

Thursday, 3 March 2022

LICENSING SUB-COMMITTEE

A meeting of **Licensing Sub-Committee** will be held on

Thursday, 10 March 2022

commencing at **11.00 am**

The meeting will be held in the Meadfoot Room, Town Hall, Castle Circus,
Torquay, TQ1 3DR

Members of the Committee

Councillor Dart

Councillor Ellery

Councillor Foster

Together Torbay will thrive

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Governance Support, Town Hall, Castle Circus, Torquay, TQ1 3DR

Email: governance.support@torbay.gov.uk - www.torbay.gov.uk

LICENSING SUB-COMMITTEE AGENDA

1. **Election of Chairman/woman**
To elect a Chairman/woman for the meeting.
2. **Apologies**
To receive apologies for absence, including notifications of any changes to the membership of the Committee.
3. **Minutes** (Pages 4 - 7)
To confirm as a correct record the Minutes of the meeting of a Sub-Committee held on 9 December 2021.
4. **Declarations of interests**
 - (a) To receive declarations of non pecuniary interests in respect of items on this agenda
For reference: Having declared their non pecuniary interest members may remain in the meeting and speak and, vote on the matter in question. A completed disclosure of interests form should be returned to the Clerk before the conclusion of the meeting.
 - (b) To receive declarations of disclosable pecuniary interests in respect of items on this agenda
For reference: Where a Member has a disclosable pecuniary interest he/she must leave the meeting during consideration of the item. However, the Member may remain in the meeting to make representations, answer questions or give evidence if the public have a right to do so, but having done so the Member must then immediately leave the meeting, may not vote and must not improperly seek to influence the outcome of the matter. A completed disclosure of interests form should be returned to the Clerk before the conclusion of the meeting.

(**Please Note:** If Members and Officers wish to seek advice on any potential interests they may have, they should contact Governance Support or Legal Services prior to the meeting.)
5. **Urgent items**
To consider any other items that the Chairman decides are urgent.
6. **Hennessey Cocktail Lounge, 2 King Street, Brixham, TQ5 9TF** (Pages 8 - 98)
To consider an application for a Premises Licence in respect of Hennessey Cocktail Lounge, 2 King Street, Brixham, TQ5 9TF.

Meeting Attendance

Torbay Council has taken the decision to continue operating in a Covid-19 secure manner in order to protect staff and visitors entering Council buildings and to help reduce the spread of Covid-19 in Torbay. This includes social distancing and other protective

measures (e.g. wearing a face covering (unless exempt), signing in and using hand sanitiser). Our public meetings will continue to operate with social distancing measures in place and as such there are limited numbers that can access our meeting rooms. Also, to help prevent the spread of the virus, anyone attending meetings is asked to take Covid lateral flow test the evening before - if you have a positive test result please follow the Government's guidelines and do not attend the meeting.

If you wish to attend a public meeting please contact us to confirm arrangements for your attendance.

Minutes of the Licensing Sub-Committee

9 December 2021

-: Present :-

Councillors Ellery, Barbara Lewis and Mills

30. Election of Chairman/woman

Councillor Ellery was elected as Chairman for the meeting.

31. Minutes

The Minutes of the meetings of the Sub-Committee held on 7 October and 11 November 2021 were confirmed as a correct record and signed by the Chairman.

32. Review of Torbay Council issued Driving Licence

Members considered a report that set out relevant facts relating to a holder of a Torbay Council issued dual Hackney Carriage and Private Hire Driver's Licence. Members were requested to determine the facts before them, whether or not the holder of the dual Hackney Carriage and Private Hire Driver's Licence remained a fit and proper person to hold such licence.

The Respondent addressed Members and responded to questions. The Respondent's Manager accompanied him to the meeting. At the hearing the Respondent circulated a letter from the injured persons solicitor.

Decision:

That Mr Batt remains a fit and proper person to drive a Hackney Carriage or Private Hire Vehicle and that no action be taken at this time.

Reasons for Decision:

In coming to that decision, Members carefully considered having been charged with the responsibility to determine the drivers' licence, whether they would allow their son or daughter, spouse or partner, mother or father, grandson or granddaughter or any other person to whom they care, or any other vulnerable person known to them to get into a vehicle with Mr Batt alone. An unequivocal and unanimous answer by Members to this question, was 'yes'.

Members had regard to the fact that Mr Batt had notified the Licensing Office on 21 July 2021 that he had been charged with 'driving without due care and attention' and then subsequently advised of the outcome of the court case where

he received 8 points on his driving licence, on 29 July 2021. The Sub-Committee felt that Mr Batt had acted responsibly when involved in a collision with an elderly pedestrian who had slipped off a slope under the wheels of Mr Batt's licensed vehicle in telephoning the emergency services and providing care and support to the injured person. Having fully established the circumstances of the accident members were satisfied that this was an unfortunate accident and accepted that Mr Batt would not have been able to see the injured person on the ground when he edged slowly forward. Members found Mr Batt to be genuinely remorseful and shaken up by the incident and noted that he had considered ceasing driving as a result. However due to support from the Police and others he has been able to continue driving.

Members acknowledged that Mr Batt had fully complied with the requirements of Torbay Council's Hackney Carriage and Private Hire Licensing Policy 2019 - 2022 in reporting the incident and keeping the Licensing Officers updated. He had fully retained his driving licence with the DVLA, and no complaints had been received either by his employer or the licensing authority in the 10 years he has been a Torbay Council issued Licensed Driver, or in the months since the incident, which was emphasised by his employer at the hearing, and confirmed by the Licensing and Public Protection Officer presenting the report.

It was noted that a very small part of the letter submitted at the hearing had been redacted by Mr Batt, Members felt that this was not the right thing to do but accepted, that in his current state of mind following the sad passing of his wife, Mr Batt was not intentionally trying to hide some of the content of the letter, which could be seen in any event.

In concluding, Members resolved, in light of the mitigating factors above, Mr Batt remains a fit and proper person to hold a Torbay Council Driver's Licence and that no further action was a fair and proportionate response to a genuine accident. Noting also that Mr Batt had taken all necessary action to support the injured person, and to co-operate with the Police, Members were satisfied that Mr Batt would continue to ensure public safety, when undertaking his driving duties.

33. Review of Torbay Council issued Driving Licence

Members considered a report that set out relevant facts relating to a holder of a Torbay Council issued dual Hackney Carriage and Private Hire Driver's Licence. Members were requested to determine the facts before them, whether or not the holder of the dual Hackney Carriage and Private Hire Driver's Licence remained a fit and proper person to hold such licence.

The Respondent addressed Members and responded to questions.

Decision:

That Mr Setters' Torbay Council Driver's Licence be revoked in accordance with Section 61(1)(b) of the Local Government (Miscellaneous) Provisions Act 1976 and that this revocation shall have immediate effect, in accordance with Section 61(2B) of the Local Government Miscellaneous Provisions Act 1976.

Reasons for Decision:

In coming to that decision, Members carefully considered having been charged with the responsibility to determine the drivers' licence, whether they would allow their son or daughter, spouse or partner, mother or father, grandson or granddaughter or any other person to whom they care, or any other vulnerable person known to them to get into a vehicle with Mr Setters alone. An unequivocal and unanimous answer by Members to this question, was 'no'.

Notwithstanding the mitigating explanations presented by Mr Setters, Members were concerned that having only been issued with his Torbay Council Drivers Licence on 14 July 2021, Mr Setters was before the Licensing Sub-Committee in relation to four notifications for speeding, an alleged sexual act within a licensed vehicle witnessed by minors, and a road traffic accident which resulted in the licensed vehicle turning over in a lane near Ipplepen, with injuries being sustained by the passengers.

Members had regard to the fact that, at the hearing, Mr Setters accepted committing the four speeding offences and confirmed that he had been contacted by DVLA the day before the hearing where he had been informed that he had received 9 penalty points for the offences, together with a requirement to undertake a speed awareness course. It was of concern to Members that Mr Setters submitted that had he been made aware of the first speeding offence before the others, he would have been alerted to the presence of the camera and would not have been caught on a further three occasions by the same camera.

In relation to the report received from the member of public having witnessed a sexual act within the licensed vehicle, whilst passing with a minibus full of minors, Members considered the conflicting submissions and found Mr Setters not to be believable in his account that a medical examination was being undertaken by a female friend to address a pressing health concern.

In any event, Members were not satisfied that a reasonable person would consider parking in a public place, late at night, and partially undressing to the point of exposing their genitals close to a campsite used by young persons and determined that this was not the behaviour expected from a professional licenced driver, or an appropriate use of a licensed vehicle and demonstrated exceptionally poor judgment.

Upon consideration of the road traffic collision, Members noted Mr Setters explanation that the driving conditions were poor at the time of the incident but also had regard to the written statements from two of the passengers and that submitted by the mother of one of the passengers, the following day.

Members could not be certain of the facts and noted the absence of a police report which may have assisted them and were mindful of the decision by the Police not to press charges. However, even if they were to accept Mr Setters account of the events that occurred, he admitted to driving at around 20 mph through thick fog which had descended. Members considered this to be too fast in the

circumstances and together with the four previous speeding offences, Members could not be satisfied that Mr Setters had not been driving too fast for the prevailing conditions which resulted in him rolling his vehicle with four young passengers onboard. Members were also unconvinced that for the vehicle to have overturned, causing it to be written off, coupled with the witness account they were unable to open some of the vehicle doors due to the damage, that excessive speed was not a factor.

Members were extremely concerned that Mr Setters had encouraged his passengers to leave the scene before the emergency services had arrived, having admitted not being medically qualified himself to assess the extent of any injuries sustained.

Members noted that Mr Setters had not reported the collision within 72 hours, as required by Torbay Council's Hackney Carriage and Private Hire Licensing Policy 2019 - 2022

In concluding, Members unanimously resolved to revoke Mr Setters' Torbay Council Drivers' Licence with immediate effect, as they could not be satisfied that he remained a fit and proper person to hold a Torbay Council Dual Hackney Carriage and Private Hire Driver's Licence. In determining this, Members concluded that based on the evidence available and all written and oral submissions, that Mr Setters' conduct as a professional driver had fallen well below the high standard expected, that he was not a credible witness, and not withstanding his mitigating circumstances, to revoke his Licence with immediate effect was appropriate and proportionate in all the circumstances to ensure public safety.

Chairman



Briefing Report No:

Public Agenda Item: **Yes**

Title: Licensing Act 2003 – An application for a Premises Licence in respect of Hennessey Cocktail Lounge, 2 King Street, Brixham, TQ5 9TF

Wards Affected: **St Peter's with St Mary's**

To: **Licensing Sub Committee** **3 March 2022**

Contact Officer: **Carrie Cottell**

☎ Telephone: **01803 207079**

✉ Email: **licensing@torbay.gov.uk**

1. Key points and Summary

- 1.1 To consider and determine an application for a new Premises Licence, in respect of the Premise detailed above.
- 1.2 The application relates to all the Corporate Priorities within the Community Plan.
- 1.3 The matters raised relate to the Licensing Objectives the “Prevention of Public Nuisance”, the “Prevention of Crime and Disorder” and “Public Safety”.
- 1.4 The matter must be considered on its merits, having received details of the issues arising either at a hearing or by written Representation. A decision must be made, having considered the Representations, either:-
 - (a) to grant the licence subject to
 - (i) such conditions as are consistent with the submitted operating Schedule modified to such extent as the authority considers necessary for the promotion of the licensing objectives, and
 - (ii) any condition which must under Section 19, 20 or 21 be included in the licence;

(Such conditions may differ in respect of different parts of the Premises and/or different activities).
 - (b) to exclude from the scope of the licence any of the licensable activities to which the application relates;
 - (c) to refuse to specify a person in the licence as the Premises Supervisor;
 - (d) to reject the application.

- 1.5 Reasons for the decision must be given for inclusion in the appropriate Notices required to be served on the Applicant, Responsible Authorities and all Interested Parties, following the determination of the matter.

2. Application

- 2.1 An application has been made under Section 17 of the Act for a Premises Licence to permit licensable activities at the Premise detailed above. Details of the relevant pages of the application are shown in Appendix 1.

A brief description of the application, as follows:-

Recorded Music indoors from 10:00 until 00:00 Monday to Sunday.

The Supply of Alcohol for consumption both on and off the premises from 10:00 until 00:00 Monday to Sunday.

Late Night Refreshment both indoors and outdoors from 23:00 until 00:30 Monday to Sunday.

Premises opening hours from 10:00 until 00:30 Monday to Sunday.

The Applicant has given the following description of the premises: -

“Cocktail bar on Brixham harbour plus additional outside seating directly in front of the premises.”

The plan accompanying the application is shown as Appendix 2.

- 2.2 The Council as the Licensing Authority is satisfied that the Applicant has met the administrative requirements of Section 17(5) but is unable to issue the Licence, as relevant Representations have been received. The Licensing Authority is also satisfied that the Representations have been received within the appropriate time scale and have not been subsequently withdrawn.

We have received 13 Representations. 7 Representations were from Interested Parties in support of the application. These are shown as Appendix 3.

We have received 4 Representations from Interested Parties outlining their objections in relation to the Licensing Objectives the “Prevention of Crime and Disorder”, the “Prevention of Public Nuisance” and “Public Safety”. These are shown as Appendix 4.

We have received 2 Representations from the Responsible Authorities. The first is from Devon and Cornwall Police, outlining their objection in relation to the Licensing Objectives, the “Prevention of Crime and Disorder”, the “Prevention of Public Nuisance” and “Public Safety”.

The second is from Public Protection, outlining their objection in relation to the Licensing Objectives the “Prevention of Public Nuisance” and “Public Safety”. These are shown as Appendix 5.

There have been no other Representations received from any other Responsible Authority or any other Interested Party, other than those mentioned above.

- 2.3 The Authority is required to conduct a hearing under the provisions of Section 18(3) unless all parties agree that this is not necessary.
- 2.4 Appropriate Notices have been issued to all parties, as required by the Licensing Act 2003 (Hearing Regulations) 2005, including, where appropriate, details of the Representation and the procedure to be followed at the hearing.
- 2.5 If the application is refused, in whole or in part, a Right of Appeal to the Magistrates' Court is granted by Section 181 of the Act and, by Paragraph 1 of Schedule 5, to the Applicant.
- 2.6 If the application is granted, a Right of Appeal to the Magistrates' Court is granted by Section 181 of the Act and, by Paragraph 2(1) of Schedule 5 to :-
 - (a) The holder of the licence against any decision
 - (i) to impose conditions on the licence, or
 - (ii) to take any step to exclude a licensable activity or refuse to specify a person as Premises Supervisor.
 - (b) Any person who made a relevant Representation who desires to contend
 - (i) that the licence ought not to have been granted, or
 - (ii) that, on granting the licence, the Licensing Authority ought to have imposed different or additional conditions or taken any step to exclude a licensable activity or refuse to specify person as Premises Supervisor.
- 2.7 Following such Appeal, the Magistrates' Court may:-
 - (a) dismiss the appeal,
 - (b) substitute for the decision appealed against any other decision which could have been made by the Licensing Authority, or
 - (c) remit the case to the Licensing Authority to dispose of it in accordance with the direction of the Court,and may make such order as to costs as it thinks fit.

Steve Cox
Environmental Health Manager (Commercial)

Appendices

- Appendix 1 Relevant sections of the application form
- Appendix 2 Plan of the Premises
- Appendix 3 Representations in support of the application from Interested Parties
- Appendix 4 Representations against the application from Interested Parties
- Appendix 5 Representations from 2 Responsible Authorities

Documents available in Members' rooms

None

Background Papers:

The following documents/files were used to compile this report:

Torbay Council Licensing Policy 2021-26



**Application for a premises licence to be granted
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/ Anthony Peter Ralph
We

(Insert name(s) of applicant)

apply for a premises licence under section 17 of the Licensing Act 2003 for the premises described in Part 1 below (the premises) and I/we are making this application to you as the relevant licensing authority in accordance with section 12 of the Licensing Act 2003

Part 1 – Premises Details

Hennessey Cocktail Lounge 2 King Street			
Post town	Brixham	Postcode	TQ5 9TF

Telephone number at premises (if any)	
Non-domestic rateable value of premises	£ 11,750

Part 2 - Applicant Details

Please state whether you are applying for a premises licence as
Please tick as appropriate

- a) an individual or individuals * YES
- b) a person other than an individual *
 - i. as a limited company
 - ii. as a partnership
 - iii. as an unincorporated association or
 - iv. other (for example a statutory corporation)
- c) a recognised club
- d) a charity

- e) the proprietor of an educational establishment please complete section (B)
- f) a health service body please complete section (B)
- g) a person who is registered under Part 2 of the Care Standards Act 2000 (c14) in respect of an independent hospital in Wales please complete section (B)
- ga) a person who is registered under Chapter 2 of Part 1 of the Health and Social Care Act 2008 (within the meaning of that Part) in an independent hospital in England please complete section (B)
- h) the chief officer of police of a police force in England and Wales please complete section (B)

* If you are applying as a person described in (a) or (b) please confirm:

Please tick yes

I am carrying on or proposing to carry on a business which involves the use of the premises for licensable activities; or YES

I am making the application pursuant to a
 statutory function or
 a function discharged by virtue of Her Majesty's prerogative

(A) INDIVIDUAL APPLICANTS (fill in as applicable)

Mr		Other Title (for example, Rev)	
Surname Ralph		First names Anthony Peter	
Date of Birth years old or over		I am 18	YES
Nationality			
Current residential address if different from premises address			
Post town		Postcode	
Daytime contact telephone number			
E-mail address (optional)			

Part 3 Operating Schedule

21 01 2022

When do you want the premises licence to start?

DD MM YYYY

If you wish the licence to be valid only for a limited period, when do you want it to end?

Please give a general description of the premises (please read guidance note 1)
COCKTAIL BAR on brixham harbour plus additional outside seating directly in front of the premises.

If 5,000 or more people are expected to attend the premises at any one time, please state the number expected to attend.

What licensable activities do you intend to carry on from the premises?

(Please see sections 1 and 14 of the Licensing Act 2003 and Schedules 1 and 2 to the Licensing Act 2003)

Provision of regulated entertainment (please read guidance note 2)

Please tick any that apply

- a) plays (if ticking yes, fill in box A)
- b) films (if ticking yes, fill in box B)
- c) indoor sporting events (if ticking yes, fill in box C)
- d) boxing or wrestling entertainment (if ticking yes, fill in box D)
- e) live music (if ticking yes, fill in box E)
- f) recorded music (if ticking yes, fill in box F)
- g) performances of dance (if ticking yes, fill in box G)
- h) anything of a similar description to that falling within (e), (f) or (g) (if ticking yes, fill in box H)

YES

Provision of late night refreshment

YES

Supply of alcohol YES

In all cases complete boxes K, L and M

A

Plays Standard days and timings (please read guidance note 7)			Will the performance of a play take place indoors or outdoors or both – please tick (please read guidance note 3)	Indoors	
Day	Start	Finish		Outdoors	
Mon			Please give further details here (please read guidance note 4)	Both	
Tue					
Wed			State any seasonal variations for performing plays (please read guidance note 5)		
Thur					
Fri			Non standard timings. Where you intend to use the premises for the performance of plays at different times to those listed in the column on the left, please list (please read guidance note 6)		
Sat					
Sun					

F

Recorded music Standard days and timings (please read guidance note 7)			<u>Will the playing of recorded music take place indoors or outdoors or both – please tick</u> (please read guidance note 3)	Indoors	Y
Day	Start	Finish		Outdoors	
Mon	10:00	00:00	<u>Please give further details here</u> (please read guidance note 4)	Both	
Tue	10:00	00:00			
Wed	10:00	00:00	<u>State any seasonal variations for the playing of recorded music</u> (please read guidance note 5)		
Thur	10:00	00:00			
Fri	10:00	00:00	<u>Non standard timings. Where you intend to use the premises for the playing of recorded music at different times to those listed in the column on the left, please list</u> (please read guidance note 6)		
Sat	10:00	00:00			
Sun	10:00	00:00			

I

Late night refreshment Standard days and timings (please read guidance note 7)			Will the provision of late night refreshment take place indoors or outdoors or both – please tick (please read guidance note 3)	Indoors	
Day	Start	Finish		Outdoors	
Mon	23:00	00:30	<u>Please give further details here</u> (please read guidance note 4)	Both	Y
Tue	23:00	00:30			
Wed	23:00	00:30	<u>State any seasonal variations for the provision of late night refreshment</u> (please read guidance note 5)		
Thur	23:00	00:30			
Fri	23:00	00:30	<u>Non standard timings. Where you intend to use the premises for the provision of late night refreshment at different times, to those listed in the column on the left, please list</u> (please read guidance note 6)		
Sat	23:00	00:30			
Sun	23:00	00:30			

K

Please highlight any adult entertainment or services, activities, other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children (please read guidance note 9).

L

Hours premises are open to the public Standard days and timings (please read guidance note 6)			State any seasonal variations (please read guidance note 5)
Day	Start	Finish	
Mon	10:00	00:30	Non standard timings. Where you intend the premises to be open to the public at different times from those listed in the column on the left, please list (please read guidance note 6)
Tue	10:00	00:30	
Wed	10:00	00:30	
Thur	10:00	00:30	
Fri	10:00	00:30	
Sat	10:00	00:30	
Sun	10:00	00:30	

M Describe the steps you intend to take to promote the four licensing objectives:

a) General – all four licensing objectives (b, c, d and e) (please read guidance note 10)

b) The prevention of crime and disorder

1.

All drinks will be served in shatterproof glasses and no alcohol shall be served in glass bottles from which it is intended or likely that a person shall drink after 23:00hrs.

2.

CCTV must be installed on the premises to include a recording monitor behind the servery. Such CCTV system must be maintained and used throughout the licensing hours. Recordings will be kept for a minimum of 28 days during which time they will be available to the Police at any reasonable time.

3.

On every operational day when door supervision is required, SIA door supervisors will be employed in front of house duties. They will wear yellow high visibility reflective clothing for the entirety of their duty.

4.

On any Friday and Saturday night that the premises remains open for the sale of alcohol and then closes after 00:30hrs, SIA door supervisors shall be employed on the premises from 22:00hrs until close at a ratio of 1 supervisor per 100 customers (this condition shall also apply on Christmas Eve and New Year's Eve when they do not fall on a Friday or Saturday). On all other occasions the Premises Licence holder shall risk assess the requirements for door supervisors and employ such door supervisors, if at all, in such numbers and at such times determined by that risk assessment.

5) Mr Ross Hennessey, the previous Premises Licence Holder and Designated Premises Supervisor, be prohibited from entering the premises during operational hours.

6) Mr Ross Hennessey, the previous Premises Licence Holder and Designated Premises Supervisor, shall not be involved in or influence the operation of these premises.

7) The premises shall install, operate, and maintain comprehensive digital colour CCTV.

- 8) All public areas of the licensed premises including entry and exit points will be covered by CCTV, including any outside areas under the control of the premises licence holder.
- 9) The CCTV system must record clear images permitting the identification of individuals, enable facial recognition images (a clear head and shoulder image) of every person entering and leaving, in any light condition.
- 10) The CCTV system will continually record whilst the premises are open for licensable activities, at all times when customers remain on the premises and for 30 minutes after closing.
- 11) All CCTV equipment must have a constant and accurate time and date generation.
- 12) All CCTV recordings will be stored for a minimum period of 28 days with date and time stamping.
- 13) Viewable copies of CCTV recordings will be provided on request to the Police or Local Authority Officers as soon as is reasonably practicable and in accordance with the Data Protection Act 2018 (or any replacement legislation).
- 14) A staff member who is conversant with the operation of the CCTV system, shall be on the premises at all times when the premises are open; and this staff member must be able to provide an authorised officer of a responsible authority, copies of recent CCTV images or data with absolute minimum delay when requested, in accordance with the Data Protection Act 2018 (or any replacement legislation).
- 15) The CCTV system will be capable of downloading images to a recognisable viewable format.
- 16) Security measures shall be in place to ensure the integrity of the CCTV system, to prevent the tampering with or deletion of images.
- 17) Any identified defect in the CCTV system shall be logged at the premises and remedied as soon as reasonably practical.
- 18) The Police Licensing Officer or Police Licensing Team shall be notified by email of all defects in the CCTV system, the action required to rectify the situation and the time frame for such action, within 24 hours of the defect being identified.
- 19) After the premises close, staff and door stewards shall ensure that customers leave the area in a quiet and orderly manner.
- 20) All staff shall receive training regarding their responsibilities under the Licensing Act at the commencement of employment, with refresher training being provided at least once a year.
- 21) Records of all training shall be maintained and kept at the premises for a minimum period of 12 months.
- 22) Training records shall be made available to the Police or Local Authority Licensing Officers for inspection on demand.
- 23) Challenge 25 posters shall be prominently displayed within the premises.
- 24) Litter left outside the premises by customers, such as cigarette ends, shall be cleared by staff on a regular basis, at least once daily.

25) Recorded music shall be permitted inside the premises only.

c) Public safety

Adequate emergency and fire exit lighting will be installed to British standard specification.

d) The prevention of public nuisance

1.
The volume of amplified sound used in connection with the entertainment provided shall at all times be under the control of the management.

2. Noise or vibration must not emanate from the premises such as to cause persons in the neighbourhood to be unreasonably disturbed. In general terms, noise from the premises shall not be audible within any noise sensitive premises (eg dwelling) with windows open for normal ventilation especially after 23:00hrs. This will be assessed from the boundary to the nearest residential properties on all sides of the licensed premises. The criteria that will be applied are:-

- i) before 23:00hrs - noise emanating from the premises will not be clearly distinguished above other noise.
- ii) after 23:00hrs - noise emanating from the premises will not be distinguishable above background levels of noise.
- iii) the local authority will reserve the right in cases of tonal noise and where premises are attached to others (ie semis and terraced properties) to make further assessments from within the residential property.

3.
Prominent, clear and legible notices shall be displayed at all exits requesting the public to respect the needs of local residents and to leave the premises and the area quietly.

4.
The placing of refuse such as bottles into receptacles outside the premises must take place at times that will prevent disturbance to nearby properties.

5. Deliveries of kegs, bottles, food and other materials necessary for the operation of the business must be carried out at such a time or in such a manner as to prevent nuisance and disturbance to nearby residents.

6. Doors and windows must be kept shut during entertainment to reduce noise breakout. A management scheme shall be in place to ensure this situation remains.

7. Patrons shall be asked not to stand around talking in the street outside the premises or any car park and shall be asked to leave the vicinity quickly and quietly.

8. Staff shall check prior to entertainment and periodically during the entertainment that all windows and doors are shut.

9. A senior member of staff (manager) shall assess the impact of any noise activities on neighbouring residential premises at the start of the activity / entertainment and periodically throughout the activity / entertainment to ensure levels of noise have not increased.

10. On calling last orders and at the end of Regulated Entertainment an announcement shall be made requesting patrons to leave the area as quickly and quietly as possible.

11. Recorded music shall be permitted inside the premises only.

12. The supply of alcohol shall be permitted until midnight on Sunday; supply of alcohol shall be permitted from 10.00am to midnight 7 days a week.

13. After 10.00pm the designated smoking area shall permit no more than 8 patrons at any one time.

14.
After 10.00pm the designated smoking area shall be monitored at all times by either an SIA door steward or a member of staff to ensure that patrons using the area do not cause a nuisance to nearby residents.
15. A noise limiter shall be installed and used at the premises, with set levels agreed by Torbay Council's Public Protection Officer.
- 16) The Premises Licence Holder shall maintain a written noise management plan which must include procedures for but not limited to: -
- a. Noise Management Policy
 - b. Arrangements and procedures to ensure the noise limited is used and maintain.
 - c. List of PA equipment used.
 - d. Records of complaints from residents or business.
 - e. Relevant staff/SIA noise monitoring log sheets.
 - f. Procedures for ensuring windows and doors are closed during regulated entertainment.
 - g. Employee/SIA staff training records and procedures in relation to noise management.
 - h. Procedures for monitoring and controlling noise from customers using the outside designated smoking area.
 - i. Dispersal policy.
- 27) A noise limiter shall be installed and used at the premises, with set levels agreed by Torbay Council's Licensing Team.
- 28) The noise limiter shall be made tamper proof and any adjustments to sound levels, shall only be made in consultation with the Responsible Authority for public nuisance.
- 29) There shall be no alterations or modifications to the existing PA system.
- 30) Any structural changes to the premises must not take place without written approval from Torbay Council's Licensing Team.
- 31) The written Noise Management Plan must contain procedures to ensure the lobby is used effectively, to reduce noise outbreak emanating from the premises.
- 32) Windows shall be kept closed during regulated entertainment.

- 33) When off-sales are purchased from the premises, staff shall advise customers that the alcohol should not be consumed within the Public Space Protection Order area and refer them to the Public Space Protection Order map.
- 34) A map of the Public Space Protection Order area shall be displayed in a prominent position close to the point of sale and the premises exits.
- 35) Prominent, clear, and legible notices shall be displayed at all exits requesting the public to respect the needs of nearby residents and to leave the premises and the area, quietly.
- 36) The placing of refuse such as bottles into receptacles outside the premises, must not take place before 8pm Mon-Sat and 9pm Sun and not later 10pm on any day.
- 37) Patrons shall be asked not to stand around talking in the street outside the premises and shall be asked to leave the vicinity quickly and quietly.
- 38) On calling last orders and at the end of regulated entertainment, an announcement shall be made requesting patrons to leave the area as quickly and quietly as possible.
- 39) The Premises Licence Holder shall ensure that staff leaving the premises after the premises has closed, will conduct themselves in a manner as not to disturb nearby residents.

e) The protection of children from harm

The premises shall adopt a Challenge 25 policy whereby any person who looks under the age of 25 shall be required to produce an approved form of photographic identification as outlined within the Torbay Council Licensing Statement of Principles.

- 2. No under 18s will be permitted on the premises after 22:00hrs.
- 3. All staff shall be trained regarding the Challenge 25 policy, including acceptable forms of ID.

Checklist:

Please tick to indicate agreement

- I have made or enclosed payment of the fee. Y
- I have enclosed the plan of the premises. Y

I have sent copies of this application and the plan to responsible authorities and others where applicable. Y

I have enclosed the consent form completed by the individual I wish to be designated premises supervisor, if applicable. Y

I understand that I must now advertise my application. Y

I understand that if I do not comply with the above requirements my application will be rejected. Y


[Applicable to all individual applicants, including those in a partnership which is not a limited liability partnership, but not companies or limited liability partnerships] I have included documents demonstrating my entitlement to work in the United Kingdom (please read note 15).

IT IS AN OFFENCE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION. THOSE WHO MAKE A FALSE STATEMENT MAY BE LIABLE ON SUMMARY CONVICTION TO A FINE OF ANY AMOUNT.

IT IS AN OFFENCE UNDER SECTION 24B OF THE IMMIGRATION ACT 1971 FOR A PERSON TO WORK WHEN THEY KNOW, OR HAVE REASONABLE CAUSE TO BELIEVE, THAT THEY ARE DISQUALIFIED FROM DOING SO BY REASON OF THEIR IMMIGRATION STATUS. THOSE WHO EMPLOY AN ADULT WITHOUT LEAVE OR WHO IS SUBJECT TO CONDITIONS AS TO EMPLOYMENT WILL BE LIABLE TO A CIVIL PENALTY UNDER SECTION 15 OF THE IMMIGRATION, ASYLUM AND NATIONALITY ACT 2006 AND PURSUANT TO SECTION 21 OF THE SAME ACT, WILL BE COMMITTING AN OFFENCE WHERE THEY DO SO IN THE KNOWLEDGE, OR WITH REASONABLE CAUSE TO BELIEVE, THAT THE EMPLOYEE IS DISQUALIFIED.

Part 4 – Signatures (please read guidance note 11)

Signature of applicant or applicant’s solicitor or other duly authorised agent (see guidance note 12). **If signing on behalf of the applicant, please state in what capacity.**

Declaration	<ul style="list-style-type: none">[Applicable to individual applicants only, including those in a partnership which is not a limited liability partnership] I understand I am not entitled to be issued with a licence if I do not have the entitlement to live and work in the UK (or if I am subject to a condition preventing me from doing work relating to the carrying on of a licensable activity) and that my licence will become invalid if I cease to be entitled to live and work in the UK (please read guidance note 15).The DPS named in this application form is entitled to work in the UK (and is not subject to conditions preventing him or her from doing work relating to a licensable activity) and I have seen a copy of his or her proof of entitlement to work, if appropriate (please see note 15)
Signature	
Date	23/12/2021
Capacity	General Manager

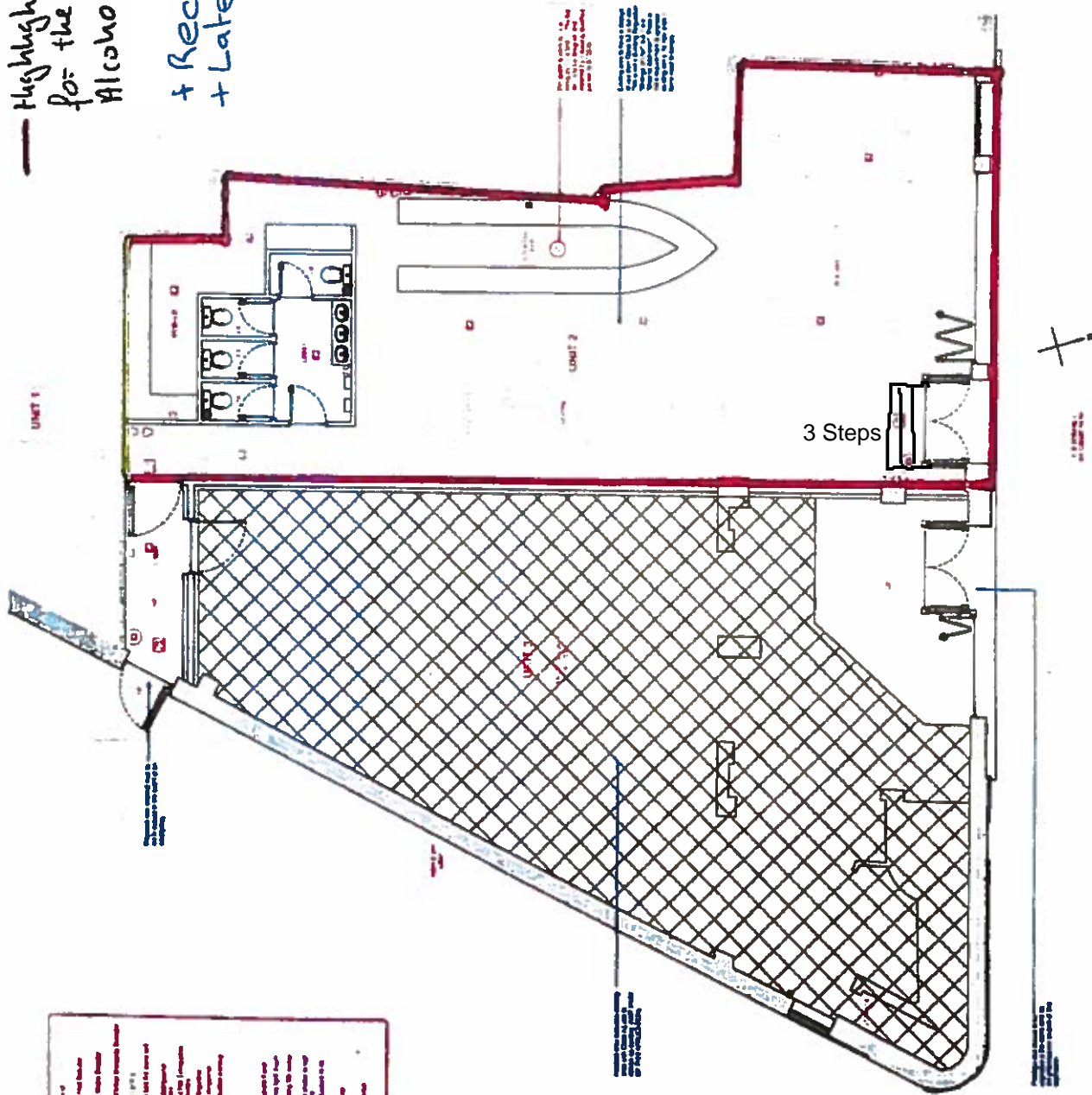
For joint applications, signature of 2nd applicant or 2nd applicant’s solicitor or other authorised agent (please read guidance note 13). **If signing on behalf of the applicant, please state in what capacity.**

Signature	
-----------	--

Highlighted in Red
for the sale of
Alcohol

+ Recorded Music
+ Late Night
refreshment

Hennessey Cocktail Lounge



Ground Floor Plan As Proposed
October 1, 2012

Designing For The Future
 The following information is provided for your information and is not intended to be a contract or a warranty of any kind. It is intended to provide a general overview of the project and is not intended to be a substitute for professional advice. The information is provided for your information and is not intended to be a contract or a warranty of any kind. It is intended to provide a general overview of the project and is not intended to be a substitute for professional advice. The information is provided for your information and is not intended to be a contract or a warranty of any kind. It is intended to provide a general overview of the project and is not intended to be a substitute for professional advice.

Building Regulators

Project Name: Hennessey Cocktail Lounge
 Address: 1001-1003
 Date: 2014-11-20
 Status: Approved

From: [REDACTED]
To: [Licensing](#)
Subject: E mail to support Mr [REDACTED] application - Hennessey Cocktail Bar Brixham
Date: 10 January 2022 13:03:39

I am writing this email in support of the pending licensing application for Mr [REDACTED] at Hennessey Bar Brixham.

My name is [REDACTED] I am the business owner of [REDACTED]
[REDACTED]

I am surprised to hear that Hennessey's maybe under threat of closure as I've always found this establishment to be an asset to Brixham and have always heard good things about its staff and management.

When I was setting up my business I found this was one of the only businesses in Brixham that offered us support particularly at a time when businesses are struggling which was like a lifeline to us and was something we found comforting and extremely helpful.

As a [REDACTED] we in return support this business and have plans to work closely with Hennessey particularly with sharing clients that have come from areas such as Exeter and Honiton and are planning a day out in our lovely Town.

Due to the location and size of Hennessey my clients have felt reassured they can have a refreshing drink whilst relaxing after treatments and they have been welcomed and catered for particularly when it comes to social distancing as this is one of the only spaces in Brixham where they can enjoy an inside experience with the open shop front which gives good circulation and the fresh air needed for covid particles to escape.

The management have even bought in a new range of non alchaholic cocktails to provide clients that are driving with an alternative to the alchahol which in my opinion is forward thinking and refreshing and the clients that have visited Hennessey on our recommendation have not only enjoyed their experience but I would say if this is not available in the coming months they would be deeply disappointed.

I would go as far as to say if this business were to lose it's licence it would effect my trade particularly in the summer as for reasons I mentioned above their is no where else in Brixham my clients could enjoy in the same way.

I will be asking clients to support this application in the same way I have and I hope you take into consideration all Brixham has to gain from having Hennessey as a completely individual and an absolute gem for locals and tourists alike.

If you need to contact me about this matter please do not hesitate

[REDACTED]
[REDACTED]
[REDACTED]

Sent from my iPad

From: [REDACTED]
To: [Licensing](#)
Date: 09 January 2022 22:13:10

Hi,

I support Mr [REDACTED]'s application for the license for henneseys.

[REDACTED]

[REDACTED]

Contact number: [REDACTED]

From: [REDACTED]
To: [Licensing](#)
Subject: [REDACTED]
Date: 10 January 2022 02:54:18

I am writing in to support mr [REDACTED] licensing application for hennessys cocktail bar.
My name is [REDACTED] and i have lived in torbay for 34 years recently moved away but am going back later this year and go and visit family regularly. I love going into hennessys cocktail bar and its nice for brixham to have a nice bar like this that is warm cosy and comforting. The staff are amazing and cocktails are beautiful. My current address is [REDACTED] and my email address is [REDACTED] my mobile number is [REDACTED]
It would be a shame for this lovely buisness to get shut down
Sent from my iPhone

From: [REDACTED]
To: [Licensing](#)
Subject: License
Date: 09 January 2022 22:17:32

Hi,

I support the application Mr [REDACTED] has done in order to hold license for Hennessy's

[REDACTED]

[REDACTED]

Tel no; [REDACTED]

Kind regards,

[REDACTED]

Sent from my iPhone

From: [REDACTED]
To: [Licensing](#)
Subject: Hennessey License
Date: 11 January 2022 17:43:16

Good afternoon,

I just wanted to email to express my profound support in the licensing of [REDACTED] for Hennessey Cocktail Lounge in Brixham.

Since opening Hennessey's has been a key player in the revival of the Brixham nightlife down in the harbour.

Along with a few other places Hennessey's has not only been a fantastic place for tourists to visit but also brought some spark back into the local nightlife for Brixham residents.

Without Hennessey's I fear the attractiveness of visiting Brixham will diminish and therefore leave other businesses in the harbour with less custom through the summer and, after such a hard couple of years with the pandemic, is paramount we continue to support local businesses such as this.

Thank you for taking the time to read my email.

All the best,

[REDACTED]
Brixham Resident

[REDACTED]

From: [REDACTED]
To: [Licensing](#)
Date: 13 January 2022 10:46:19

To whom this may concern,

I am emailing to state I support Mr [REDACTED] application.

My details are:

[REDACTED]

Many thanks,

[REDACTED]

Sent from my iPhone

From: [REDACTED]
To: [Licensing](#)
Subject: [REDACTED]
Date: 27 January 2022 22:41:39

To whom it may concern

I am emailing you with regards to Mr [REDACTED] current license application and I would like to share with you the reasons why I support this. Hennessey's cocktail lounge brings a vibrant, social and fun feel to our community. Being a local myself, I know that I can speak for the majority of others when I say Hennessey's is one of the most popular and loved places to visit in Brixham. Situated right in it's gorgeous spot by the harbour, it is enjoyed all year round by holiday makers, friends, family and by a variety of ages groups too.

Hennesey's has so much to offer to the public from lunchtime bites and afternoon drinks, to a pleasurable nightlife. Hennesey's also acts as a fantastic venue for hire, which has held previous private functions such as hen parties, birthdays and even specials events such as 80s and fancy dress nights. The owner and staff are amazing, they never fail to attain a friendly rapport with all of their customers and the atmosphere inside is incredible... upbeat, lively and loved by so many.

The reopening of Hennesey's would mean a lot to the people of our community, it's our local. The place we go to dance, the place we go to catch up with friends and meet new people, the place we know and love. Thank you for taking your time to read my supporting points and we all hope to be reunited in our favourite place soon.

Kind regards

[REDACTED]

[REDACTED]

From: [REDACTED]
Subject: FW: License Objection
Date: 27 January 2022 09:58:28

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 26 January 2022 21:44
To: [REDACTED]
Subject: License Objection

Hennessey Cocktail Lounge

2 King Street, Brixham, Devon, TQ5 9TF

Open application 060390 which is a New Application for Premises Licence

I wish to express my concerns with this application on the following grounds:-

The current owner - Mr [REDACTED] is still significantly involved in this operation - the fact he is not allowed in during opening hours is totally immaterial as he will expressly tell Mr [REDACTED] how he wishes the operation to run, It very similar to Congress telling Donald Trump he cannot have any say in the family business!!!

Why does anybody think a Cocktail bar with the requested opening hours will be any different under a new Manager? there will be exactly the same problems especially under age drinking, drugs and using the alley way as a urinal as there are insufficient loos (these unisex loos are were all the drug trading happens)

Point 2 Prevention Of Public Nuisance

2.

Noise or vibration must not emanate from the premises such as to cause persons in the neighbourhood to be unreasonably disturbed. In general terms, noise from the premises shall not be audible within any noise sensitive premises (eg dwelling) with windows open for normal ventilation especially after 23:00hrs. This will be assessed from the boundary to the nearest residential properties on all sides of the licensed premises. The criteria that will be applied are:-

i) before 23:00hrs - noise emanating from the premises will not be clearly distinguished above other noise.

ii) after 23:00hrs - noise emanating from the premises will not be distinguishable above background levels of noise.

iii) the local authority will reserve the right in cases of tonal noise and where premises are attached to others (ie semis and terraced properties) to make further assessments from within the residential property.

This simply cannot be achieved - there are flats directly above, to the side and all along the nearby roads. How do you expect a young persons venue with up to 100 people inside and queues out side plus the smokers plus the external seating area from the restaurant next door (which can also seat up to 50 people to abide by this! when Hennesseys was normally open we couldn't have windows open and we live [REDACTED] away. The noise from their guests outside - laughing, swearing and general mayhem had to be heard to be believed.

You state door control should supervise the guests - this will never be done as soon as they leave the direct frontage who controls all the shouting etc - no one!!!

13.

After 10.00pm the designated smoking area shall permit no more than 8 patrons at any one time.

This has never been controlled and never will be - the smokers intermingle with the queues of people waiting to enter. This just causes huge bottlenecks for the traffic to enter the car park which has 58 bays. There is going to be a serious accident here as it's a Health and safety nightmare as at times you will easily have over 100 people milling around when you build in the restaurant next door with their outside seating. The distance between the premises and the sea is just too narrow.

22.

Windows shall be kept closed during regulated entertainment

Brixham Harbour is unique as it is very similar to a roman amphitheater - noise travels all along the harbour and is magnified. The windows should always be

closed from 9pm - as everybody can hear the music from a long distance.

To conclude, we seriously object to these premises ever being licensed. We have raised many objections over the years as the noise simply cannot be controlled. IF you have to license these premises again, exactly the same problems will occur as long as it stays as a young venue. If you have to license it then please, please only grant a license to 11pm which will give all the local residents some chance of some peace and quite from Midnight onwards

Regards

[Redacted signature block]

[Redacted address block]



The Executive Head of community safety
Torbay Council
c/o Torquay Town Hall
Castle Circus
Torquay
TQ1 3DR

As a very close resident [REDACTED] to Hennessey's
I refer to the Premises Licence application by [REDACTED] who works for
[REDACTED] at Hennessey's Cocktail Lounge.

Reading the details of the application (Photo included)

Late night refreshments

will mean rowdy drunken people once again and extra noise and rubbish around the harbour and side roads until the small hours as it won't finish at 12.30am as was the case previously.

Supply of alcohol

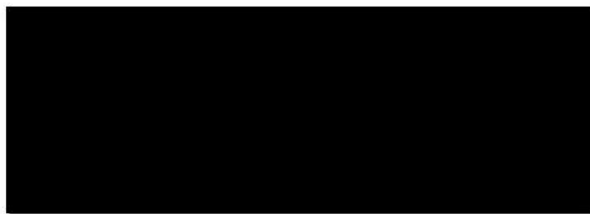
will encourage more drunken raucous behaviour well after midnight.
Past experience has proved this to be the case also I can't see why they need to supply alcohol at 10am.

Playing of recorded music

The music never finishes at midnight and carried on very much later causing many problems to many residents. Again, I can't see any reason to start at 10am.

I hope you will take my points into consideration when making your decision.

Regards



Please refer to the Torbay Council Website at www.torbay.gov.uk for details of the Executive Home or Community Safety Torbay Offices, 2nd Floor, Torbay Town Hall, Castle Circus, Torquay TQ1 3DF between the hours of 9.30 am and 4.00 pm, Monday to Friday.

Any interested party or responsible authority wishing to make a representation in respect of this provisional planning application should do so in writing to the above address before the date specified below.

All representations must include the full name, address and contact details of the interested party, or responsible authority making the representation. Representations submitted after the specified date cannot be considered.

It is an offence to knowingly or recklessly make a false statement in connection with an application and the maximum fine for which a person is liable on summary conviction, is £5000.

A NAME OF APPLICANT

[REDACTED]

B NAME AND POSTAL ADDRESS OF PREMISES
HENNESSEY COCKTAIL LOUNGE
2 KING STREET
BRIGHAM

C DETAILS OF THE APPLICATION
PROVISION OF LATE NIGHT REFRESHMENT 23:00-00:30 7 DAYS A WEEK
SUPPLY OF ALCOHOL 10:00-00:00 7 DAYS A WEEK
PLAYING OF RECORDED MUSIC 10:00-00:00

D DATE BY WHICH REPRESENTATIONS MUST BE MADE
04/02/2022

FORM G GUIDANCE NOTES ONLY
DO NOT DISPLAY THIS DOCUMENT

**Licensing and Public Protection
Torbay Council
Town Hall
Castle Circus
Torquay
TQ1 3DR**

Dear Sir/Madam,

We are writing this letter of representation in regards to new premises license application 060390 for Hennessy Cocktail Lounge, 2 Kings Street, Brixham TQ5 9TF.

We are firstly opposing and do not support in anyway the issuing of a premises license to this establishment and our reasoning for this firstly is breach of the peace, this corner of the Brixham harbour is a high walled enclosed bowl and the echo of large groups gathering causes disturbance around the whole harbour area as it radiates up and across the water. The location of the Premises means persons smoking gather outside in the road and we see that the number in this current variant of license still remains at 8, which has been far too many and causes residence noise and disturbance in the late evening especially through summer months when windows are open for air. The disturbance also comes from the many vehicles that are constantly back and forth to the area which in turn is making the smoking area in the road a matter for public safety.

As a [REDACTED] to this premises, we have had increasing concerns to the behavior of patrons from the premises (Hennessy) outside [REDACTED] and have witnessed anti-social behavior on numerous occasions and feel this needs to be addressed and reviewed in the new license which on reading I can't see happening therefore on the grounds above I oppose the issuing of a premise license.

Regards

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Subject: Torbay Council premises licence application
Date: 02 February 2022 15:08:28
Attachments: [image001.png](#)

Dear Sirs

We write to make representation to the following application.

Hennessey Cocktail Lounge, 2 King Street, Brixham TQ5 9TF

The hours of request fall outside of supported applications. To maintain the precedent established over a significant duration, we would support applications aligned to reduced hours.

These hours are

Monday - Saturday 11:00am - 11:00pm for the sale of alcohol with premises closure at 11:30pm
Sunday 11:00am - 10:30pm for the sale of alcohol with premises closure at 11:00pm

This approach has been established over a period of time and the numerous complaints regarding noise nuisance from residents in the natural amphitheatre of Brixham Town Centre and specific harbour region.

Regards

[REDACTED]

**Brixham Town Council, First Floor, Town Hall, New Road, Brixham TQ5 8TA
01803 859678**

Email disclaimer

The email message you have received may contain confidential or legally privileged information. No confidentiality or privilege is waived or lost simply because the email has been sent in error. If you receive this message in error, please immediately delete it and all copies of it from your system, destroy any hard copies of it and notify the sender. Please do not disclose any part of this message if you are not the intended recipient. The Council believes, but does not warrant, that this message and any attachments are virus free and recommend that you carry out your own virus checks.

[REDACTED]

[REDACTED]
Subject: Torbay Council premises licence application

Dear all

Please note that we have received an application for a new premises licence for:

- Hennessey Cocktail Lounge, 2 King Street, Brixham, TQ5 9TF

The date for any comments is **Friday 4 February 2022**.

All current applications can be viewed via the Council's website:

<http://www.torbay.gov.uk/business/licensing/alcohol-and-entertainment/current-applications/>

Kind regards

[REDACTED]



[REDACTED]
Town Hall, Castle Circus, Torquay TQ1 3DR
01803 208025 | licensing@torbay.gov.uk

www.torbay.gov.uk

[Facebook](#) | [Twitter](#) | [LinkedIn](#) | [Instagram](#)

This electronic email is confidential and may also be privileged. If you are not the intended recipient, please notify the sender, and please delete the message from your system immediately. The views in this message are personal; they are not necessarily those of Torbay Council.



Licensing Team
Torbay Council
Town Hall
TORQUAY
Devon

3 February 2022

Dear Sir/Madam

Hennessey Cocktail Lounge, 2 King Street, Brixham, TQ5 9TF

This application seeks a premises licence at Hennessey Cocktails, 2 King Street, Brixham.

This premises previously held a licence with the premise licence holder and DPS being Mr [REDACTED]. However, in June 2021 the licence was revoked following a review hearing. The grounds for review related to public nuisance issues, breaches of conditions, alleged after hours sales, covid breaches, and Mr [REDACTED] repeatedly and deliberately failing to provide CCTV, which we believe to be an attempt to avoid further action being taken against him by the police or Torbay Council in the form of prosecution or fines. Mr [REDACTED] subsequently appealed against the revocation of the licence, but on 17 December 2021 Plymouth Magistrates Court upheld the Licensing Sub-Committee's decision and the licence was revoked.

Between April 2017 and October 2018 this premises traded as a cocktail bar. It attracted a wide age range of customers and provided a relaxed atmosphere, with strong management in place. Throughout this time the premises only came to the attention of the Licensing Department on one occasion when a police officer advised Mrs SMART that he had asked to view the CCTV in relation to an offence of drink driving, where the suspect had been drinking in the premises earlier in the evening. After visiting the premises, the officer sent Mrs SMART an email advising her that he was impressed with the level of assistance he received from staff at this premises. During this period the police did not receive any complaints from members of the public concerning the operation of this premises and no logs or crimes were recorded.

In October 2018 Mr [REDACTED] took over the premises and from the outset Mrs SMART was regularly contacted by members of the public in relation to public nuisance issues such as noise from music, anti-social behaviour outside, alleged drugs use/supply, littering and lack of control and management of customers. On two occasions Mrs SMART visited the premises during the late evening and witnessed breaches of the premises licence, provision of licensable activities after permitted hours and poor customer management causing public nuisance issues.

From these visits it was apparent that Mr [REDACTED] was operating the premises as a bar/nightclub type premises, with loud music, and this was attracting a much younger customer base, with most appearing to be between 18 and 30 years old.

On Friday 21 January 2022 Sgt CURTIS and Mrs SMART met with Mr RALPH at Jackz Bar, Brixham, which is also owned by Mr [REDACTED]. Mrs SMART asked Mr RALPH if he had written the application and he initially stated that he and Mr [REDACTED] had written it together. However,

when further questioned by Sgt CURTIS he admitted that he had been working in another premises when he and Mr [REDACTED] had spoken on the phone, with Mr [REDACTED] reading out various conditions which they discussed. Mr RALPH indicated that Mr [REDACTED] then submitted the application. Mrs SMART asked Mr RALPH what the capacity of Hennessey Cocktails is, and he stated he did not know. Mrs SMART told him that Mr [REDACTED] had previously stated the capacity is 150.

Mrs SMART advised Mr RALPH that the application states the premises will operate as a cocktail bar and asked what he meant by that term, explaining that in her opinion a cocktail bar provides a chilled, relaxed atmosphere with the majority of customers seated, with subtle background music and attracting all age ranges. Mr RALPH then gave a description of how he wishes to operate the premises and it was clear that he intends to the run the premises as a bar or pub.

Sgt CURTIS informed Mr RALPH that the police have concerns regarding his application, as it does not sit comfortably with us that the previous licence was revoked by a Magistrates Court and his application seeks to reinstate the licence allowing the premises to again operate as a bar with the same hours, which had caused previous local community tension.

Sgt CURTIS suggested that to satisfy responsible authorities and the public, a closing time of 11.00 pm or 11.30 pm, in line with planning consent, may be more desirable. Mr RALPH indicated that he wished to sell alcohol until midnight, closing at 12.30 am, and said that Mr [REDACTED] is addressing the planning consent issue. Sgt CURTIS asked Mr RALPH if he would consider conditions that all customers must be seated and served by waiter/waitress service, more like a cocktail or wine bar, but Mr RALPH stated this would not work with the customers he hopes to attract and it would be difficult to manage.

For your information, imposing a condition requiring all customers to be seated within a premises significantly decreases the capacity of the premises which in turn reduces concerns in respect of the likelihood of crime and disorder, management of customers in relation to queuing, dispersal, and other issues associated with large volumes of intoxicated customers. When Covid restrictions required alcohol only to be provided with substantial food, Mr [REDACTED] advised Mrs SMART that 60 could be seated in the premises. The police consider this number of customers would be more appropriate for the location of this premises and may alleviate some residents' concerns.

Under Mr [REDACTED] management, Hennessey Cocktails mainly opened during the evenings, however Mr RALPH indicated that he intends to also open throughout the day providing alcohol, teas and coffees. In addition, he stated that he will be working as a manager for Mr [REDACTED] with responsibility for overseeing the management of Jackz Bar and the Lounge Bar (another late night licensed premises owned by Mr [REDACTED] which is closed at the moment due to refurbishment).

As it was clear that our views on how we feel the business should operate if this application is granted are significantly different to Mr RALPH's intended use of the premises, no further discussions took place.

In respect of Mr RALPH, we are aware that his wife was the DPS of the Bullers Arms, Brixham between July 2020 and January 2022 and during this time he was employed as a manager. The licence holder of the Bullers Arms is Star Pubs & Bars Limited, who lease the premises to Mr [REDACTED]. Mr [REDACTED] currently runs 6 pubs in the Torbay and Teignbridge area, including some difficult premises due to the customers they attract, with the Bullers Arms being one of the less problematic. Mr [REDACTED] has a strong management team, consisting of about 4-5 personal licence holders who oversee the running of these premises, and they regularly visit them, and provide training, advice

and guidance to the managers as appropriate. Therefore, Mr RALPH has had significant support whilst working as a manager at the Bullers Arms.

We are also aware that Mr RALPH was previously employed as a bar manager for Shearings Hotel, in Paignton for approximately 10 years. The Torbay Council Licensing Public Register indicates that Mr RALPH has never been the DPS of that premises. As Shearings Hotels is a national company, again Mr RALPH would have been well supported in his role as bar manager and would have had to adhere to various company policies and training and support would have been provided

Mr RALPH states he previously owned and managed a pub called The Tern Inn in Chipping Sodbury. Mrs SMART has been in contact with Avon and Somerset Police Licensing. They advised her that their records show that Mr RALPH applied for a personal licence and his wife was the licensee of the Tern Inn in 2003. As this is almost 20 years ago they hold no further information.

Mr RALPH also states he owned and run a pub called the Woodbine in Cirencester. Enquiries with Gloucestershire Police Licensing confirm that this was his home address in 2005 but they hold no other information.

In respect of both of these premises, it is apparent that Mr RALPH was involved with them about 20 years ago, either before or around the time the Licensing Act 2003 came into effect (November 2005). Therefore, whilst having some experience at managing pubs, it does not appear that Mr RALPH has been a DPS or premises licence holder, where he has experience of being solely responsible for the management of a licensed premises under the Licensing Act 2003, and in his roles since that time he has had significant support from others. This raises concerns in respect of Mr RALPH's suitability to run a premises with a poor track record.

Furthermore, Mr RALPH in his roles as premises licence holder and DPS will be employed by the leaseholder of the premises, Mr [REDACTED]. The police note that conditions have been included within the application prohibiting Mr [REDACTED] to be in the premises when they are open and prohibiting him from being involved or influence the management of the premises. These conditions were not formulated by Mr RALPH but have been copied from the premises licence of Jackz Bar, having been imposed on that licence by the licensing sub-committee following a review in October 2021.

The police have concerns regarding the interpretation and enforcement of the condition prohibiting Mr [REDACTED] being involved in or influencing the operation of the premises. From recent experience with Jackz Bar (January 2022), despite this condition on the licence, it is evident that Mr [REDACTED] is still actively involved in matters contained within the operating schedule of the premises licence. For example, the Jackz Bar licence contains a condition regarding the premises meeting the standards of Best Bar None. As Mr [REDACTED] is prohibited from being involved in or influencing the operation of the premises, it is the expectation of the police that the premises licence holder or a delegated and trusted member of staff, other than Mr [REDACTED], should be responsible for matters contained within the licence. On 13 January 2022 the Chair of Best Bar None sent Mrs SMART a text message advising that Mr [REDACTED] had contacted her concerning Jackz Bar signing up to Best Bar None.

A further example is that on Sunday 19 December 2021 an incident of criminal damage (CR/110236/21) occurred at Jackz Bar where a heavily intoxicated male was refused re-entry to the premises and subsequently picked up a beer barrel and threw it at a window. As Mr [REDACTED] is the business owner of this premises he is also the 'victim'. The crime record contains updates as follows:

19/12/21 Officers attending premises indicate CCTV covers the incident and will be burnt off for collection

23/12/21 The officer in the case (OIC) tried to contact Mr [REDACTED] but he did not answer his phone

24/12/21 OIC again rang Mr [REDACTED], but he did not answer.

04/01/22 Mrs SMART updated the crime stating that the premises licence holder is legally responsible for supplying CCTV and provided her contact number, with a request that officers contact her and Mrs SMART advised the OIC that she had sent an email to the licence holder on 23 December 2021 in relation to the prompt provision of CCTV.

05/01/22 OIC again spoke to Mr [REDACTED] who informed her that CCTV would be ready for collection on Friday 7 January 2022 or Saturday 8 January 2022.

It therefore appears that on 5 January 2022 CCTV had still not been downloaded. The CCTV condition on the licence for Jackz Bar states that CCTV must be provided "with absolute minimum delay" and therefore the police consider that this condition has not been complied with.

Furthermore, in respect of Jackz Bar, despite a review of the licence where additional conditions were imposed on the licence, together with a suspension period in order that these could be implemented, during a visit in the early hours of 9 January 2022 Mrs SMART and Mr MARTIN identified various breaches of conditions. As a result of this a Closure Notice under Section 19 of the Criminal Justice and Police Act 2001 was served on the premises licence holder.

On 12 January 2022 Mrs SMART advised the premises licence holder in an email that it is her responsibility to ensure the requirements of the licence are met at all times and if she is satisfied that she can comply with all the conditions on the licence she can carry out licensable activities whenever she wishes, but if she is not satisfied that she can comply with the conditions, then she should not carry out licensable activities. Sgt CURTIS also gave similar verbal advice to the premises licence holder on 14 January 2022.

At 2230 hrs on 15 January 2022 and 0100 hrs on 16 January 2022, PC HONEYBALL attended Jackz Bar and established that alcohol was being sold and music was being played.

On Friday 21 January 2022 Sgt CURTIS and Mrs SMART met with the premises licence holder and Mr RALPH at Jackz Bar. Whilst at the premises Sgt CURTIS and Mrs SMART had concerns about various safety matters, which were discussed at length. Mrs SMART then went through each condition on the premises licence (with the exception of those in relation to public nuisance) to check their compliance. Numerous breaches of conditions were identified, including the lack of staff training records and a fire safety risk assessment. As alcohol had not been sold in the 24 hrs preceding this meeting, a Section 19 Closure Notice could not be served on the PLH on this occasion.

As a result of this meeting, Sgt CURTIS and Mrs SMART were concerned that despite a review and subsequent appeal which was withdrawn, various conditions that the premises licence holder agreed to on 7 October 2021, and were not subject of the appeal, had not been implemented when the premises re-opened on 7 January 2022. Furthermore, regardless of advice from Mrs SMART and Sgt CURTIS, licensable activities had taken place over the weekend of 14/15/16 January 2022. Despite the current premises licence holder and DPS being appointed on the morning of the review hearing in an attempt to alleviate police concerns, this has had no impact on the management of the premises or compliance with the requirements of the Licensing Act, and it is evident that the premises licence holder is merely fronting for Mr [REDACTED].

On 2 February 2022 the police applied for a further review in respect of Jackz Bar, a copy of the application is attached for your information.

In respect of police concerns in respect of Hennessey Cocktails and Jackz Bar, the common denominator is the business owner, Mr [REDACTED]. As the applicant Mr RALPH, will be employed by Mr [REDACTED], he will be working as a front for Mr [REDACTED].

In respect of this application I would draw your attention to the following:

- Page 4 – Description of premises. The applicant describes the premises as a cocktail bar but has confirmed the premises will operate as a bar/pub. The description states there is an additional outside seating area directly in front of the premises but the plan does not show this area. The application does not contain any reference to this area, such as suitable measures to ensure it is managed in a responsible manner. For your information, the road outside this premise does not contain a pavement but some parking spaces along the harbour edge have had bollards placed along them to prevent vehicles parking there.
- Page 13 - Late Night Refreshment. The applicant seeks late night refreshment both indoors and outdoors between 2300 and 0030. Guidance note 3 of the application on page 24 states “Where taking place in a building or other structure please tick as appropriate (indoors may include a tent)”. As the applicant has indicated he wants late night refreshment outdoors this means he is seeking to provide hot food and drink, such as takeaways, outside the premises between the hours requested. The application does not contain any measures to satisfy the police that this activity will be managed in a responsible manner and the lack of appropriate measures will have a negative impact on public nuisance, such as litter, noise and queue management, particularly in the absence of a pavement outside.

The Prevention of Crime and Disorder

- Condition 2 - CCTV (page not numbered). This is an outdated condition which is no longer acceptable to the police. A further CCTV condition is contained further within the application.
- Condition 3 - Door stewards (page not numbered). Part of this proposed condition is irrelevant as it only applies if the premises close after 0030 hrs. As the application seeks the premises to close at 0030 hrs door stewards would not be required on a Friday or Saturday night. The condition proposes that a risk assessment will be carried out, but this relies on the premises licence holder and DPS to carry out an appropriate assessment.
- Condition 5 - Mr [REDACTED] shall not be involved in or influence the operation of these premises. As already highlighted police have concerns regarding interpretation, enforcement and compliance with this condition.
- Conditions 7-18 - CCTV. No mention of recording media. Police recommend a condition stipulating that storage media (USB's/memory cards etc) will be provided by the premises, with a quantity of these to be kept on the premises at all times, and also for a CCTV monitor behind the bar in order that staff can monitor parts of the premises not visible from the bar and customers outside.
- Condition 19 - Staff and door stewards shall ensure that customers leave the area in a quiet and orderly manner (page 17). There is no condition requiring door stewards other than by a risk assessment.

Public Nuisance

- Condition 12 - The supply of alcohol shall be permitted until midnight on Sunday; supply of alcohol shall be permitted from 10.00 am to midnight 7 days a week (page 19). The police see no purpose of this condition as the timings are already stated within the appropriate section of the application.
- Condition 14 - Supervision of designated smoking area (page 20). Door stewards will not be required at the premises, other than by risk assessment. Again as there is no pavement outside the premises, these individuals will be positioned on the highway.
- Condition 15 - Noise limiter (page 20). This is duplicated at condition 27 on the same page.
- Condition 16 - E and G both refer to SIA door stewards.
- Condition 31 - Noise management plan must contain procedures to ensure the lobby is used. The premises does not have a lobby.
- Condition 36 - The placing of refuse. The condition proposes it “ must not take place before 8pm Mon-Sat and 9pm Sun and not later 10pm on any day”. This might be a typing mistake and the applicant may mean am.

The application does not contain any proposed conditions in relation to incident records, the premises joining Best Bar None or a written drugs policy, despite concerns about drug use and supply being raised at the review hearing and these being recommended within your Licensing Statement of Principles.

The operating schedule within the application has clearly been completed by copying conditions contained within the previous premises licence at this premises, and from other premises licences. The operating schedule contains conditions which are irrelevant, duplicated or serve no purpose and make several references to door stewards, when there is no requirement for door stewards to be employed at any time other than by a risk assessment. It is evident that whoever prepared this application has not given appropriate consideration as to the content of the operating schedule but has merely submitted an application which they believe will be acceptable to the responsible authorities. This is of great concern to the police due to the earlier revocation of the premises licence, as it shows the new applicant does not comprehend or has not given the required consideration this application warrants. It also raises concerns about the suitability and the style of his proposed management.

CONCLUSION

The police are concerned that Mr RALPH will be fronting for Mr [REDACTED], who is unable to hold the premises licence himself. Recent dealings with Jackz Bar have demonstrated that the current and previous licence holders and DPS' of that premises have failed to take responsibility for the premises leading to two review applications being served within a 6 month period and the service of a Section 19 Closure Notice. It is also apparent that Mr [REDACTED] is still involved in the operation of that premises. The current situation at Jackz Bar demonstrates that regardless of additional conditions being imposed on the licence, they do not guarantee that there will be any improvement in the way a premises is managed if the controlling mind is not appropriate or responsible. Despite the proposed condition within the application that Mr [REDACTED] will not be involved or influence the operation of this premises, we have no confidence that this will be complied with.

In respect of Mr RALPH, whilst we have had no concerns with his management of the Bullers Arms, in the last 10 years he has been employed by Shearings Hotels and Mr [REDACTED], who will have provided support and guidance to him. However, he has no proven track record or experience of being a

premises licence holder or DPS, where he will have sole responsibility for managing a problematic premises and putting policies into place to deal with any concerns arising.

In respect of Jackz Bar, Mr [REDACTED] applied to be the premises licence holder and DPS but these applications were refused by your licensing committee in June 2021. Since that time he has selected existing members of staff who hold a personal licence to take on these roles when they do not have the experience and knowledge to do so, and they have been reactive to issues raised, rather than proactive. In respect of Jackz Bar the current premises licence holder does not possess any problem solving skills, and therefore she is not able to identify and resolve issues without significant support from ourselves. This has a detrimental impact on workloads for police staff and officers. In respect of Hennessey Cocktails, Mr [REDACTED] has not advertised a vacancy for a manager, sought applications from suitable candidates and interviewed to select the best person for the role, but has merely approached Mr RALPH, due to him being a friend with a personal licence, and has given him the role. These issues cause concern for the police as we are not confident that, should this licence be granted, the situation will be any different from that already being experienced at Jackz Bar.

Furthermore, Mr RALPH has indicated that he will be responsible for Hennessey Cocktails but will also oversee the management of Jackz Bar and the Lounge Bar, although he has no legal position at these premises. This causes concern as all three premises are classed as high risk by the police due to on-going issues, previous concerns and the late licences at Jackz and the Lounge Bar. As Hennessey Cocktails is a high risk premises the police expect any future DPS to be present at the premises for a large amount of the working week, particularly during key trading periods, such as Friday and Saturday nights, and with their mind focused on the management of this premises.

In relation to this premises, the police and members of the public had no concerns when it operated as a chilled, relaxed cocktail bar, but the premises had a detrimental impact on residents when operating as a bar/nightclub. The police have tried to negotiate the terminal hour and conditions that all persons will be seated within the premises and served by waiter/waitress service, with the applicant but he indicated he would not agree to these.

Whilst Mr [REDACTED] remains the leaseholder and controlling mind of this premises, the premises licence holder and DPS will be employed and directed by him and the police have no confidence that the premises will be managed in a way that promotes the licensing objectives.

Yours faithfully

D Curtis

Sgt D Curtis
Police Licensing Sergeant for Devon

J Smart

J Smart
Police Licensing Officer Torbay



LICENSING ACT 2003

APPLICATION FOR THE REVIEW OF A PREMISES LICENCE OR CLUB PREMISES CERTIFICATE

NOTIFICATION

Information held by Torbay Council complies with and is held in accordance with the UK Data Protection Act 1998. The information that you provide on this form will only be used for this application form and will only be disclosed where necessary under any applicable legislation.

Information may also be shared for the prevention and detection of crime, for example with the police and other agencies as required by law, such as the Audit Commission under the National Fraud Initiative data matching exercise.

You have a right of access to your personal information. If you wish to access your personal information or exercise any of your rights under the legislation then please contact Torbay Council's Information Governance team on 01803 20 7467. Further information can be found on the Information Governance pages on Torbay Council's Internet site at, www.torbay.gov.uk

Completed forms should be returned to:

**Environmental Health Manager (Commercial)
Torbay Council
Community Safety
C/O Torquay Town Hall
Castle Circus
Torquay
TQ1 3DR**

Contact Details:

Tel: 01803 208025

Web: www.torbay.gov.uk

Email: licensing@torbay.gov.uk

**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 Sgt Dave CURTIS, Licensing Sergeant for Devon and Julie SMART, Police Licensing Officer Torbay
(Insert name of applicant)

apply for the review of a premises licence under section 51 / apply for the review of a club premises certificate under section 87 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 Jackz Bar Parkham Road	
Post town Brixham	Post code (if known) TQ5 9BU

Name of premises licence holder or club holding club premises certificate (if known) Mrs XXXXXXXXXX

Number of premises licence or club premises certificate (if known) PL0878

Part 2 - Applicant details

I am Please tick ✓ yes

- 1) an individual, body or business which is not a responsible authority
(please read guidance note 1, and complete [A] or [B] below)
- 2) a responsible authority (please complete [C] below)
- 3) a member of the club to which this application relates
(please complete (A) below)

(A) DETAILS OF INDIVIDUAL APPLICANT (fill in as applicable)

Please tick ✓ yes

Mr Mrs Miss Ms Other title
(for example, Rev)

Surname

First names

MRS SMART am 18 years old or over

Please tick ✓ yes

**Current postal
address if
different from
premises
address**

Post town

Post Code

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 Devon and Cornwall Police Police Station South Street TORQUAY Devon
Telephone number (if any)
E-mail address (optional) Julie.smart@devonandcornwall.pnn.police.uk

This application to review relates to the following licensing objective(s)

Please tick one or more boxes ✓

- | | |
|-----------------------------------------|----------|
| 1) the prevention of crime and disorder | X |
| 2) public safety | X |
| 3) the prevention of public nuisance | |
| 4) the protection of children from harm | |

Please state the ground(s) for review (please read guidance note 2)

- 1) Concerns in respect of Mrs [REDACTED] suitability to hold a premises licence.
- 2) Failure to comply with the conditions imposed on the premises licence following a previous review, leading to the service of a Closure Notice under Section 19 of the Criminal Justice and Police Act 2001.
- 3) Further breaches of conditions identified following service of Closure Notice despite advice provided by police.
- 4) Premises in a poor state of repair, with public safety concerns identified by the police.
- 5) No improvement in the management of the premises as a result of the review.
- 6) The PLH/DPS is fronting for the leaseholder, who is unable to hold the licence himself.
- 7) The premises are not meeting the licensing objectives the Prevention of Crime and Disorder and Public Safety.

Please provide as much information as possible to support the application (please read guidance note 3)

This premises has had the benefit of a premises licence issued by Torbay Council since November 2005. Between 2005 and June 2021, despite the premises being authorised to sell alcohol until 0230 hrs, the premises did not regularly come to police attention due to the robust management in place. The premises is classed as High Risk by the police due to the lateness of the licence.

On Thursday 24 June 2021, applications to transfer the licence and vary the DPS to Mr [REDACTED] were refused by the Licensing Authority following objections by the police. At the hearing in relation to this matter Mr [REDACTED] produced two documents, a Door Stewarding Policy and a Bar Staff policy, which he stated would ensure all his premises were managed in a responsible manner. Within these documents Jackz Bar is referred to as Hennessey Sports Bar. The refusal of these applications has resulted in Mr [REDACTED] being the leaseholder of this premises but with him being unable to hold the licence or be the DPS. Copies of these policies are attached at pages 1-7.

Later that day, applications to transfer the licence and vary the DPS were received in the name of Miss [REDACTED], who was a current member of bar staff at the premises and employed by Mr [REDACTED] with both applications to have immediate effect. These applications were subsequently granted by the Licensing Authority.

Throughout the time that Miss [REDACTED] was responsible for the premises, police had concerns in relation to her availability to meet, her failure to respond to phone calls, alleged drug supply at the premises, an increase in recorded crime including an incident where a door steward assaulted a male, the use of an unlicensed door steward, drunkenness, failure to provide CCTV and it appeared that Miss [REDACTED] was not in control of the premises but acting as a front for Mr [REDACTED]

On 4 August 2021 the police applied for a review of the premises licence at Jackz Bar, and a copy of that application is attached at pages 8-17.

The review hearing was subsequently arranged for 7 October 2021. The day before the review hearing, Mrs [REDACTED], who was a current member of bar staff at the premises and employed by Mr [REDACTED], applied for the transfer of the licence and nominated herself as designated premises supervisor.

Mrs [REDACTED] attended the review hearing and confirmed that she was aware of the police concerns raised within the review application. She read a statement outlining the action that she would take to ensure the police concerns were alleviated, and she sought to reassure the licensing sub-committee that she would be in control of the premises. She indicated that she was willing to undertake further training and would be grateful for any advice or assistance from responsible authorities. Mrs [REDACTED] stated that the statement she read had been prepared by herself and Mr [REDACTED] and she agreed to all the conditions proposed by the police and Mr MARTIN. At the conclusion of the hearing the Licensing Sub-Committee resolved to add the conditions proposed by Mr MARTIN and the police to the licence, a condition proposed by Mrs [REDACTED] that Mr [REDACTED] be prohibited from entering the premises when open to the public, together with a further condition that Mr [REDACTED] should not be involved in or influence the operation of the premises. The licence was suspended for 3 months to 7 January 2022, and Mrs [REDACTED] was advised that this suspension period was to allow her time to implement the measures outlined in the new conditions.

On 17 October 2021 police were informed by the Ambulance Service that they had been called to the premises by an irate female who stated that her drink had been spiked and she had been sexually assaulted. (Log 133 17/10/21 and CR/90544/21 refer). The log indicates that the female alleges she went into the toilet with a male who sexually assaulted her. The female said that she told others in the premises about the incident after it took place and then collapsed, losing consciousness. An ambulance attended and took the female to hospital prior to police arrival at the premises. Officers spoke to witnesses and asked to see the CCTV, but no one present could work it. The log indicates that the female admitted to ambulance staff that she had had a lot to drink and had taken cocaine. At hospital the female was fitting and had to be intubated. The crime report in respect of this incident

indicates the female was spoken to by officers, and although she could not remember much about the night, she stated she went out for lunch in Brixham and continued to drink all afternoon, drinking in another licensed premises until 0030 hours when she then attended Jackz Bar, Brixham, arriving shortly before 0100 hrs. The female told officers that she did not wish to pursue her complaints of drink spiking or sexual assault and would not support a police investigation. The crime was subsequently filed, with no criminal investigation taking place.

On 16 November 2021 Sgt CURTIS and Mrs SMART met with Mrs [REDACTED] at Jackz Bar. They discussed the review of the premises licence and Mrs [REDACTED] responsibilities as premises licence holder and DPS. The appeal process was discussed and Mrs SMART explained to Mrs [REDACTED] that she had until Friday 19 November 2021 in which to apply for an appeal. Mrs [REDACTED] stated that she had not discussed the matter with Mr [REDACTED], so was not aware if he wanted to appeal. Mrs [REDACTED] was informed that as she is the PLH/DPS, it was for her to decide if she wished to appeal. She was further advised that if an appeal was lodged in her name, she would be liable for any costs awarded by the court. Sgt CURTIS recommended that she should discuss the matter with Mr [REDACTED] and an appeal should only be lodged with her consent. Mrs [REDACTED] asked whether she would have to attend court if there was an appeal and she was told that she would. She stated that she would not apply for an appeal as she did not wish to attend court and was satisfied with the conditions imposed on the licence.

As Mrs [REDACTED] had indicated at the review hearing that she was willing to undertake further licensing training, and would be grateful for advice and assistance, Mrs SMART gave her a list of courses provided by the British Institute of Innkeepers (BII), these being Level 1 Award in Responsible Alcohol Retailing, Level 2 Award in Conflict Management for Licensed Premises Staff, Level 2 Award in Drugs Awareness for Licensed Hospitality Staff and Level 3 Award for Designated Premises Supervisors. Mrs SMART also gave her the email address and telephone number for the Chairperson of Torbay Best Bar None, a Torbay Council Age Verification Policy, a document containing details of the Trading Standards Age Related Sales Sign-up Scheme, and an ACPO/Home Office document in relation to CCTV requirements.

Whilst Mrs SMART was sat talking to Mrs [REDACTED], Mrs SMART noticed that there was a cold draught coming from a window she was sat next to, which had a hole in it. Mrs SMART pointed this out to Mrs [REDACTED] and said that she was aware of an incident some time ago (before Mrs [REDACTED] took over as PLH/DPS) where a mobile phone had been thrown through a window. Mrs SMART advised Mrs [REDACTED] that as she could feel a draught through this window it may be possible for noise to escape through it. Mrs SMART advised Mrs [REDACTED] that the licence contains a condition that there must be secondary glazing in the premises and recommended that the window is fixed as soon as possible, as it may constitute a breach of the condition. At the time of this meeting, builders were working in the premises downstairs, and Mrs [REDACTED] stated that she would speak to them and ask them to board the window up.

The drink spiking/sexual assault incident was then discussed. Mrs [REDACTED] stated she was not working on the night and did not know why police were not contacted despite a female being unconscious at the premises or immediately outside. Sgt CURTIS and Mrs SMART watched the CCTV, which showed a male go into the female toilets followed by a female at approximately 0109 hrs. This couple were in the toilet for about 10 minutes, with other females entering, in total there were approximately 5 or 6 persons within the toilet area. Mrs [REDACTED] commented that there are only 2 cubicles and the area is very small so she was surprised to see so many people go in there.

The couple then left the toilet and stood outside the door for a couple of minutes talking, and, although the CCTV did not show their heads, it did not appear that they were having an argument. The couple then sat down, talking and drinking. They then got up and made their way towards the bar, in the process dancing and talking to people. The female did not appear upset or distressed and was seen touching and cuddling the male.

Whilst viewing the CCTV, a CCTV engineer arrived at the premises at the request of Mr [REDACTED], and Mrs SMART and Sgt CURTIS had a brief discussion with him. He informed them that his company provide a 24 hr telephone assistance service to deal with any enquiries and should a member of staff or

police officer be unable to operate the system, they can ring the number displayed on a sticker attached to the hard drive and will be talked through the process. The engineer stated his company will also be able to assist with the downloading of footage. Mrs SMART asked him to check that the CCTV system at the premises met the requirements outlined in the ACPO/Home Office document that had been handed to Mrs [REDACTED].

Due to the attendance of the CCTV engineer, Mrs SMART and Sgt CURTIS felt it inappropriate to continue discussing the CCTV further and, coupled with the fact they had seen the male and female enter the toilet unchallenged in relation to this incident, they concluded the meeting with Mrs [REDACTED]. However Mrs [REDACTED] was advised to ensure that staff and door stewards regularly monitor all areas of the premises, including the toilets, as no staff or door stewards had been seen in the left hand side of the premises throughout the CCTV footage viewed, which covered at least 30 minutes.

On 30 November 2021 Mrs SMART was advised that Mrs [REDACTED] had appealed against the decision of the Licensing Sub-Committee and was forwarded the Notice of Appeal dated 18 November 2021.

In November 2021 Mrs SMART asked Torbay Council to provide her with a copy of the plan for the premises and on receipt of this Mrs SMART noticed that the plan shows some male toilets to the left of the bar. As Mrs SMART did not recall seeing any toilets in that location during her visit on 16 November 2021, on 7 December 2021 Mrs SMART sent Mrs [REDACTED] an email and the plan, requesting her to confirm whether the plan was accurate. Copy attached at pages 18-19.

On 15 December 2021, on behalf of Torbay Council Licensing Team, Mrs SMART sent an email to all bars/nightclubs that could sell alcohol after midnight in relation to the guidance for vaccine passports. Mrs SMART followed this up with a further email in respect of the documentation those premises were required to keep. Both emails were sent to Mrs [REDACTED]. Copy attached at pages 20-21.

At 0045 hours on Saturday 18 December 2021 Sgt CAYLESS attended Jackz Bar in order to ascertain if the premises was providing music or dancing, and whether they were carrying out any vaccine passport checks. At that time Mrs [REDACTED] was present and informed Sgt CAYLESS that as no music or dancing was being provided, and as the premises were operating as a bar and not a nightclub, she did not believe they were required to undertake vaccine passport checks. At the time of this visit Sgt CAYLESS noted that a smashed window on the first floor was still broken. Copy email attached at page 22.

On 19 December 2021 an incident occurred at Jackz Bar where a heavily intoxicated male left the premises at closing time but tried to re-enter and was refused. He assaulted a female outside and picked up a beer barrel which he threw at a window, smashing it (log 129 19/12/21, CR/110236/21 criminal damage and CR/110239/21 assault refer).

In respect of the crime complaint of assault, the aggrieved person did not wish to pursue the matter so the crime was filed, however enquiries in respect of the complaint of criminal damage are progressing.

In respect of the criminal damage, the crime report was updated on 19 December 2021 indicating that officers who attended shortly after the incident, confirmed that CCTV covers the incident and will be burnt off for collection. On 23 December 2021, the officer in the case tried to contact Mr [REDACTED] (as he owns the business, he is the 'victim') but he did not answer his phone.

On 22 December 2021 Mrs SMART was advised that Mrs [REDACTED] had withdrawn her appeal and that the premises was closing with immediate effect, in order to serve the remainder of the suspension period, with the premises not able to re-open until 7 January 2022.

On 23 December 2021 Mrs SMART sent Mrs [REDACTED] an email in which she advised Mrs [REDACTED] that she was aware that the broken window had not been fixed, that Mrs [REDACTED] had not responded to her email of 7 December 2021 in relation to the plan, and that Mrs SMART trusted the CCTV footage of the incident on 19 December 2021 would be downloaded and provided to the police as soon as possible.

Copy email attached at pages 22-25.

On 24 December 2021, whilst on leave, Mrs SMART received an email from PC Chris SMOOTHY in relation to an assault at Jackz Bar on 10 October 2021 where a male was knocked unconscious (CR/89906/21). His comments in respect of the CCTV were positive in that the quality of the images was good and captured the incident in full. On her return to duty in January 2022, Mrs SMART looked at the crime report which contained the below updates:

- 15/10/21 Mr ██████████ was contacted by police. He stated he was in Wales on a course but said CCTV would be downloaded and he would drop it to Brixham Station on Sunday.
- 20/10/21 USB stick received.
- 20/10/21 OIC (officer in case) unable to access CCTV as it required a bitlocker password. Email sent to Mr ██████████ re this.
- 25/10/21 No response received from Mr ██████████ so voicemail message left
- 28/10/21 OIC spoke to Mr ██████████ who said he would download CCTV again and drop at Brixham, and will email OIC to inform her when this has been done
- 03/11/21 OIC not received contact from Mr ██████████ re CCTV so further voicemail left
- 04/11/21 USB stick received. Channel 5 covers incident and provides good image of suspect.
- PC Smoothy reviews CCTV and is satisfied that the suspect has a defence of self-defence so the crime was been filed.

On this occasion it took 24 days from the date of the incident for the footage to be provided in a viewable format.

On 4 January 2022 Mrs SMART viewed the crime report in respect of the criminal damage on 19 December 2021 (CR/110236/21) and noted that on 24 December 2021, the officer in the case again rang Mr ██████████, but he did not answer. Mrs SMART updated the crime stating that Mrs ██████████, as premises licence holder, is legally responsible for supplying CCTV, requesting that officers contact her, and Mrs SMART indicated that she had sent Mrs ██████████ an email on 23 December 2021 advising her to download the CCTV immediately and provide to the police.

On 4 January 2022 a post on Facebook indicated that Jackz Bar would be open on Friday and Saturday nights throughout January and that customers must provide their vaccine passport or proof of a negative lateral flow test on entry.

On 7 January 2022 Mrs SMART again viewed crime report CR/110236/21 and noted that an officer spoke to Mr ██████████ on 5 January 2022 when he advised the officer that the CCTV would be ready for collection on either Friday 7 or Saturday 8 January 2022. It therefore appears that the CCTV had not been downloaded on 5 January 2022, which was 17 days after the incident occurred despite Sgt CURTIS and Mrs SMART being aware that the CCTV Company could support staff with downloading footage 24 hrs a day. The CCTV condition on the premises licence states that CCTV must be provided "with absolute minimum delay" and therefore the police consider that this condition has not been complied with.

On 7 January 2022 Jackz Bar could re-open following the suspension of the premises licence.

At 2345 hrs on Saturday 8 January 2022 Mrs SMART and Mr Karl MARTIN attended Jackz Bar in order to check that the conditions imposed on the licence following the review were being complied with. Mrs SMART parked the car in Parkham Road in a position enabling them to view the front door of the premises, from a distance of about 20+ metres. Whilst in the car with the doors and windows closed Mr MARTIN and Mrs SMART could hear music and Mr MARTIN opened the car door. They discussed the music and formed the opinion that it was probably coming from Jackz Bar. Whilst watching the premises they noted a door steward outside. During the time they were observing the premises they saw a mature couple enter the premises without showing anything to the door steward. The door steward briefly went inside the front door but this was only for a couple of seconds. A group of 4 males then approached the premises, the first male showed the door steward something but the other 3 did not. The door steward again briefly followed these males into the front door but exited again a few

seconds later. In their opinion the door steward did not have time to check vaccine passports/negative lateral flows of all the individuals who entered the premises.

At 0005 hrs on Sunday 9 January 2022 Mrs SMART rang PC RANDALL who stated he would meet them at the premises in a few minutes. Mr MARTIN and Mrs SMART got out of the vehicle and walked to New Road where we were stood about 5m from the front door of the premises and could clearly hear music coming from the front door of Jackz Bar.

PC RANDALL arrived and Mr MARTIN and Mrs SMART then spoke to two door stewards. They asked the stewards what they had been told about their responsibilities for the night. The stewards responded that they had to make sure there were no incidents and deal with individuals. They asked the stewards what checks they had been asked to carry out and one said "Challenge 25". Mrs SMART asked whether they were carrying out vaccine passports/negative lateral flow checks and the stewards said they were. Mrs SMART informed them that she and Mr MARTIN had been watching the premises for about 20 mins and during this period one male showed the door steward something before entering, but 5 other persons did not. One door steward stated that the customers showed him their vaccine passports just inside the front door so it would be covered by the CCTV. Mrs SMART informed this steward that in her opinion he was not inside the front door long enough for this to have taken place. Mr MARTIN asked the stewards what documents they were accepting and although the stewards were saying the correct things, Mrs SMART saw one female show a door steward a photograph of a lateral flow device and Mrs SMART immediately advised him that a photograph was not acceptable. This female immediately entered the premises but Mrs SMART did not hear the steward ask for an appropriate document, although Mrs SMART accepts that she was distracted talking to the other steward so may have missed this. Whilst stood talking to the one of the stewards, Mrs SMART noticed that it took the other steward several minutes to check vaccine passports/negative lateral flows of customers who arrived, which tended to confirm her suspicions that they had not been requested from the customers seen to enter the premises earlier.

Mr MARTIN or Mrs SMART asked the stewards how many persons were inside and one steward said "About 30". Mrs SMART asked if they had clickers and they stated they did not. Mr MARTIN asked the stewards how they were going to monitor numbers within, pointing out that the licence requires them to have 2 stewards for the first 100 customers and an additional steward thereafter. The stewards said they would guess or estimate the numbers inside. Mr MARTIN and Mrs SMART told them that this was unacceptable.

Mr MARTIN asked the stewards what they had been requested to do in respect of noise issues. One of the stewards said that when customers leave or are smoking outside they have to try to get them to move away from the premises and not cause a noise. Mr MARTIN asked what the stewards had been told in relation to monitoring noise from music, such as carrying out checks from different locations around the premises and logging this, but they said they did not know anything about that.

Mr MARTIN and Mrs SMART then entered the premises and were met by Miss [REDACTED], who was the personal licence holder on duty. Mrs SMART asked Miss [REDACTED] to produce the premises licence and she took the licence summary off the wall. Mrs SMART told her that she wanted to see the whole licence and Miss [REDACTED] went and looked in a folder located in the small room behind the bar but could not find it. Miss [REDACTED] then rang Mrs [REDACTED] to establish its location. Miss [REDACTED] told Mr MARTIN and Mrs SMART that Mrs [REDACTED] had not received an updated licence as a result of the agreement reached before Christmas, ie when Mrs [REDACTED] withdrew her appeal. Mrs SMART advised Miss [REDACTED] that Mrs [REDACTED] would have received a copy of the premises licence after the review hearing and said that she would like to see that copy. Miss [REDACTED] again rang Mrs [REDACTED] who told her it was in an orange box-folder. Whilst Miss [REDACTED] was speaking to Mrs [REDACTED], Mrs SMART and Mr MARTIN compared the plan of the premises against the layout, and it was apparent that the male toilets shown next to the bar on the plan are no longer there. This was discussed with Miss [REDACTED], who stated that the toilets are now a store cupboard. Mr MARTIN and Mrs SMART noted that the walls in this area do not reflect the plan but agreed that this was a minor issue that should be addressed to ensure the plan is accurate.

Mrs SMART, Mr MARTIN, Miss [REDACTED] and PC RANDALL then went to a quieter area of the

premises and Miss [REDACTED] went through the folder but there was no premises licence in there. However the folder did contain policies in respect of door stewards and bar staff, and a written drugs policy, which Mrs SMART identified as those produced by Mr [REDACTED] at a hearing in respect of his applications for the transfer/vary DPS of this premises in June 2021.

Using the internet on her mobile phone, Mrs SMART looked at the premises licence and discussed several conditions with Miss [REDACTED]. Mrs SMART asked to see some staff training records. Miss [REDACTED] stated that they had not carried out any training yet but would start the following week and she was unable to produce any training records. Mrs SMART asked if she had completed the BIIAB Level 1 Course but Miss [REDACTED] did not know what it was and said she had not done it. Mrs SMART asked to see the first aid box, which she produced, however it did not contain equipment in relation to needles, blood and body fluids as required by the condition on the licence. Mr MARTIN asked if there was a sharps box and she said "No".

Mr MARTIN asked to see the noise management plan and other documents, but these could not be produced. Mrs SMART asked Miss [REDACTED] if she had any noise monitoring log sheets but she did not know anything about these.

Mrs SMART asked Miss [REDACTED] about vaccine passports checks and whether they were being carried out from the time the premises opened or some other time. Miss [REDACTED] said they were being checked from the time they opened and that everyone was checked. Mrs SMART asked to see the premises vaccine passport statement, but Miss [REDACTED] did not know what that was. Mrs SMART asked to see the logs of how many people had entered the night before but Miss [REDACTED] was not aware that they had to keep these records and stated she did not work the previous night.

Mr MARTIN and Mrs SMART advised Miss [REDACTED] that they were not satisfied that the premises were complying with the requirements of the licence. Mrs SMART advised Miss [REDACTED] that the penalty for failing to comply with the licence is an unlimited fine, up to 6 months imprisonment, or to both, and that they would contact Mrs [REDACTED] regarding the visit. They then left the premises.

At approximately midday on Sunday 9 January 2022, Mrs SMART rang Sgt CURTIS and advised him of the issues identified at Jackz Bar during the visit that morning. As a result of their discussions, Sgt CURTIS instructed Mrs SMART to serve a Closure Notice under Section 19 of the Criminal Justice and Police Act 2001 on Mrs [REDACTED] on his behalf. Mrs SMART subsequently prepared the notice and served it on Mrs [REDACTED] later that day. Copy of email, Closure Notice and Explanatory Notes is attached at pages 26-29.

During the week following the service of the Closure Notice Mrs SMART received several emails from Mrs [REDACTED], in respect of a request to meet with her at the premises on Friday 14 January 2022 to go through her documents and requesting advice on various matters referred to within the Closure Notice. Copies of these emails are attached at pages 30-46.

On 12 January 2022, Mrs SMART emailed Mrs [REDACTED] advising her that she and Sgt Curtis were unable to meet with Mrs [REDACTED] on 14 January 2022 due to other commitments. Within this email Mrs SMART advised Mrs [REDACTED] that if she was satisfied that she could comply with all the conditions contained on the premises licence then she could carry out licensable activities whenever she wishes, however if Mrs [REDACTED] was not satisfied that she could comply with the licence requirements she should not carry out any licensable activities until she is satisfied that she can comply. Copy email attached at pages 47-48.

On 14 January 2022 Mrs [REDACTED] rang Sgt CURTIS and asked if she could open that night. She was advised she should read her licence and if she could put a tick beside all the conditions as being met then she could resume licensable activities. She was also advised by Sgt CURTIS that any conditions that had been actioned but had not yet been completed due to a third party not being available to assist, like the Best Bar None assessment, would be acceptable.

At 2230 hrs on Saturday 15 January and 0100 hrs on Sunday 16 January 2022 PC HONEYBALL attended Jackz Bar. His email to Mrs SMART states two door stewards were on duty at the front of the

premises checking vaccine passports, another member of staff was positioned upstairs recording details of persons entering, and the premises were open until 0230 hrs with music and dancing taking place.

At 1245 hrs on Friday 21 January 2022 Sgt CURTIS and Mrs SMART attended Jackz Bar for an arranged meeting. At 1255 hrs, as Mrs [REDACTED] and Mr RALPH were not present, and the premises were locked, Sgt CURTIS and Mrs SMART began to walk down to the harbourside and met them en-route. They then returned to Jackz Bar, but neither Mrs [REDACTED] or Mr RALPH had a key and all persons waited outside for approximately 20 minutes until a key could be delivered to the premises.

On entering the premises both Mrs SMART and Sgt CURTIS needed to use the toilets. On advising Mrs [REDACTED] of this, she immediately advised Mrs SMART that there was no electric in the ladies toilets and she switched on a free-standing lamp positioned within the toilet, which was plugged into an extension lead and then into a socket within the main bar area, with the cable running across the entrance to the ladies, thus causing a trip hazard. Within the ladies toilet the lamp was situated between the electric hand drier and the sink, meaning the portable electrical lamp could potentially come into contact with the water in the sink or wet hands. The ceramic sink was broken, with a large hole in the front which was plugged with paper towels and had sharp edges. The sink was held together with silver tape and cellotape. Mrs SMART also noticed that there are 2 steps within the ladies toilet and the door of one cubicle opens directly over the top of these steps. These steps are a potential hazard, particularly if customers are wearing heels and/or under the influence of alcohol. On entering a cubicle and closing the door, Mrs SMART stated that the cubicle was pitch black and she was unable to see anything. Mrs SMART also noted that there were no facilities for drying hands.

Sgt CURTIS raised concerns with Mrs [REDACTED] in relation to the state of the male toilets. He pointed out that the cistern was not connected to the urinals and therefore no water flushes through the urinals. There was a strong smell of urine within the male toilet area. Mrs [REDACTED] indicated that the cistern had been like this for some time and prior to Mr [REDACTED] taking over the premises. Sgt CURTIS also showed Mrs [REDACTED] that the electric hand dryer was not fixed to the wall the wall and was lying on a shelf but was still connected to the mains electricity above the sink, and the paper towel dispenser was also on the shelf, both appearing to have been pulled from the wall, and again there were no facilities for customers to dry their hands. Mrs [REDACTED] indicated that she was not aware that the hand dryer and towel dispenser had been removed from the wall as she had not been in the premises since the week before, staff had not advised her of this matter and there was no record of the damage being recorded in the incident records for the previous weekend.

Photos of the above issues are attached at pages 49-55.

Within the main bar area, Sgt CURTIS raised concerns about the number of wires hanging from walls in at least 3 different locations, and the number of extension leads being used with sockets potentially being overloaded. He advised Mrs [REDACTED] that he had serious concerns about the safety of the premises and asked when the premises last had an electrical safety check. Mrs [REDACTED] indicated that she did not know. Sgt CURTIS then advised Mrs [REDACTED] that if it was his business he would not open until electrical safety checks had been completed but that was not something he could enforce. Mr RALPH and Mrs [REDACTED] agreed the premises was not safe and Mrs [REDACTED] said she would not open until an electrician had checked all the wiring to ensure it is safe and provides her with a certificate to this effect.

Sgt CURTIS asked Mrs [REDACTED] about staff training and any guidance given to the door stewards before their shift, using fire safety and escape routes as an example. He said "Do you show staff where the fire extinguisher is if in case it is required?" Mrs [REDACTED] stated that she did not know if there was a fire extinguisher, but if there was she did not know where it was located. Mr RALPH went and looked around behind the bar and he eventually located a fire extinguisher. Mrs SMART asked Mrs [REDACTED] if she had provided any fire safety training to staff and Mrs [REDACTED] stated that she had not provided any such training. Mrs SMART pointed out that in the case of an emergency customers under the influence of alcohol would expect to be directed to emergency exits by staff and stewards and therefore she has a duty to ensure all persons employed at the premises know where the fire escape routes, fire extinguishers and alarms (if installed) are located.

Mrs SMART then went through every condition contained on the premises licence (with the exception of those listed under public nuisance) to check that they were being complied with. Mrs SMART identified 8 conditions that were not being complied with in respect of the display of posters x 2, emergency exits, safety checks, accident records, training records, a fire risk assessment and failure to provide CCTV with absolute minimum delay. In addition to these breaches, Sgt CURTIS and Mrs SMART raised concerns in relation to Mr [REDACTED] still being involved in the operation of the premises due to his involvement in the provision of CCTV and contacting the Chairperson of Best Bar None. Whilst going through the premises licence Mrs SMART also identified a number of conditions which were duplicated, or have been updated with more comprehensive conditions, and Mrs SMART recommended that these could be removed to condense the content of the licence, thereby making it easier to read and comply with.

On 25 January 2022 Mrs SMART emailed Devon and Somerset Fire & Rescue Service and various members of Torbay Council staff advising them of the concerns identified on 21 January 2022. Mrs SMART subsequently received an email from Mr Gary STEER of the Fire Service advising her that he had arranged to visit the premises on Friday 28 January 2022 in order to carry out an audit.

On 26 January 2022 Mrs SMART sent an email to Mrs [REDACTED] outlining the discussions that took place during the meeting on Friday 21 January 2022. A copy of this email is attached at pages 56-60.

On Friday 28 January 2022 Mrs SMART received an email from Mr STEER, in relation to his visit to Jackz Bar that morning. Within his email he indicated that Mr [REDACTED] had decided to close the premises for a couple of months, that an audit had not taken place but advice was given in relation to several fire safety matters. Mr STEER stated Mrs SMART could contact him for further information.

On Monday 31 January 2022 Mrs SMART rang Mrs [REDACTED] to discuss the Fire Officers visit on Friday 28 January 2022. Mrs [REDACTED] stated that Mr [REDACTED] and Mr RALPH had been present during this visit, that she was not aware of the full details of the visit but knew the Fire Officers were not happy with what they had found, and that the premises had to close for another weekend. Mrs SMART asked Mrs [REDACTED] if she was present during the visit and Mrs [REDACTED] stated that she was not. Mrs SMART asked Mrs [REDACTED] why she was not present and she said "I had another job I had to go to". Mrs [REDACTED] told Mrs SMART that Mr [REDACTED] was going to arrange for a fire assessment to take place and Mrs SMART advised her to ensure that she is involved in this process and obtains copies of any documentation provided. Mrs SMART asked Mrs [REDACTED] when the premises were likely to re-open and Mrs [REDACTED] stated she did not know.

Mrs SMART then asked Mrs [REDACTED] when the electric in the ladies toilet stopped working. Mrs [REDACTED] stated she did not know. Mrs SMART asked her if the electric had been working over the weekend of 14/15 January 2022 when the premises had been open to the public, again Mrs [REDACTED] stated she did not know. Mrs SMART asked her how and when she became aware that the electric was not working and Mrs [REDACTED] stated she did not know when she first became aware, but it was when she noticed that someone had put a lamp in the toilets.

Mrs SMART then reminded Mrs [REDACTED] that she had given her a list of courses in November 2021 and asked whether she had completed any of this training. Mrs [REDACTED] stated she had completed the BIIAB Level 1 Award in Responsible Alcohol Retailing but none of the others. Mrs [REDACTED] further said that she will do some training at some point in the future, but said that she has a lot on at the moment due to personal issues.

On Monday 31 January 2022 Mrs SMART also rang Mr STEER to discuss his visit to Jackz Bar. He stated that he rang Mrs [REDACTED] twice in order to arrange the visit with her, but she did not answer her phone. As he wished to visit the premises as soon as possible, he therefore contacted Mr [REDACTED]. Mr STEER stated that he had not completed an audit at the premises, as it was not open and there were no staff to speak to, but he advised Mrs SMART of the below concerns he had identified:

- 2 final escape doors/gates open inwards and not outwards.
- Rear escape path in poor condition – steps need making good and path clearing

- Staircase not suitable as an escape route due to low head height
- Travel distance from garden to final escape may be problematic and may need a management plan
- Bolts on final exit doors to be removed completely when premises open to public with a management plan in place
- Ceiling in premises underneath has been removed and additional linked warning system needs to be in place until this has been rectified
- Warned re overuse of electric sockets and extension leads which need to be minimised
- Widths of escape route not suitable for more than 110 persons

Mr STEER advised Mrs SMART that he and Mr [REDACTED] discussed the intended opening of the premises that night. Mr STEER informed Mr [REDACTED] that there were a number of matters that needed addressing immediately and if they failed to do so, he would have stopped them from opening. As a result of this Mr [REDACTED] stated that the premises would not open for at least a couple of months. Mr STEER advised Mr [REDACTED] to employ the services of a competent fire risk assessor and provide him with copies of all documents prior to the premises re-opening.

As a result of the recent visits by Mrs SMART, Sgt CURTIS and the Fire Safety Officers, Sgt CURTIS discussed the concerns identified at this premises with Inspector Martin TREGASKIS, who instructed him to apply for a review of the premises licence.

On 1 February 2022 Mr RALPH sent Mrs SMART an email with various electrical safety documents attached. Copies of all those documents are attached at pages 61-92.

On 1 February 2022 Mrs SMART also received an email from Mrs [REDACTED], copy attached at page 93.

As other responsible authorities are now dealing with the public safety matters, further updates will be provided at the hearing.

Sgt CURTIS and Mrs SMART suspect that prior to the review hearing, it is likely that Mrs [REDACTED] will resign from her positions as premises licence holder and DPS, as did the former PLH/DPS Miss [REDACTED], in an attempt to avoid the necessity for a review hearing. Should this be the case, further transfer and vary DPS applications will be submitted. However, these will not alleviate our concerns as we have no confidence in Mr [REDACTED] selection process and any further persons appointed in these positions will again be fronting for Mr [REDACTED], who has ultimate control over the management of this premises. Therefore should any applications be received, whilst they will be considered on their merits, it is likely that the police will object to them.

Have you made an application for review relating to the premises before

Yes - different PLH

If yes please state the date of that application

Day	Month	Year
04	08	2021

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

Application for Review on 04/08/21 in respect of below matters

- PLH/DPS works 25 hrs per week in alternative employment and due to this she has stated that she is unable meet with the police, or other responsible authorities, during normal working hours and she does not answer her phone whilst at her other employment.
- Failure by PLH/DPS to contact Police Licensing Officer when requested, return telephone calls or respond to emails.
- PLH/DPS appointed on 24 June 2021, since that time the police have received information in relation to the following matters:
 - a) Drug supply and taking
 - b) Males brandishing knives and threatening customers
 - c) Assault by a door steward and use of unlicensed door steward
 - d) Females fighting outside the premises and group outside very intoxicated
 - e) Drunk male alleges he was glassed and assaulted by a door steward
- PLH/DPS fronting for Mr [REDACTED] who was refused transfer/vary DPS of licence.

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 **x**
- I understand that if I do not comply with the above requirements my application will be rejected **x**

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 4)

Signature of applicant or applicant’s solicitor or other duly authorised agent (please read guidance note 5). **If signing on behalf of the applicant please state in what capacity.**

Signature Sgt D Curtis and J K Smart
.....

Date 01/02/22
.....

Capacity Police Licensing Sergeant for Devon and Police Licensing Officer for Torbay
.....

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 6) Julie Smart Police Licensing Officer Torquay Police Station South Street	
Post town Torquay	Post Code TQ2 5AH
Telephone number (if any)	
If you would prefer us to correspond with you using an e-mail address your e-mail address (optional) julie.smart@devonandcornwall.pnn.police.uk	

Notes for Guidance

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

1. Noise complaints from numerous residents living in the vicinity of the premises.
 2. Non-compliance with permitted hours for licensable activities.
 3. Non-compliance with conditions contained within the premises licence.
 4. Failure of the PLH/DPS to produce CCTV footage on a numerous occasion.
6. The Licensing Sub-Committee unanimously resolved at the review hearing on the 24th June 2021 that:-

Mr ██████████ conduct fell well below the standards reasonably expected by them of a Premises Licence Holder and for the reason given, they has no confidence in him operating the premises in the future and therefore determined that revocation was in their view, an appropriate and proportionate outcome of this review.

7. The Licensing Sub-committee considered conditions and removal of Mr ██████████ as DPS but decided that revocation was the only option as additional conditions would not remedy the problems at the premises.

Jackz bar – New Road, Brixham

8. Mr ██████████ purchased the lease and sought to transfer the Licence and DPS to his ownership. Both applications were refused on the 24th June 2021.
9. Shortly afterwards an application to transfer the Premises Licence and DPS was received by Torbay Council to transfer these functions to ██████████.
10. Problems soon occurred and the management of the premises was seen as so poor Devon and Cornwall Police that they had no option but to call a review of the premises licence.
11. Shortly prior to the review hearing in October 2021 ██████████ resigned as the DPS and Licence Holder and ██████████ was appointed. ██████████ presented at the review hearing where the Licensing Sub-committee deemed it was reasonable and proportionate to apply further Licensing conditions and suspend the Premises Licence for 3 months. The intention of a 3-month suspension was to facilities an opportunity to get their 'house in order'.
12. ██████████ appealed the decision but withdrew her appeal in January 2022 following an agreed consent order.
13. At the appeal for Hennessy Cocktails in December 2021 a confusing and often contradictory account was given of the role Mr Andrew Ralph was to play in the business operation of both Hennessey Cocktail and Jackz. Mr Ralph has applied for this new application.
14. In Relation to Jackz the Councils and the Police put forward Mr ██████████ was presenting ██████████, ██████████ and Mr Ralph as fronts to circumnavigate the conclusion drawn by licensing Sub-committee hearing held in 2021 and at the appeal hearing in December 2021.
15. The Responsible Authority will not document the evolution of Mr Ralphs involvement in the two Business owned by Mr ██████████ other than to offer reassurance the Responsible Authority is reasonable satisfied Mr Ralph appears bonefede in his position of a manager/overseer of both businesses. But, doubt remains in regard to the extent and reach of the freedoms Mr Ralph has in gift to fully manage both businesses as he see fit. Mr Ralph is employee and not a co-owner of the business.

16. Mr Ralph, the applicant, has formally identified himself as the manager at Jackz since the beginning of January 2022, but not yet in capacity of the licence holder or DPS. Though it is understood this is his intention.

But in this time the Police have served a Section 19 Closure Notice for failure to comply with a significant number of licensing conditions. And at the end of January 2020 parts of the premises were discovered to be in such poor repair that advice issued following an audit from a Torbay Council Environmental Health Officer and separately an Officer of Devon Fire service was the premises should remain closed until improvement works are completed. Mr Ralph indicated to the Environmental Health Officer the premises will remain closed until the relevant authorities are satisfied the necessary works have been completed.

17. Devon and Cornwall Police on the 2nd February 2021 submitted an application to Review the premises Licence of Jackz. The stated grounds are :-

- Concerns in respect of Mrs ██████ suitability to hold a premises licence.
- Failure to comply with the conditions imposed on the premises licence following a previous review, leading to the service of a Closure Notice under Section 19 of the Criminal Justice and Police Act 2001.
- Further breaches of conditions identified following service of Closure Notice despite advice provided by police.
- Premises in a poor state of repair, with public safety concerns identified by the police.
- No improvement in the management of the premises as a result of the review.
- The PLH/DPS is fronting for the leaseholder, who is unable to hold the licence himself.
- The premises are not meeting the licensing objectives the Prevention of Crime and Disorder and Public Safety.

18. ██████ and Mr Ralph will have an opportunity to give an account for why improvements during the three months suspension were not undertaken.

New Premises application for Hennessey Cocktails submitted by Mr Ralph.

19. Confidence that noise outbreak will not occur again remains low. This was a significant point made by the responsible Authority at the review hearing in June 2021. For the last 24 months the premises has either been closed, open but subject to restrictions on music due to Covid restrictions or subject to an appeal.
20. Had the Licensing Sub-committee decided in June 2021 not to revoke the licence weight would be given to the removing the Live Music Act exemption. The exemption can only be imposed at a review hearing.
21. As the licence was revoked and this is a new application the exception cannot be requested and therefore Live and recorded music can be played between the hours of 9pm and 11pm without authorisation or conditions imposed by a premises licence.
22. Concern remains about the likelihood of noise nuisance occurring again and this is reflected in representations made by members of the public. To an extent there are geophysical factors which cannot easily be controlled by good management alone.
23. One cause of the noise breakout has specifically been attributed to the single door in operation at this premises. If a lobby was installed the likelihood of outbreak will be greatly reduced. The owner appears resistant to installing a lobby and the suggest by way of a condition is absent from the new applicant.

24. Part 3 of the operating schedule the applicant make reference to an 'outside seating area' at the front of the premises. The road in front the premises is public highway and requires a Pavement Licence from Torbay Council. The premises has not attained a Pavement Licence. Whilst this is not impossible the operator needs to consult with Highways and harbours to develop a scheme works to allow safe use of an area previously used for car parking. Though this area is not included on the licence plan attached with application but the applicant has no right to occupy the highway, at this time.
25. At the Appeal hearing it was presented to owner, [REDACTED], the premises is subject to a planning consent which caps an operational hour at 23:00. However, the applicant has applied for midnight with the premises being vacated by 00:30 in contradiction to the planning consent.

Conclusion

26. The premises under Mr [REDACTED] as the Licence Holder and DPS caused noise nuisance. Under his leadership his actions led to a review resulting in revocation of the premises licence. A magistrate at a re-hearing concluded the decision to revoke was not wrong.
27. The application for a new licence is largely the same except for a number of conditions imposed on the 'Jackz' premise licence have been inserted into the operating schedule by the applicant.
28. Specifically for noise nuisance all the conditions in the operating schedule are not enforceable until after 11:00pm and it is not within the Licensing committees' gift to impose the Live Music Act exemption.
29. Whilst Mr Ralph integrity or ability to manage a licenced premises is not being questioned, it is the relationship between him and his employer, Mr [REDACTED] where doubt remains.

Therefore, the only reassurance residents and the Responsible Authority have if the owner is granted a new licence rest on an employee and the applicant Mr Ralph is able to manage to a standard expected of licensees free of interference from his employer.

30. To state in the operating schedule there will be an outside seating area shows a significant lack of understanding of the steps required to secure a seating area this location and cast doubt into how thought has been given to the drafting of the application.
31. Previously the premises has operated with a terminal hour of midnight. Complaints though not exclusively, tended to relate to noise outbreak occurring after 23:00hrs. It not prohibited for a premise licence to attain different operating hours to that stated by a planning consent.

However, there is a clear and justifiable argument that premises licence should align to consents issued by the Planning Authorities

32. The operating schedule is not proposing the premises will be operated any differently to the revoked licence. Its focus is still a bar which aim to attract those wishing to largely consume alcohol and provide music as the main form of ancillary entertainment. Indeed, the application is broader by the inclusion of an outside seating area.
33. In other words, the applicant does not appear to accept the findings of the review and appeal hearing. Except a few additional conditions largely preventing Mr [REDACTED] involvement in licensing matters. The application for the most part is the same premises

that lost its licence in June 2021, though the applicant is asking for more rather than offering reassurance the premises has a different direction.

Recommendations

34. Refuse as applied for or
35. If the Premise Licence is granted, give consideration to setting the terminal hour for alcohol at 11:00pm, 7 days a week.
36. Requiring the installing of an effective lobbied entrance.



Karl Martin
Public Protection Officer
Licensing and Public Protection
Community Safety
Torbay Council

Hennessey DPS Application - Anthony Peter Ralph

Licenceholder and DPS personal background

20 years experience in the licensing industry, owning 2 pubs in Cirecenster and Chipping Sodbury, South Gloucester concurrently for approx 5 years.

Esplanade Hotel, Paignton.

Duty managing/Night Poarter and Bar Manager of a 84 bedroom hotel for 10 years - although not named as DPS, the DPS lived up north and I had the responsibilities for the DPS . I was responsible for ensuring the safety of 45 staff and 144 guests. I was Trained to train, in fire safety, health and safety, COSHH, ALPS (Award for Licensed Premises Staff), Risk Assesments for licenced areas etc

General Manager - The Bullers Arms, Brixham approx 1.5 years. Although not named as DPS - my wife was, but left the role after 6 months and owners never changed DPS to myself. Fully responsible for the day to day running of a very busy public House.

SIA qualifications and training (although no current badge.)

SWOT Annalysis of Brixham Premises Licences

Magiare - 10:00-00:00 sale by retail of alcohol for consumption ON and OFF the premises

This premises is next door to Hennessey cocktail lounge, we are in the same building that has been split into two.

Albero - 11:00-00:00 sale by retail of alcohol for consumption ON and OFF the premises

This premises is 2 doors away from Hennessey cocktail lounge.

Blue Anchor - 10:00-00:00 sale by retail of alcohol for consumption ON and OFF the premises

This premises is 2 doors away from Hennessey cocktail lounge.

10:00-01:00 on bank holidays, xmas eve, boxing day.

Quayside hotel - 11:00-00:00 sale by retail of alcohol for consumption ON and OFF the premises

New Quay Inn - 11:00-00:00 sale by retail of alcohol for consumption ON and OFF the premises

Crown and Anchor - 09:00-00:00 sale by retail of alcohol for consumption ON and OFF the premises

Sprat and Mackerel - 10:00-00:00 sale by retail of alcohol for consumption ON and OFF the premises

Rising Sun - 10:00-00:00 sale by retail of alcohol for consumption ON and OFF the premises

Queens Arms - 10:00-00:00 sale by retail of alcohol for consumption ON and OFF the premises

The Bullers arms - 10:00-00:00 sale by retail of alcohol for consumption ON and OFF the premises

Old Market House - 10:00-00:00 sale by retail of alcohol for consumption ON and OFF the premises

Long Bar - 10:00-00:00 sale by retail of alcohol for consumption ON and OFF the premises

The Old Coaching Inn - 09:00-00:00 sale by retail of alcohol for consumption ON and OFF the premises

Golden Lion - 11:00-00:00 sale by retail of alcohol for consumption ON and OFF the premises

Berry Head Hotel - 11:00-00:00 sale by retail of alcohol for consumption ON and OFF the premises

I have included the SWOT Analysis above to show that midnight is the standard hour set across the whole town for all pubs, restaurants and hotels. By permitting us a terminal hour of midnight with a 30 minute cooling off period would put us in line with all of the other Licenced premises in Brixham, to reduce our terminal hour to 11pm would be unfair competition and would leave us with an unfair disadvantage for the business.

The majority of these bars have the playing of recorded music and live music until midnight alongside the terminal hour of midnight particularly the pub two doors across (The Blue Anchor) which has weekly live music and DJ's that can be heard from Hennessey Cocktail Lounge. The Restaurant two doors to the left of Hennesseys (Albero) has outside seating and an outside sound system which plays late into the night when the staff are clearing up the outside seating area.

Premises History

Although this is a brand new licence application, which needs to be treated as such, the history of the premises has been brought into discussion by the local authorities. To clarify, the revocation was nothing to do with the location, the terminal hour, noise complaints or any instances of crime and disorder. In fact, reported crime at the premises was considerably lower to many of the pubs in the vicinity, with just 4 logs in 3 and a half years, two of which were not in relation to the premises.

The reason for revocation were as follows:

“Overall and unanimously, Members resolved that Mr Hennessey’s conduct fell well below the standards reasonably expected by them of a responsible Premises Licence Holder and for the reasons given, they had no confidence in him operating this premises in the future

and therefore determined that revocation was in their opinion, an appropriate and proportionate outcome of this Review.”

The revocation was due to the way the previous licenceholder managed the premises, yet noise has been brought up a lot in a bid to reduce the terminal hour. To clarify, even under the previous management there has not been a noise complaint since march 2019 - due to a brand new digital limiter being fitted in the premises which still remains now. If the authorities are concerned about noise, I am happy for them to recalibrate it with myself at their nearest opportunity.

To penalise myself, a brand new premises licence holder for this premises, by limiting what time I can open until and what time we can play recorded music too - without valid reason - will be putting me at an unfair disadvantage.

The terms I have applied for on this licence are all conditions that had been agreed by the council via a consent order to Mr Hennessey previously, but the council withdrew that offer to Mr Hennessey because they believed that I wasn't willing to leave my previous job in order to pursue this new career. All I am asking for is now that I have proven that I am willing to give 100% into this role and have dropped all other commitments, is that the council now reconsider the offer that was once offered to myself as licenceholder.

Business Proposal moving forward

I have been informed that the business attempted to move towards being food focused in the past, which proved successful as a cocktail and tapas bar. This idea was initially fully supported by the licensing authorities, however, this was short lived as the landlord of the building withdrew his consent for this use, stating that the planning of the building (A4 use) didn't allow food. Fortunately, due to the 2020 change in the Town and Country Planning (Use Classes) Order 1987 - the premises is now able to change its use, so we subsequently are looking to reintroduce a food menu as soon as possible to become a family friendly venue.

The premises used to have a DJ present most weekends, my vision is to stop this weekly DJ and to have a more relaxed atmosphere. However, I still believe a playing of recorded music until 00:00 on the licence is essential, to enable us to create a suitable ambience.

Until recently, the premises had been growing in popularity and had even hosted a few weddings, christenings, baby showers, engagement parties and so forth.

This is not only the sign of a well run venue, but it shows that the premises is valued within the community as a place to meet up with family and friends, in a safe and friendly environment. I will continue to promote these events as an alternative to weekly DJ nights which had been promoted in the past.

Andy (Anthony) Ralph

Julian Percival
Managers Flat
Bay Esplanade Hotel
Sands Road
Paignton
TQ4 6EG

Accommodation Reference For Denise and Anthony Ralph

22nd April 2020

Dear Sir or Madam,

The above named have been occupying staff accommodation since August 2014. During this time there employment the hotel as Duty Manager/Head Reception – Denise Ralph, Bars Manager Anthony Ralph, both safe and stock key holders and responsible for the fire safety and evacuation of the hotel, managing 45 staff and 150 guests.

Whilst employed here and living in their staff accommodation, I found no issues whatsoever, they are both very trustworthy members of the team. I found them both to be friendly, helpful, honest and they had pride in the hotel and kept their live in flat, in immaculate condition.

It is with deep sadness we are closing the hotel, due to Covid 19 pandemic,their employment and accommodation would have continued, for many years.

I would highly recommend them both as tenants.

Should you require any further details, then please do not hesitate in contacting me on 07949421308.

Kindest Regards

Julian Percival
Relief General Manager

julianpercival@yahoo.com

Accommodation Reference For Denise and Anthony Ralph

22nd April 2020

Dear Sir or Madam,

The above named have been occupying staff accommodation since August 2014. During this time there employment was of Duty Manager/Head Reception – Denise Ralph, Bars Manager Anthony Ralph, both safe and stock key holders and responsible for the fire safety and evacuation of the hotel, managing 45 staff and 150 guests.

Whilst employed here and in staff accommodation, I found no issue have arisen, they are both very trustworthy members of the team. I have always found them to be loyal, friendly and an integral part of the management team, ensuring the smooth running of the hotel.

It is with deep sadness we are closing the hotel, due to Covid 19 pandemic, or I am sure that their employment and accommodation would have continued.

Should you require any further details, then please do not hesitate in contacting me on 07968 819402

Yours Sincerely

Greer Whitworth
General Manager



Age Verification

This is to certify that

Anthony Ralph

completed an e-learning course in the above subject.

- The key areas covered:**
- The law on age verification for alcohol sales
 - Age verification policy and procedures
 - Acceptable forms of ID
 - Refusing a proxy purchase of alcohol
 - Managing conflict and common high-risk scenarios

Date: 14/04/2021

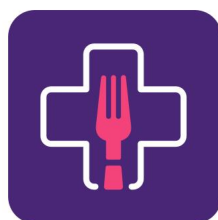
Signed: _____

Martin Hilton
Director of Learning & Education
Fellow Higher Education Academy



The CPD Standards Office
CPD PROVIDER: 50059
2019 - 2021
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Allergen Awareness

This is to certify that

Anthony Ralph

completed an e-learning course in the above subject.

- The key areas covered:**
- Identify the 14 allergens and what foods contain them
 - Understand the characteristics and consequences of food allergies and intolerances
 - Understand the importance of providing accurate allergen information for consumers
 - Adhere to control measures put in place to protect consumers from harm

Date: 10/05/2021

Signed: _____

Martin Hilton
Director of Learning & Education
Fellow Higher Education Academy



The CPD Standards Office
CPD PROVIDER: 50059
2019 - 2021
www.cpdstandards.com





Drugs Awareness

This is to certify that

Anthony Ralph

completed an e-learning course in the above subject.

- The key areas covered:**
- Drugs classification and legislation
 - Drug use on licensed premises
 - Commonly used drugs and their effects
 - Pub categories and the risk factor
 - Why licensees should keep drugs off their premises

Date: 11/04/2021

Signed: _____

Martin Hilton
Director of Learning & Education
Fellow Higher Education Academy



The CPD Standards Office
CPD PROVIDER: 50059
2019 - 2021
www.cpdstandards.com





Fire Awareness

This is to certify that

Anthony Ralph

completed an e-learning course in the above subject.

- The key areas covered:**
- Principles of fire and how fire spreads
 - Fire legislation and enforcement
 - Fire detection systems and alarms
 - Fire classifications
 - Methods of extinguishing a fire
 - Fire risk assessments
 - Actions to take in discovering a fire or hearing the fire alarm

Date: 28/03/2021

Signed: 

Martin Hilton
Director of Learning & Education
Fellow Higher Education Academy



The CPD Standards Office
CPD PROVIDER: 50059
2019 - 2021
www.cpdstandards.com





Health & Safety

This is to certify that

Anthony Ralph

completed an e-learning course in the above subject.

- The key areas covered:**
- Roles & responsibilities for workplace health and safety
 - Health and safety legislation
 - How to identify and eliminate common hazards in the workplace
 - Procedures to follow when accidents or incidents happen
 - How risk assessments work

Date: 28/03/2021

Signed: _____

Martin Hilton
Director of Learning & Education
Fellow Higher Education Academy



The CPD Standards Office
CPD PROVIDER: 50059
2019 - 2021
www.cpdstandards.com





Manual Handling

This is to certify that

Anthony Ralph

completed an e-learning course in the above subject.

- The key areas covered:**
- Responsibilities under Manual Handling Operations Regulations
 - The correct procedure for planning lifts and moving loads
 - Reducing the risk of injury

Date: 11/04/2021

Signed: _____

Martin Hilton
Director of Learning & Education
Fellow Higher Education Academy



The CPD Standards Office
CPD PROVIDER: 50059
2019 - 2021
www.cpdstandards.com





Slips, Trips and Falls

This is to certify that

Anthony Ralph

completed an e-learning course in the above subject.

- The key areas covered:**
- Slip, Trip, and Fall hazards within the workplace
 - How accidents happen and how to prevent them from happening again
 - The importance of safe practices at work and the importance to your health
 - The Legislation that is applicable to Slips, Trips and Falls in the workplace

Date: 29/03/2021

Signed:

Martin Hilton
Director of Learning & Education
Fellow Higher Education Academy



Age verification policy of.....(insert name of premises here)

POLICY

It is against the law to sell alcohol to persons less than 18 years of age. All members of staff selling or supplying alcohol on these premises MUST conform to the requirements of this policy as follows:

1. It is the policy of these premises to operate 'Check 21/25' (delete 21 or 25 as appropriate) in respect of alcohol sales, in order to prevent the sale or supply of alcohol to persons aged less than 18 years.
2. If any person seeking to buy alcohol from you appears to you to look younger than 21/25 years of age then you must ask the customer to produce an acceptable document that proves that he or she is at least 18 years of age, before you sell or supply that person with any alcoholic drink.
3. If, whilst working on these premises, you observe another member of staff about to sell or supply alcohol to a person who, in your opinion looks younger than 21/25, then you have a duty to intervene before the sale takes place and ask the customer to produce an acceptable document proving that he or she is at least 18 years of age.
4. If a customer fails to produce an acceptable 'proof of age', then the sale must be refused. You must also refuse to sell alcohol to any other person who you suspect might be purchasing alcohol for the customer who has failed to produce an acceptable proof of age, and in respect of whom a sale or supply of alcohol has been refused.
5. Acceptable proof of age identity documents means identification bearing the customer's name, photograph, date of birth and a holographic mark. The following can be accepted:
 - A European Union passport
 - A European Union photo-driving licence
 - A 'proof of age' card, such as Citizen Card, bearing the PASS logo and hologram
6. You MUST NOT accept a birth certificate, student union card or paper driving licence as a proof of age.
7. It is the policy of these premises that all members of staff authorised to sell or supply alcohol undergo training in how to implement this policy and in particular how to challenge for a proof of age and how to refuse sales to suspected underage customers.

Declaration.....

I.....(insert staff member's name here) declare that I have read and understood this policy and that I have received training in how to challenge for a proof of age and how to refuse sales to a suspected underage person.

Name:.....(Staff member)

Signed:.....

Name:.....(Designated

From: [COPIK Karl 30544](#)
To: [SMART Julie 50403](#)
Cc: [HONEYBALL Daniel 17442](#); [RANDALL Peter 17113](#)
Subject: RE: Hennesseys
Date: 28 February 2022 15:36:57

Good afternoon, All noted [REDACTED] if there is CCTV covering the front entrance this would have been caught on it. The broom was being swept from road height and then to head level in a swinging motion due to the females intoxicated state and anything on within the broom would have come straight into my face but I think she was missing what ever was on the floor I didn't look. I walked home thinking what a cowboy town and what a terrible impression I had just witnessed and to anybody visiting my town.

Kind regards

Karl

From: SMART Julie 50403 [REDACTED]
Sent: 28 February 2022 15:28
To: COPIK Karl 30544 [REDACTED]
Cc: RANDALL Peter 17113 [REDACTED]; HONEYBALL Daniel 17442 [REDACTED]
Subject: Re: Hennesseys

Hi Karl

Many thanks for your email.

As you may be aware Mr Ralph, who used to work at The Bullers, has applied for a licence at Hennesseys. Myself and numerous residents have objected to the application and a hearing is being held on Thursday morning when the Licensing Authority will have to decide to grant or refuse it.

Last week Mr Ralph was permitted to open for 3 days as he put in a temporary event notice, and therefore the sale of alcohol was legal at the time you passed the premises.

[REDACTED]

[REDACTED]

Thank you for your diligence in bringing this matter to my prompt attention.

I'll update you on Thursday once the committee have made a decision.

Kind regards
Julie

From: COPIK Karl 30544 [REDACTED]
Sent: Monday, February 28, 2022 2:29:55 PM
To: SMART Julie 50403 [REDACTED]
Cc: RANDALL Peter 17113 [REDACTED]; HONEYBALL Daniel 17442 [REDACTED]
Subject: Hennesseys

Sorry to trouble you Julie, [REDACTED], are there any currently rules regarding the above premises at the moement, I walked past off duty 24/02/2022 at approximately 22:15 hrs and there were people inside, alcoholic drinks appeared to be on the bar but I cannot confirm this as I did not enter, what I was disgusted with to be quite frank is as walking past with my little dog, a female outside the address brush in hand was sweeping something away from the front entrance area on the road, she was clearly heavily intoxicated and due to her stood there with a brush I took it that she was an employee.

She was staggering whilst holding the brush, sweeping it hopelessly practically missing the ground and I heard her say " IM TOO FUCKING PISSED TO BE CLEANING UP SICK"

The brushing motion if anything was on the brush would have just come straight towards my face, ive written down the word disgusting which is my impression of what I saw.

[REDACTED]

Kind regards

Karl
Get [Outlook for Android](#)



-----Original Message-----

From: TREGASKES Martin 15499



Sent: 01 March 2022 09:51

To: SMART Julie 50403



Subject: FW:

Julie - below is the most up to date email chain. Would you be able to update me after the hearing on Thursday please? I have a meeting with [redacted] in my diary for Monday 7th.

Martin

Martin Tregaskes

Inspector 15499

Force Drug/Alcohol Harm Reduction Lead



HQ Middlemoor, Exeter, Devon, EX2 7HQ

-----Original Message-----

From: [REDACTED]

Sent: 09 February 2022 15:20

To: TREGASKES Martin 15499

[REDACTED]

Subject: Re:

Sorry for the confusion, the point I was trying to make was the reason why we have had to come to you personally.

7th March is great.

Many thanks

[REDACTED]

Sent from my iPhone

On 9 Feb 2022, at 14:59, TREGASKES Martin 15499

[REDACTED]

wrote:

Mr [REDACTED]

Your original email stated:

'Hi Martin it's [REDACTED] - further to my email this morning, and the subsequent review of my premises - I would really appreciate a meeting with myself and my general manager Andy, and DPS [REDACTED] at your nearest convenience. Andy has spoken to Mrs smart today about the review and she has shrugged it off as saying 'my boss called it, it's nothing to do with me' therefore we are asking you to talk to us about it.'

Your further email stated:

' In the supporting evidence for the review, Mrs smart writes the following: As a result of the recent visits by Mrs SMART, Sgt CURTIS and the Fire Safety Officers, Sgt CURTIS discussed the concerns identified at this premises with Inspector Martin TREGASKIS, who instructed him to apply for a review of the premises licence. Therefore I would like to communicate with yourself on the 3rd March.'

I'm not going to get into semantics but you requested a

meeting in relation to the review of your premises and not about how you are responded to by the licensing department.

If you wish to meet to talk about how we interact then I am agreeable to that. I would state though that I will not go over old ground in relation to the previous complaint about Julie Smart which has been resolved, the recent complaint you have made about Sgt Curtis, the current review of Jackz bar or the review and subsequent removal of licence for Hennesseys Cocktail Lounge. I do think it would be beneficial to talk about how we interact going forward however and to discuss expectations with your DPS and manager.

Unfortunately I now have commitments on the 3rd March but how does the 7th March suit? I am free most of the morning at the moment.

Martin

Martin Tregaskes

Inspector 15499

Force Drug/Alcohol Harm Reduction Lead

[REDACTED]

World Class Sustainable Policing
Prevention Dept
HQ Middlemoor, Exeter, Devon, EX2 7HQ

-----Original Message-----

From: [REDACTED]

Sent: 09 February 2022 14:44

To: TREGASKES Martin 15499

[REDACTED]

Subject: Re:

Hi Martin,

Thanks for your email.

I was trying to arrange a meeting to discuss how we have all been treated by the licensing department, not to do with how one of the premises operates.

I am also the leaseholder of 2 other premises of which I am not banned, 'the lounge bar, Brixham' and 'Hennessey

cocktail lounge, brixham' to which a new application is currently in place.

Furthermore, the ban only came into place on the 20th December (give or take a few days) and it was to discuss how I had been treated before this date, however if this is not possible then I would like to know who we are able to speak to to get this resolved.

Do you have a supervisor/line manager?

Kind regards

[REDACTED]

Sent from my iPhone

On 9 Feb 2022, at 14:14, TREGASKES Martin 15499

[REDACTED]

wrote:

Mr Hennessey

I've had the opportunity to refresh myself with the licence conditions applicable to Jackz bar. I note in particular the following:

'That Mr Ross Hennessey shall not be involved in or influence the operation of these premises.'

I consider this email communication about the review of Jackz to be contrary to the above conditions and therefore this line of communication can't continue. I should also clarify that these emails may be submitted as further evidence in the review.

As I have already advised if there are any aspects of the review that are unclear to your DPS or manager then they should contact either Sgt Curtis or Julie Smart. I will not be involved in the review itself and therefore these are the best people to contact.

Regards

Martin Tregaskes

Inspector 15499
Force Drug/Alcohol Harm Reduction Lead

[REDACTED]

World Class Sustainable Policing
Prevention Dept
HQ Middlemoor, Exeter, Devon, EX2 7HQ

-----Original Message-----

From: [REDACTED]

Sent: 07 February 2022 19:47

To: TREGASKES Martin 15499

[REDACTED]

Subject: Re:

Hi Martin,

In the supporting evidence for the review, Mrs smart writes the following:

As a result of the recent visits by Mrs SMART, Sgt CURTIS and the Fire Safety Officers, Sgt CURTIS discussed the

concerns identified at this premises with Inspector Martin TREGASKIS, who instructed him to apply for a review of the premises licence.

Therefore I would like to communicate with yourself on the 3rd March.

Kind regards

[REDACTED]

Sent from my iPhone

On 7 Feb 2022, at 19:27, TREGASKES Martin 15499

[REDACTED]

wrote:

Mr [REDACTED]

Thank you for your email.

I am aware that Sgt Curtis has submitted paperwork with reference to a review. He discussed this with me and I agreed with his rationale.

I am unsure what specific issues you are referring to however I'm sure either Sgt Curtis can discuss this with you or Julie Smart would be able to. If it is with reference to the complaint you have made I'd refer you to my previous email.

My portfolio goes wider than alcohol licensing and unfortunately my diary fills up rather quickly. Due to a mixture of work commitments and annual leave I am not available until the 3rd March at the earliest. As such it really is much easier for you to communicate directly with your licensing officer and/or Sgt Curtis.

Kind regards

Martin Tregaskes

Inspector 15499

Force Drug/Alcohol Harm Reduction Lead



World Class Sustainable Policing

Prevention Dept

HQ Middlemoor, Exeter, Devon, EX2 7HQ

-----Original Message-----

From: [REDACTED]
Sent: 07 February 2022 12:23
To: TREGASKES Martin 15499

[REDACTED]
Subject:

Hi Martin,

Here is a copy of a text message I sent you last Thursday.

Hi Martin it's [REDACTED] - further to my email this morning, and the subsequent review of my premises - I would really appreciate a meeting with myself and my general manager Andy, and DPS [REDACTED] at your nearest convenience.

Andy has spoken to Mrs smart today about the review and she has shrugged it off as saying 'my boss called it, it's nothing to do with me' therefore we are asking you to talk to us about it.

We can come to you wherever you are, to save time and

costs travelling - but we really need to sort whatever issues there are ASAP.

Kind regards

[Redacted]

Sent from my iPhone

*

*

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contain privileged information, which is protected in law. If you have received this e-mail in error, please contact the sender to advise them and delete this e-mail. Unauthorised use, disclosure, copying or distribution is prohibited.

*

*

** E-mail should not be regarded as a secure means of communication,

18 h · 🌐

This morning I received a message asking for support with Hennesseys new application from Torbay Council. As a local business we defiantly support [REDACTED] in his application and should hate to see this lovely business close. I've watched [REDACTED] work extremely hard and his team to build a lovely welcoming space that we have enjoyed on many occasions. This business supports local families and is well loved by locals and visitors. We will be encouraging our clients that have used Hennesseys to write in and support Mr Anthony Ralph's application licensing@torbay.gov.uk these emails need to be in by the end of the month and we can have a local well loved place open again. If we don't get behind this we risk losing a valued local business and local families will lose their jobs. You have our support [REDACTED] xxxx (please remember the application is in the name of Mr Ralph.