

## Annex C

Hi Mark

Thankyou for the reply to me.

I shall note the information provided and perform a check regarding these matters in the near future.

Whilst Portsmouth does not have a pack we can provide we do have some items which shall increase due dilligence at the venue. I provide these with the email. I can provide Challenge 25 posters should you require them.

Regarding the rest of the matters noted in my letter are you in any position to confirm if they have been actioned. I refer to the policies and procedures that should be maintained and documented as per the premises licence and also the types of glass available to customers? As well as the refusals log at the venue?

I am more than happy to meet up when you're free to discuss the plans for the pub.

Any issues I can be contacted by my mobile which is

Kind Regards

Pete

*Pete Rackham PC 21945 Violent Crime Reduction and Licensing Department  
|Tel: DD: [REDACTED]  
(Portsmouth City Council, Community Safety, Civic Centre),  
[REDACTED]*

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**From:** Mark Ogden [REDACTED]  
**Sent:** 03 December 2014 21:36  
**To:** Rackham, Peter  
**Subject:** Cross Keys, Birdlip Road, Portsmouth

REF: [REDACTED]

Hi Peter,

Thanks for returning my call on Friday 28<sup>th</sup> November in regards to your recent visit to the Cross Keys, Paulsgrove.

Apologies for not getting back to you sooner.

After going through your letter I can confirm that I have spoken to Mr Stephen Greaves and the following points have been actioned.

Premises Licence – now displayed and available to view

Under 21 – Signage now put up

Training Sheet – this has been implemented, staff retrained and signed off

Children – Stephen has spoken to customers and enforcing

I noticed that a few pubs I look after in the Southampton area received a pack from Hampshire Constabulary regarding challenge 25, pub watch etc, and was wondering if you have any spare?

Also it would be good if we could meet up and then I can update you on plans etc for pub

Regards

**Mark Ogden**

Business Development Manager

Hawthorn Leisure

[REDACTED]

[REDACTED]

[REDACTED]