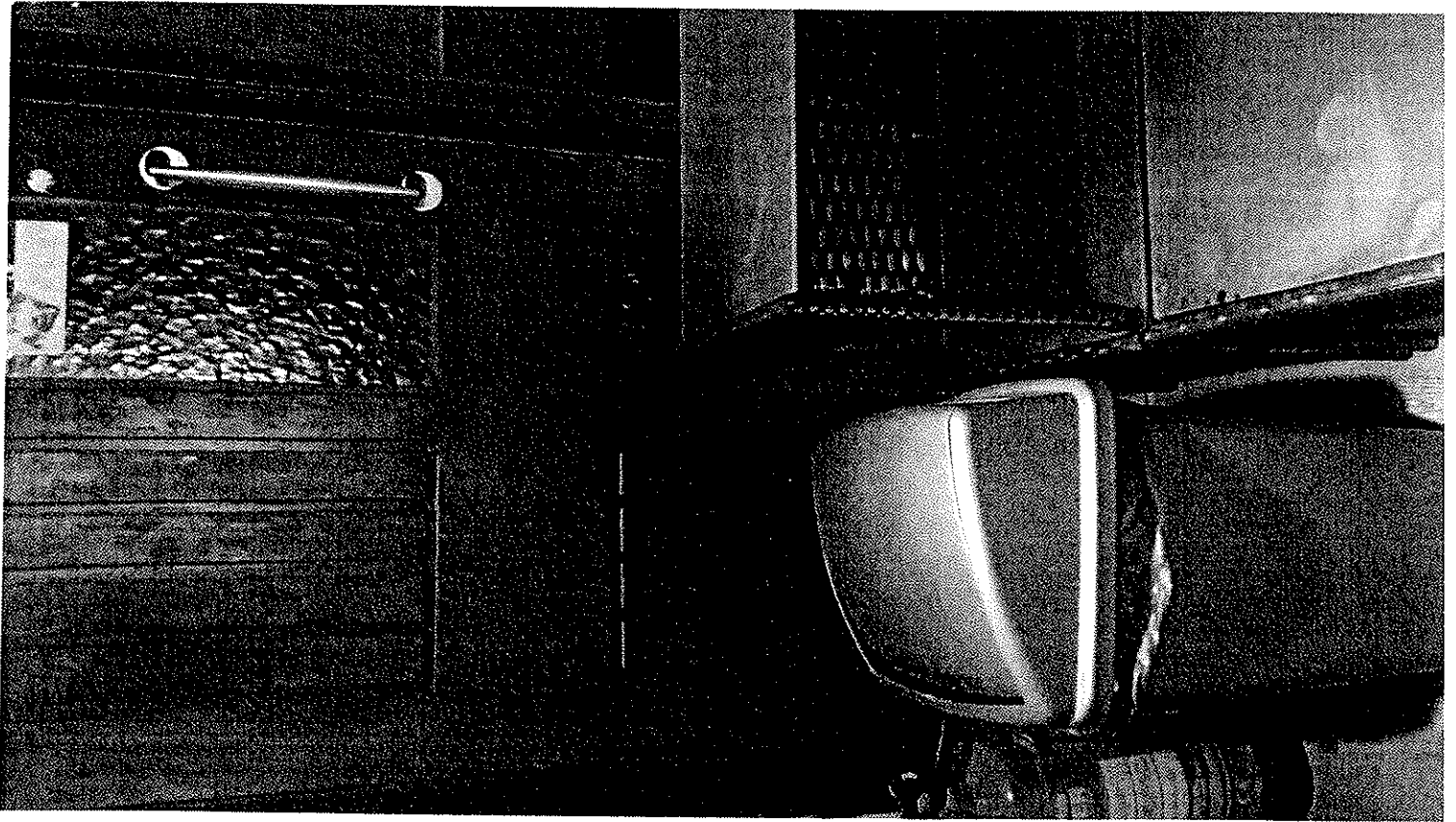
Debie Pearmain TVP Licensing Officer and I have worked extremely closely with the Designated Premises Supervisor, Ms Alka Singh. Through many meetings we have ensured that all parties have been kept fully informed of all reports received and of RBWM Licensing and TVP observations and concerns. At all 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
Shoulder No/Name: C3232 Debie Pearmain **Station:** **LPA:** Windsor/Maidenhead

Incident References

Premises Name/Location: Copper Horse, Alma Road

Incident Date: 2015 18/01/17 **Incident Time:**

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

CCTV Seized?

Sources of Information:

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

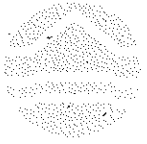
| | | | |
|---|----------------------------|-----------------------|------------|
| Licensing | R.B.W.M. | Location | York House |
| Name of Premises: | 22.45hrs. | Copper Horse Windsor. | |
| Time and Date of Incident: | Friday 16.12.2016 22.45hrs | | |
| Sources of Information (i.e. Discovered by Officers 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 | | | |



GOSSCHALKS
SOLICITORS

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