



Hampshire Constabulary

Chief Constable Andy Marsh

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Police Station
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Mr Stephen Greaves
Cross Keys Public House
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Our ref: 44080243281

Your ref:

November 26, 2014

Dear Mr Greaves,

I am writing with regards to my recent visit to the Cross Keys Public House on 15th November 2014 at around 19:00 hours in which I raised numerous compliance issues relating to the Premises Licence.

As the Designated Premises Supervisor it is your responsibility to ensure that all aspects of the Premises Licence are adhered to and that the venue is fully compliant with legislation under the Licensing Act 2003 and also fully supportive of the Licensing Objectives.

On the 15th November 2014 I raised the following issues with you:

- Premises Licence Summary was not on display where customers could see it – A requirement under section 57 of the Licensing Act 2003.
- The condition stating “In an area previously covered by the children’s certificate (as shown on the plan attached to the licence) children under the age of 14 may be present providing that meals and non alcoholic beverages are available for sale and consumption in that area until 21:00 Hours” was potentially not being adhered to. Children under the age of 14 were present and on speaking with you about the sale of food you replied “It’s not a food place” and then asked “Do crisps count as a meal”. I advised you that crisps did not count as a meal and were a snack.
- The condition stating “The licence holder shall ensure that existing operating procedures and policies, which include risk assessments, training of all staff in all aspects of regulatory compliance and operating policies and measures for the avoidance of noise or other nuisance to neighbours are maintained” was



Hampshire Constabulary

Chief Constable Andy Marsh

not being adhered to. You informed me that there were no Policies or risk assessments in place to be maintained.

- The condition stating “The licence holder shall ensure that all staff are trained in drug awareness and control of drunkenness and violent behaviour” was not being adhered to. You informed me that you had not trained your staff in this at all.
- The condition stating “The licence holder shall ensure that toughened drinking glasses are predominantly available for use by customers” was not being adhered to. You informed me that all the glass was normal glass ware and not toughened glass.
- The condition stating “The manager of the premises shall be an active member of any local pub watch or club watch scheme” was not adhered to. You informed me that you had never been to a local pub watch and that you did not know one existed since you took over the premises in August 2014. You stated that you had made no efforts to find out. I advised you to contact the manager of the First Post Public House in Cosham High Street who was the chair so that you could attend.
- The condition stating “The licence holder shall ensure that such training and supervision is given to staff to prevent incidents of public nuisance” was not adhered to. You stated that you had not trained any of your staff.
- The condition stating “The licence holder shall ensure that staff regularly monitor noise levels from the premise, including regular visits to all parts of the premises including the exterior and deliveries outside opening hours” was not adhered to. You stated that you did not do this.
- The condition stating “The licence holder shall ensure that due regard is given to the adoption of best practice guidance in relation to control of noise from pubs and clubs, national alcohol harm reduction strategy toolkit and any other such voluntary codes of practice which shall include the BBPA and Portman Group point of sale promotions” was not adhered to. You stated that you had not seen any of these.
- The condition stating “The licence holder shall ensure that sufficient numbers of staff are employed to secure the protection of children from harm and shall ensure that appropriate training is provided to staff” was not adhered to. You informed me that you had not trained your staff.

I advised you of these matters and explained that you needed to look at the Premises Licence and ensure that you complied with each of the conditions. I advised you to do this as soon as possible and also contact Hawthorn Leisure Limited the Premises Licence Holding company in order to receive assistance. I pointed out to you that each breach of the Premises Licence conditions was an offence under Section 136 of the Licensing Act 2003 for which you could be prosecuted for.



Hampshire Constabulary

Chief Constable Andy Marsh

Please can you advise me what actions you have already taken and what actions you intend to take in order to rectify these issues.

I shall be making contact with the Premises Licence Holding Company to advise them of the issues. I must advise you that failure to contact me will leave me no option to consider the review process for the premises. Currently the Police Licensing Team wish to work with you regarding the matters. However we are only able to do this we are able to engage effectively with you.

Yours Faithfully

Pete

PC 21945 Rackham
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