



Hampshire Constabulary

Chief Constable Andy Marsh

Police Headquarters
West Hill
Romsey Road
Winchester
Hampshire
SO22 5DB

Portsmouth Licensing Department
Core 1-2, Third Floor
Civic Offices
Guildhall Square
Portsmouth
Hampshire
PO1 2BY

Direct Dial: 02392688654

Email: matthew.moss@hampshire.pnn.police.uk

Our ref: 44080232296

Your ref:

12th August 2014

Police Licensing Team concerns increase in incidents

Dear Mrs Gofton,

I am part of the Police Licensing team for Portsmouth and part of my role covers the city centre area where your premises is situated. Whilst the majority of my time is taken up in the Guildhall Walk area I do also keep an eye on other premises within my area, an area within which your venue sits. I have been in and spoken to you a couple of months ago and I have also visited the venue in plain clothes to take a look at how the venue is being run.

This letter is to make you aware that there has been an increase in reported incidents involving your venue, particularly in the last 3 months. The incidents generally involve either drunkenness or persons who are allegedly drinking whilst under age. I am concerned that this may be an emerging pattern and I am keen to work with you to avoid any further issues.

On my last visit I raised some of these issues with you and you reassured me that you would be continuing to deal with those issues. I have met you on and off for some years now and am aware that you have a good trading history in a difficult premises, however I cannot ignore the rise in recent incidents.

The areas of concern are:

- There is a suggestion that persons under the age of 18 are being served at your premises, particularly on a Friday night.
- There have been four reported assault incidents at your venue within the last month
- The persons involved in the incidents have appeared to be drunk.



Hampshire Constabulary

Chief Constable Andy Marsh

At this time I would ask that the following is considered as a minimum. It may be that you are already doing this however if you are not these are my recommendations:

- Ensure that your staff are fully trained in their responsibilities under the licensing act
- Ensure that there is clear signage in relation to under age sales of alcohol
- Ensure that staff are aware of proxy sales (adults buying alcohol for those under 18) and that staff are on the look out for them
- Make sure you have a refusals log with the time and date of all refusals of sale of alcohol are listed,. This will help you pinpoint if there is a particular time or place the refusals generally happen and for what reason.
- Consider not allowing persons under the age of 18 into the venue after an agreed time in the evening. I recommend 9pm.
- Ensure staff are regularly walking the floor to check on those who are drinking but may not necessarily approach the bar, both for age and drunkenness issues.
- Consider getting or improving existing CCTV

At the time of writing your license is very vague when it comes to conditions for the sale of alcohol, however you must still take steps to uphold the licensing objectives, and I believe the above will go some way to addressing these issues.

From a police point of view I will continue to visit north covertly and overtly to check on how the premise is being run. I will also ask the local Safer Neighbourhood Team to regularly patrol when they are on duty and offer their support. Please be aware that we may also test purchase at your venue to check on your procedures when it comes to checking on the age of the clientele.

You are welcome to get in touch to discuss any of the above points, however you will see me at some point this weekend when I will visit the premises and ensure you have received a copy of this letter.

If there is anything we can do to help you please do ask as we are keen to help rather than take any formal action.

Yours Faithfully

PC 3554 Matt Moss
Portsmouth Violent Crime Reduction and Licensing team.

POLICE ANNEX B

Supplementary Occurrence Report

Hampshire Constabulary

Printed: 21/09/2017 18:28 by 21945

Occurrence: **44080232296 Z Prem Licence (Management Occurrence)**

Author: #21945 RACKHAM, P.

Report time: 19/12/2016 13:06

Entered by: #21945 RACKHAM, P.

Entered time: 19/12/2016 13:06

Remarks:

Email re concerns about premises sent to Enterprise

Report:**From:** Rackham, Peter**Sent:** 19 December 2016 13:06**To:** 'Tony Warnants'**Cc:** Moss, Matthew; Smurthwaite, Peter; '[REDACTED]@enterpriseinns.com'; 'licensing@enterpriseinns.com'**Subject:** FW: PAINTER ARMS - Lake Road, Portsmouth - Police Licensing Concerns

Hello Tony

I hope you are well?

Can you please observe the below email.

The email comes from an extremely frustrated Neighbourhood Officer who has been trying to deal with a number of issues at the premises.

I share these concerns and currently have concerns about:

- Use of the premises repeatedly by persons who are clearly attempting to sell stolen goods and being able to do this due to a lack of robust management at the premises.
- Lack of management by the current DPS - By her own admission she is clearly not in day to day control of the premises and due to this staff are not empowered to make the correct decisions ie ask persons selling stolen goods to leave the premises.
- CCTV is non existant and it is deeply troubling that the DPS herself is unable to work it, this is a problem which has been identified a number of times and unfortunatley no one has rectified this.
- Cleanliness of the pub - Again this points to a lack of management from the DPS.

It is quite clear that the current DPS needs to either begin managing the premises or relinquish her role and ensure that another able manager takes over and does this. The advice given to the current DPS appears quite reasonable.

I have considered what action to take currently given the circumstances and the previous work we have undertaken with the DPS. Currently I am considering if there is a need to take the premises to review. I am hoping that intervention by Enterprise will prevent the need for this.

Please can you advise me what measures will be implemented in order to ensure that the premises operates in a way that supports the licensing objectives.

Kind Regards

Pete

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POLICE ANNEX B

*PC 21945 Pete Rackham
Licensing and Alcohol Harm Reduction Team
Portsmouth Civic Offices*

Peter.rackham@hampshire.pnn.police.uk

Ext: 02392 688314 Mobile: [REDACTED]

Licensing Home Page

<http://www.hampshire.police.uk/internet/advice-and-information/licensing/>

From: Smurthwaite, Peter
Sent: 18 December 2016 10:55
To: Rackham, Peter
Cc: Holland, Richard; Millerchip, Dane, [REDACTED]; Walker, Emma
Subject: PAINTER ARMS - big concerns - shoddy premises

Rackers,

I just wanted to keep you in the loop re some recent issues at the PAINTERS ARMS on Lake Road/ Spicer Street.

The public house has come to note far too many times over the last couple of months. Four of our nominals/ IOM's for our beat have been arrested either inside the pub or in the outside drinking area of the pub, in possession of stolen goods which they were trying to sell. There have also been a number of intel logs submitted in relation to an array of stolen bits being offered for sale in the pub. It is clear that the staff are turning a blind eye and are not taking any action.

Actions:

I attended the PAINTERS yesterday morning (17/12/16) together with PC BURTON with the intention of speaking to the DPS/ premises licence holder and pointing out my concerns. On entering the pub there were approximately 25 patrons drinking and 1 member of bar staff was on duty (SHARON). Sharon does not have a personal licence – in her words she just 'pulls the pints and takes the money'.

Bernice GOFTON is the DPS – she wasn't at the premises she was out looking after her 3 great grand-children.

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Donna GOFTON was called by Sharon and she came and spoke to me in the main area of the pub. Donna is a personal licence holder and is also Bernice's daughter.

The pub was filthy – environmental health need to be tasked with conducting a visit – are you able to help with this?

I asked Donna to call Bernice and then waited 10 mins for her to arrive.

I explained to Bernice and Donna that the pub was on my radar for all of the wrong reasons – mainly because criminals were using her pub to meet, socialise and sell there freshly stolen wares.

Bernice stated that she knew that there was a 'bit of a problem' but stated that she 'had sorted it out'. I explained that she had not sorted out the problem because I had been into the pub twice to arrest people in the last few weeks, who had stolen items from town and were trying to sell the goodies on – right under the noses of staff.

Bernice then tried to blame Sharon, stating that she is usually the only person in the pub and it was her responsibility who she let in and served. I tried my best not to lose it and calmly stated that it's her name on the licence and she is the DPS and therefore she should be spending the majority of her time at the premises and it was her responsibility to monitor who comes in and out of the premises.

Bernice then stormed out of the pub. I followed her out. She then admitted that she's rarely on site, has no idea what goes on, and can't cope as she spends most of her time looking after her very young great grandchildren. I then explained that in light of her disclosures she shouldn't remain as DPS/ premises licence holder.

I asked Bernice for a copy of some CCTV footage from the 15/12/16 – someone else allegedly selling on goods to staff and customers. Bernice stated that neither she or anyone else knew how to use the CCTV system or burn footage – I stated that this was unacceptable.

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I then showed Bernice, Donna and Sharon 4 x A4 coloured pictures of [REDACTED], [REDACTED], [REDACTED], [REDACTED] and [REDACTED] – all of whom are regularly shoplifting and are then going straight into their pub to start flogging their stolen bits. I explained that under the prevention of crime and disorder licensing objective, I expected all four to be banned and ejected from the pub if they try to enter.

Considerations:

I explained to Bernice that Sharon (bar staff member) cannot cope on her own and alcohol shouldn't be supplied without a personal licence holder on site.

I asked Bernice to implement the following as a minimum:

Employ at least 2 more members of staff – one to be a personal licence holder.

Employ someone on the door even if it's just for the xmas period - to monitor who is coming in and out – just until the premises has been sorted.

Remove herself as DPS.

Buy some cleaning products and clean the pub – it was disgusting – dirty glasses being used to serve drinks, food on the floor etc, just filthy.

Train all staff members how to use the CCTV system.

I have told Bernice that I will be visiting the pub every week in uniform. None of what I have suggested and requested is excessive, but Bernice (or Enterprise), need to spend some money and invest in the pub to bring it up to speed.

I know I am a bit rusty, but is there any way we can think about reviewing the PAINTERS licence or at least adding some additional licence conditions so that the premises becomes compliant with the act? Can you make contact with Bernice and add some pressure pleeeeeeeaaaaaaase?

I've added this email to the z prem.



Smurfers

Pete Smurthwaite | Police Constable 24380 | Eastern Area - Portsmouth District | Charles Dickens Neighbourhood Patrol Team | Portsmouth Central Police Station | Hampshire Constabulary | ☎ 101 | ✉ peter.smurthwaite@hampshire.pnn.police.uk

CRIME INFORMATION PACK

To access relevant information for victims of crime and anti-social behaviour please click [here](#)

HAMPSHIRE CONSTABULARY

To access the Hampshire Constabulary website please click [here](#)

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Supplementary Occurrence Report

Hampshire Constabulary

Printed: 21/09/2017 18:28 by 21945

Occurrence: **44080232296 Z Prem Licence (Management Occurrence)**

Author: #21945 RACKHAM, P.

Report time: 20/12/2016 17:16

Entered by: #21945 RACKHAM, P.

Entered time: 20/12/2016 17:16

Remarks:

Reply from AM re issues raised by NPT officers

Report:

From: Tony Warnants [mailto: [REDACTED]]
Sent: 19 December 2016 17:21
To: Rackham, Peter
Subject: RE: PAINTER ARMS - Lake Road, Portsmouth - Police Licensing Concerns

Peter hi

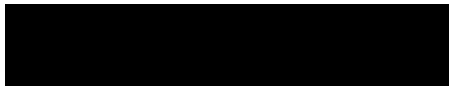
Thank you for your email.

I shall visit Bernice tomorrow & then respond to you more fully.

Regards,

Tony

Tony Warnants
Regional Manager

T: 0121 272 5000 • enterpriseinns.com

Enterprise Inns plc, 3 Monkspath Hall Road, Solihull, West Midlands, B90 4SJ



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Supplementary Occurrence Report

Hampshire Constabulary

Printed: 21/09/2017 18:29 by 21945

Occurrence: **44080232296 Z Prem Licence (Management Occurrence)**

Author: #21945 RACKHAM, P.

Report time: 29/12/2016 15:47

Entered by: #21945 RACKHAM, P.

Entered time: 29/12/2016 15:47

Remarks:

Email from AM to thepaintersarms@googlemail.com DPS

Report:

Bernice hi,

Thanks for meeting me on Tuesday.

We met as a result of an email to me from Police Licensing who are concerned at the way that Painters is currently being run by you .

I would just like to confirm the main points from that meeting & the actions you have told me you are taking .

The concerns are;

Poor management of the pub & that you are rarely there.

Sale of alcohol taking place without a personal licence holder supervising the sale .

Only one member of staff employed when the pub is busy resulting in proper supervision internally & externally being impossible & local criminals seeing the pub as a place to carry on criminal activity with impunity

CCTV equipment not being used correctly , no-one on site knows how to use it, & cannot supply copy of content to police as required.

Cleanliness of the pub

The above are very serious matters for you & for the pub as it means that the Licensing Objectives of the prevention of crime and disorder, Public safety, prevention of public nuisance, and the protection of children from harm are not being properly upheld by you.

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As you know as the Premises License Holder & the DPS it is you who is responsible for these matters & unless these issues are addressed immediately then it is likely the Police will take you to a Premises License review hearing where you might ,at worst lose the PL or have further licensing conditions imposed .

At our meeting you told me that you had had a number of personal matters to deal with in recent months which I accept have made running the pub more difficult for you but this cannot be allowed to impact on your running of & management of the pub .

To address these issues you told me that you intend to;

ensure adequate staff are available to serve & supervise the premises when you are not there

employ a member of staff as manager & DPS ,Tony [REDACTED] (as soon as he has his Personal License which you will immediately attend to) and ensure he has the authority to deal with issues as they arise

ensure a Personal License holder is on duty at all busy times

employ doormen if/as required

ensure relevant staff know how to burn CCTV on to memory stick & keep spare memory sticks available for this

ensure thorough cleaning is carried out regularly & effectively

If you have any queries re this email please let me know by return otherwise I will regard them as an accurate record of what we discussed.

If you would like or need any further advice please call me.

I will be visiting the Painters again soon to review matters again with you , I will also be sending a copy of this email to Police Licensing

Regards

Tony

Supplementary Occurrence Report

Hampshire Constabulary

Printed: 21/09/2017 18:34 by 21945

Occurrence: **44080232296 Z Prem Licence (Management Occurrence)**

Author: #21945 RACKHAM, P.

Report time: 24/02/2017 16:15

Entered by: #21945 RACKHAM, P.

Entered time: 24/02/2017 16:15

Remarks:

Reply from Tony Warnants AM - He will visit premises next week re response

Report:

From: Tony Warnants [REDACTED]

Sent: 24 February 2017 06:59

To: Rackham, Peter

Subject: RE: The Painters Arms, Lake Road

Peter hi,

Thank you for your email.

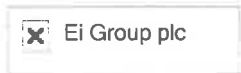
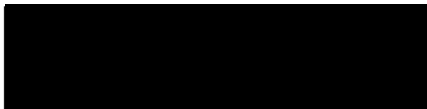
I will arrange to visit Bernice ,discuss with her & get back to you with a full response early next week.

Regards,

Tony

Tony Warnants

Regional Manager



T: 0121 272 5000 • eigroupplc.com

ei group plc, 3 Monkspath Hall Road, Solihull, West Midlands, B90 4SJ



POLICE ANNEX C

Date	Venue	Time
[REDACTED]	[REDACTED]	[REDACTED]

[REDACTED]

From: peter.rackham@hampshire.pnn.police.uk [mailto:peter.rackham@hampshire.pnn.police.uk]
Sent: 22 February 2017 17:39
To: Tony Warnants <[REDACTED]>
Cc: stuart.snow@hampshire.pnn.police.uk; jaqueline.cherry@hampshire.pnn.police.uk
Subject: FW: The Painters Arms, Lake Road

Hi Tony

Unfortunatley I have to report some further issues with the Painters Arms, this time to do with two staff members who are related to each other and the DPS and one has assaulted the other.

In a nutshell our victim in this case has been working. One has been drinking whilst the other works. The working party has chastised the other for drinking too much and an argument has ensued where one has assaulted the other. The Police have been called and arranged for the drunk staff member to go home.

I grow increasingly concerned by this particular premises. Whilst I appreciate that there has not been a serious incident there, when I do hear about the premises it is not in a positive light and I am concerned that due to the lack of management of the premises that at some point an incident will occur which may give cause for us to have to consider a review of the licence. This is not a position I want to be in.

My concerns from the information to hand at present are:

- One staff member has got drunk at the premises. The level of drunkenness has been

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POLICE ANNEX C

witnessed by two Police officers. How is the premises meant to be supporting the licensing objectives if staff members are being served to this level of drunkenness?

- A staff member has allegedly assaulted another. Again this doesn't support the licensing objectives.

Again I find myself concerned about the control staff have of the premises. If they are drunk and assaulting each other how can the premises be supportive of the licensing objectives.

I have also been informed that the DPS Bernice was on the premises at the time of the incident and did nothing to prevent it. I must however stress that this information is not corroborated and I cannot state if this is correct or incorrect at the time of writing.

Please can you advise me what measures the DPS will be taking and what measures Enterprise will be taking in order to prevent similar issues from occurring in the future.

Kind Regards

Pete

*PC 21945 Pete Rackham
Licensing and Alcohol Harm Reduction Team
Portsmouth Civic Offices*

*Peter.rackham@hampshire.pnn.police.uk
Ext: 02392 688314 [REDACTED]
Licensing Home Page
<http://www.hampshire.police.uk/internet/advice-and-information/licensing/>*

From: White, Benjamin, 27385
Sent: 19 February 2017 23:02
To: Rackham, Peter
Subject: The Painters Arms, Lake Road

Hello Pete,

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POLICE ANNEX C

This is the RMS as per the conversation you had with PC Chris Sharland 44170065155. We are concerned at the way the bar is being run, there seems to be family tensions. One of the DPS Donna HOLLAND was very intoxicated tonight although not on duty one of her regulars told us that she is an alcoholic, so we are concerned that she is working under the influence. Tonight's incident was between Donna and her cousin Alison DARBYSHIRE because of family tensions. Alison also works at the bar and is a personal licence holder.

Just thought it would need looking at.

Kind Regards,

Ben

PC 27385 Ben White

Response and Patrol Portsmouth Team C

Police Station, Wayte Street,

Cosham, Portsmouth, PO6 3BS

Tel: 101

Email: benjamin.white.27385@hampshire.pnn.police.uk

Website: www.hampshire.police.uk

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POLICE ANNEX D

Supplementary Occurrence Report

Hampshire Constabulary

Printed: 21/09/2017 18:37 by 21945

Occurrence: **44080232296 Z Prem Licence (Management Occurrence)**Author: #21945 RACKHAM, P.
Entered by: #21945 RACKHAM, P.Report time: 24/03/2017 19:18
Entered time: 24/03/2017 19:18**Remarks:**

Reply from RM

Report:

From: Tony Warnants [mailto: [REDACTED]]
Sent: 24 March 2017 10:41
To: Rackham, Peter <peter.rackham@hampshire.pnn.police.uk>
Cc: Paul Gill < [REDACTED]>
Subject: RE: Police Licensing Visit - 06/03/2017 Painters

Pete hi,

I have now had the opportunity of discussing the Licensing issues you raise in your most recent & previous emails with regards to Painters internally with Enterprise . I am sorry to say that, as I understand it at this stage & under the terms of our Lease with Bernice, I don't believe we can do anything more formally here at the moment .I have of course been to see Bernice again & made it very clear to her the problems issues & risks she runs in not complying fully with the Licensing Objectives & yourselves and what will likely happen if the PL is taken to review .

I would also like to take this opportunity of letting you know that I am leaving Enterprise with effect from 3/4/17 & a new RM is taking over.

The new RM is Paul Gill who was RM in Portsmouth before me & knows the area & the pubs & many of the publicans well, he is aware of the situation at Painters .

I have copied this email to Paul & his number is below.

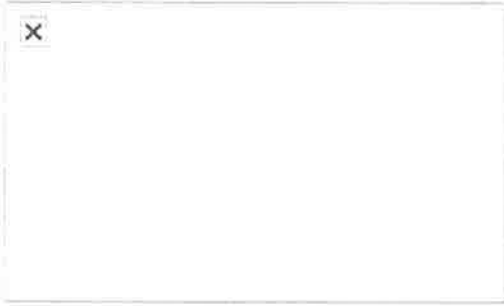
I would just like to thank you for all the help & support you have given me & our Portsmouth pubs over the last few years.

Best Wishes

Tony

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POLICE ANNEX D



I

From: Tony Warnants
Sent: 07 March 2017 05:48
To: peter.rackham@hampshire.pnn.police.uk
Subject: RE: Police Licensing Visit - 06/03/2017

Pete hi

Thank you for copying me in on your email

I will review this matter again internally as to what action we can take & then email you again

Regards

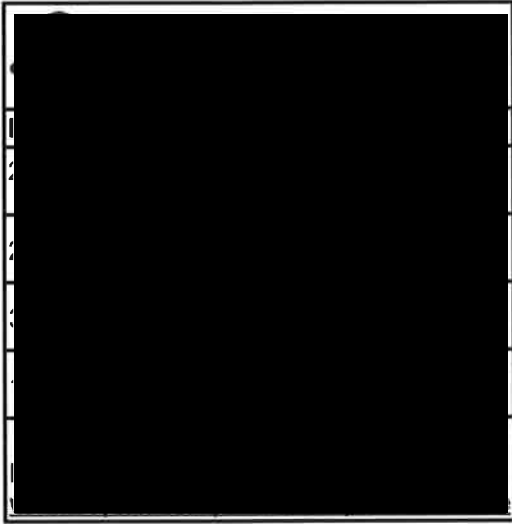
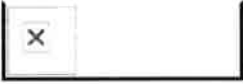
Tony

Tony Warnants
Regional Manager




T: 0121 272
5000 •
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ei group plc, 3
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Solihull, West Midlands,
B90 4SJ

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From: peter.rackham@hampshire.pnn.police.uk [<mailto:peter.rackham@hampshire.pnn.police.uk>]

Sent: 06 March 2017 15:39

To: thepaintersarms@gmail.com

Cc: Tony Warnants <

Subject: Police Licensing Visit - 06/03/2017

Dear Bernice

Thankyou for taking the time to speak with me today at the premises.

As discussed I had some concerns following an incident on Friday night in which there was a report of disorder at the premises which left a male with a suspected broken rib and a punctured lung. As stated this incident has been classified as an Assault GBH incident in the Police records.

We discussed a number of points with which I had concerns and also measures that you could take to minimise this in the future. They are as follows:

CCTV

The CCTV was not working at the premises due to it turning itself off following an electrical fault caused by rain. I am very concerned that the CCTV has not worked. This has meant that the Police have been unable to investigate a criminal matter to the fullest extent. You have stated that you have reminded staff members to check

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POLICE ANNEX D

the CCTV system prior to working to ensure it is recording. I recall having a similar conversation some time ago when a similar issue presented itself.

My advice to you is to see if the electrical system which the CCTV runs off of can be made so it doesn't trip out. This will ensure that the system operates correctly and also prevent periods of non recording. I would advise that you contact Enterprise who own the building to see if they can assist.

Door staff

The incident occurred when there was a DJ and two birthday parties in progress. Whilst you have stated you believe that the DJ being used had its own door staff you did not see them wearing SIA badges which would ensure this. By law you can only use SIA registered door staff to perform a security function.

I am also concerned that throughout the incident the door staff supplied by the DJ were not involved in minimising the impact of the incident. No where in the Police report are door staff noted and I would expect that if customers from your premises were involved in an incident directly outside it, that the door staff would have offered assistance etc.

As such I strongly advise that when you have events operating at the premises which include DJ based entertainment or Live Music, that you use SIA registered door staff from a reputable company in order to prevent any issues.

PBCRP (Portsmouth Business Crime Reduction Partnership)

We discussed your ability to assess persons who have previously been involved in crime and disorder in licensed premises in Portsmouth. The PBCRP (website is www.pbcrp.com) can give you access to a database of banned people in Portsmouth. It also allows you to provide information to the database. This will allow you to check who is coming into your premises and make yourself aware of any banned people. This in turn will reduce the risk of persons causing issues at your premises.

As discussed. It is very important that you consider the above. I am growing increasingly concerned with the issues emanating from your premises and I believe that if you don't put the above in place then your incidents will continue. Should incidents continue then I may be left with no option but to consider the review process to achieve change.

Should you have any queries then please do not hesitate to contact me via the below means.

POLICE ANNEX D

Kind Regards

Pete

PC 21945 Pete Rackham
Licensing and Alcohol Harm Reduction Team
Portsmouth Civic Offices Peter.rackham@hampshire.pnn.police.uk
Ext: 02392 688314 [REDACTED]

Licensing Home Page

<http://www.hampshire.police.uk/internet/advice-and-information/licensing/>

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Rackham, Peter

From: Rackham, Peter
Sent: 12 September 2017 08:44
To: 'Paul Gill'; 'thepaintersarms@googlemail.com'
Subject: Police Licensing - Request for conditions to be placed onto the premises licence

Attachments: Proposed conditions Painters Arms.doc

Dear Paul/Bernice

Thankyou for your call yesterday morning.

I attended myself with Rocky from PCC Licensing to speak with Bernice but unfortunatley Bernice was out temporarily. I was unable to make it back due to my workload.

Firstly I would like to start by stating that the CCTV change is going to be a very positive measure to introduce moving forward and that having a fully working system which can be supplied to the Police following an incident will remove the concerns I have around the CCTV at present which I do not believe to be fit for purpose at this time.

I now wish to raise some other concerns which I believe have been raised with the previous area manager Tony Warnants and Bernice herself a number of times over the last 2 years. These are concerns which I understand have not been actioned. Given there has been an increase in incidents over this time and given that this has undermined the licensing objectives I would like to sit down with you both and look at what can be done to improve matters.

Currently I have a number of options available to me regarding how we move forward and these are as follows:

Do nothing

This currently is not an option. I have considered this but feel that should we get more of these issues then this will seriously undermine my faith in the management of the premises and will be hard pressed to not consider a review of the premises licence.

Agree conditions to be placed on the licence by way of minor variation which are reasonable to prevent similar issues occurring again

Currently this is my prefered option. Having these conditions will satisfy me that that the management will be able to promote the licensing objectives and prevent these issues. Being able to agree a set of conditions with yourselves which are reasonable and achievable will prevent any need for a review.

Review of the premises licence

If I can agree conditions with you I can avoid this. This is not something I want to do but if we are unable to agree then may have to seriously consider this.

Please let me know when you are both free to discuss this matter.

I attach a set of conditions which I would like you to consider. Most of this is what you do anyway. However the SIA request I understand may not be achievable. Either way lets talk.

Kind Regards

Pete

PC 21945 Pete Rackham

Licensing and Alcohol Harm Reduction Team

Portsmouth Civic Offices Peter.rackham@hampshire.pnn.police.uk

Ext: 02392 688314 [REDACTED]

Licensing Home Page

<http://www.hampshire.police.uk/internet/advice-and-information/licensing/>



Proposed conditions
Painters A...

Proposed Variation – Painters Arms

Removal of all conditions on the licence and replacement with the following:

1 - The CCTV system must be fully operational whilst the venue is open to the public. The recording equipment shall be stored and operated in a secure environment with limited access.

The system shall be regularly maintained and serviced.

The system clock shall be checked regularly for accuracy taking account of GMT and BST.

Digital systems shall have sufficient storage capacity for 31 days good quality pictures.

The images produced will be date and time stamped.

Access

It is important that the Police are able to access data from the systems quickly and easily and therefore provision shall be made for someone to have access to the secure area and also be able to operate the equipment.

Ensure all operators receive training from the installer when equipment is installed and that this is cascaded down to new members of staff.

Have a simple operator's manual available to assist in replaying and exporting data (particularly important with digital systems).

At all times that the premises is open for trade a person shall be on site that is able to work the CCTV system and provide a copy of any footage to the Police or officers of the Licensing Authority on request.

CCTV shall cover the full licensable area including the outside area of the premises.

2 - All staff must receive comprehensive training in relation to the sale of alcohol. No member of staff shall be permitted to sell alcohol until such time as they have successfully completed this training. Training shall cover:

- Sale of alcohol to persons under 18
- Challenge 25 and acceptable forms of Identification
- Signs of Drunkenness
- Refusal register and when/how to use
- The Licensing Objectives

This training shall be documented and records kept on the premises. Police and the Licensing Authority shall have access to an individuals training records upon request.

3 - Any person appearing to those engaged in selling or supplying alcohol to be under the age of 25 and who is attempting to buy alcohol will be required to produce satisfactory photographic identification as proof of age. Acceptable ID shall be as per the latest Home Office guidance.

POLICE ANNEX E

4 A refusals register in paper or digital format shall be kept and maintained at the premises. The register shall be made available for inspection upon request by an authorised officer of the Police or Local authority.

5 The premises shall operate a challenge 25 policy. Challenge 25 signage shall be positioned at the bar.

6 On Friday and Saturdays between 19:00 hours and the close of the premises, the gate outside the smoking area shall be closed. No customers shall enter or leave the premises via this route.

7 The premises shall be an active member of the local crime reduction partnership (currently named the Portsmouth Business Crime Reduction Partnership) where one is in place and membership welcomed.

8 On a Friday and Saturday Door supervisors shall be employed from 19:00 hours until after 15 minutes of the closure of the premises to the public. When door supervisors are employed a minimum ratio of 2 SIA licensed door supervisors for the first 100 customers will be employed at the premises and 1 SIA licensed door supervisor per 50 customers after this. This number shall include only door supervisors employed solely on door supervisor duties i.e. safety and security.

9 - The door supervisors, shall wear a fluorescent/ reflective orange tabard/jacket, clearly marked security

10 - The licence holder shall maintain a duty register giving details of each and every person employed in the role of a security and shall provide upon request by any Police Officer or Council Officer, the following details:-

- (a) The licence number, name, date of birth and residential address of that person;
- (b) The time at which he/she commenced that period of duty, with a signed acknowledgement by that person;
- (c) The time at which he/she finished the period of duty, with a signed acknowledgement by that person;
- (d) Any times during the period of duty when he/she was not on duty;
- (e) If that person is not an employee of the licence holder, the name of the person by whom that person is employed or through whom the services of that person were engaged;
- (f) The register shall be so kept that it can be readily inspected by an authorised officer of the Council or Police Officer;
- (g) The duty register shall comprise of a bound, consecutively page-numbered book and the licence holder shall ensure that this register is kept in a secure environment in order to prevent unauthorised access or alterations to same.

Rackham, Peter

From: Rackham, Peter
Sent: 20 September 2017 03:05
To: 'thepaintersarms@googlemail.com'
Cc: 'Stone, Derek'; 'Paul Gill'; Pearce, Jason
Subject: Police Licensing - Actions required at Painters Arms

Dear Bernice

As discussed today at the meeting with myself, you, Derek and Paul. We raised concerns with regards to the following:

- Recent spike in incidents which are violent in nature
- Continuing inability of the premises to provide CCTV in a format which can be used as evidence
- Belief that the premises is operating beyond its permitted hours
- That the above has seriously undermined the licensing objectives at the premises

I have stated that due to the above concerns it is highly likely that we shall be requesting a review of the premises licence. You were advised to put the following in place to prevent any further violence occurring at the premises:

- Ensure that Friday and Saturday nights SIA registered door staff from a reputable company are utilised from 1900 - close of the premises
- That the CCTV engineer trains you and other staff to be able to use the CCTV and that you have a facility to burn a copy off for the Police should there be a need to do so immediately
- That CCTV cameras are repositioned around the garden area of the premises as discussed to capture this area fully
- That a copy of the footage is burnt off for the incident on Sunday evening
- That you are present (particularly on a Friday and Saturday night) to ensure that the premises complies with the conditions and requirements of the premises licence particularly around the sale of alcohol and the closure times of the premises. You have stated that this has happened due to your staff letting you down and not following your directions.
- That you join the Portsmouth Business Crime Reduction Partnership, have access to their database and use the database to identify risk persons attending your premises and also prevent persons who are banned from entering. Chris Ceasar operates the system and can be contacted on crime.manager@pbcrp.com

These measures are important to action. The issues which have been raised cannot continue. At present if we go to review you will not be in a strong position at a hearing due to the volume of incidents of violence some of which have resulted in serious injury and some of which are as a result of the premises being open and operating past its permitted hours. If you implement the above the chances will be that matters improve and by the time we reach a hearing you will be able to demonstrate that these measures work and that you are working hard to improve things.

Please take on board the advice I am providing.

Should you have any questions then please do not hesitate to contact me and I shall be happy to discuss further.

Kind Regards

POLICE ANNEX F

Pete

PC 21945 Rackham
Hampshire Force Licensing Team
Portsmouth

