

**LICENSING ACT 2003 HEARING**

**APPLICATION FOR THE REVIEW OF A PREMISES LICENCE THURSDAY 7<sup>TH</sup>  
DECEMBER 2017 AT 10.30AM**

**1. Premises:**

Premier Inn  
Letcombe Street  
Reading  
RG1 2HN

**2. Applicants Requesting Review:**

Thames Valley Police

**3. Grounds for Review**

The application states that on 24<sup>th</sup> September 2016, the premises supplied alcohol to a 15 year old child during a test purchase operation. A test purchase was also carried out to test the premises procedures around Child Sexual Exploitation and a staff member stated that a room could be booked for the 15 year old child and the undercover officer accompanying her if it was done online. This is stated as an alcohol test purchase failure and a CSE test purchase failure. The sale of alcohol to a person under the age of 18, in this instance, is an offence under the Licensing Act.

The application further states that a licensing inspection was carried out at the premises on 13<sup>th</sup> January 2017 where a number of conditions were found in breach. A performance meeting was convened between RBC, TVP and the licence holder in March 2017 to speak about the test purchase failures on 24<sup>th</sup> September 2016 and the licensing inspection of 13<sup>th</sup> January 2017. The meeting did not produce agreement between the parties on the matters raised.

A further test purchase was carried out on 12<sup>th</sup> October 2017. A hotel room was sold to a child aged 13 for use with the undercover police officer who was accompanying her. The 13 year old child was then sold alcohol by the same member of staff who had sold the room to her when she attended the bar area. This is stated as an alcohol test purchase failure and a CSE test purchase failure. The sale of alcohol to a person under the age of 18, in this instance, is an offence under the Licensing Act.

**4. Date of receipt of application: 16<sup>th</sup> October 2017**

A copy of the review application and appendices received are attached as *Appendix RF-1*

**5. Date of closure of period for representations: 13 November 2017**

**6. Representations received:**

During the 28 day consultation period for the application, representations were received from the following:

- Reading Borough Council's Licensing team (attached at **appendix RF-2**)
- John Gaunt Solicitors on behalf of the premises licence holder (attached at **appendix RF-3**)

## 7. Background

The premises is located in Letcombe Street opposite the Oracle Shopping Centre.

The Premises Licence Holder is stated as: Premier Inns Hotel Ltd

The Designated Premises Supervisor is stated as: Mr Ward Van Gorkum

**A copy of the current licence is attached at Appendix RF-4**

## 8. Licensing Objectives and Reading Borough Council's Licensing Policy Statement

In determining this application the Licensing Authority has a duty to carry out its functions with a view to promoting the four licensing objectives, which are as follows:-

- the prevention of crime and disorder;
- public safety
- the prevention of public nuisance
- the protection of children from harm

In determining this application the Licensing Authority must also have regard to the representations received, the Licensing Authority's statement of licensing policy and any relevant section of the statutory guidance to licensing authorities.

## 9. Power of Licensing Authority on the determination of a Review and Interim Steps

In determining the review application the sub-committee can take such of the steps as it considers appropriate and proportionate for the promotion of the licensing objectives, which are:

1. take no further action
2. to issue formal warnings to the premises supervisor and/or premises licence holder
3. modify the conditions of the licence (including, but not limited to hours of operation of licensable activities)
4. exclude a licensable activity from the scope of the licence
5. remove the designated premises licence supervisor
6. suspend the licence for a period not exceeding three months
7. revoke the licence.

Where the sub-committee takes a step mentioned in 3 or 4 it may provide that the modification or exclusion is to have effect for a period not exceeding three months or permanently.

## Amended Guidance issued under section 182 of the Licensing Act 2003 April 2017

### Licensing Objectives and Aims:

1.5 However, the legislation also supports a number of other key aims and purposes. These are vitally important and should be principal aims for everyone involved in licensing work.

They include:

protecting the public and local residents from crime, anti-social behaviour and noise nuisance caused by irresponsible licensed premises;

2.22 The protection of children from harm includes the protection of children from moral, psychological and physical harm. This includes not only protecting children from the harms associated directly with alcohol consumption but also wider harms such as exposure to strong language and sexual expletives (for example, in the context of exposure to certain films or adult entertainment). Licensing authorities must also consider the need to protect children from sexual exploitation when undertaking licensing functions.

2.23 The Government believes that it is completely unacceptable to sell alcohol to children. Conditions relating to the access of children where alcohol is sold and which are appropriate to protect them from harm should be carefully considered. Moreover, conditions restricting the access of children to premises should be strongly considered in circumstances where:

- adult entertainment is provided;
- a member or members of the current management have been convicted for serving alcohol to minors or with a reputation for allowing underage drinking (other than in the context of the exemption in the 2003 Act relating to 16 and 17 year olds consuming beer, wine and cider when accompanied by an adult during a table meal);
- it is known that unaccompanied children have been allowed access;
- there is a known association with drug taking or dealing; or
- in some cases, the premises are used exclusively or primarily for the sale of alcohol for consumption on the premises.

2.27 Conditions, where they are appropriate, should reflect the licensable activities taking place on the premises. In addition to the mandatory condition regarding age verification, other conditions relating to the protection of children from harm can include:

- restrictions on the hours when children may be present;
- restrictions or exclusions on the presence of children under certain ages when particular specified activities are taking place;
- restrictions on the parts of the premises to which children may have access;
- age restrictions (below 18);
- restrictions or exclusions when certain activities are taking place;
- requirements for an accompanying adult (including for example, a combination of requirements which provide that children under a particular age must be accompanied by an adult); and
- full exclusion of people under 18 from the premises when any licensable

activities are taking place.

2.29 Licensing authorities should give considerable weight to representations about child protection matters. In addition to the responsible authority whose functions relate directly to child protection, the Director of Public Health may also have access to relevant evidence to inform such representations. These representations may include, amongst other things, the use of health data about the harms that alcohol can cause to underage drinkers. Where a responsible authority, or other person, presents evidence to the licensing authority linking specific premises with harms to children (such as ambulance data or emergency department attendances by persons under 18 years old with alcohol-related illnesses or injuries) this evidence should be considered, and the licensing authority should also consider what action is appropriate to ensure this licensing objective is effectively enforced. In relation to applications for the grant of a licence in areas where evidence is presented on high levels of alcohol-related harms in persons aged under 18, it is recommended that the licensing authority considers what conditions may be appropriate to ensure that this objective is promoted effectively.

2.32 Licensing authorities are expected to maintain close contact with the police, young offenders' teams and trading standards officers (who can carry out test purchases under section 154 of the 2003 Act) about the extent of unlawful sales and consumption of alcohol by minors and to be involved in the development of any strategies to control or prevent these unlawful activities and to pursue prosecutions. Licensing authorities, alongside the police, are prosecuting authorities for the purposes of these offences, except for the offences under section 147A (persistently selling alcohol to children). Where, as a matter of policy, warnings are given to retailers prior to any decision to prosecute in respect of an offence, it is important that each of the enforcement arms should be aware of the warnings each of them has given.

#### **Representations from the police**

9.12 In their role as a responsible authority, the police are an essential source of advice and information on the impact and potential impact of licensable activities, particularly on the crime and disorder objective. The police have a key role in managing the night-time economy and should have good working relationships with those operating in their local area<sup>5</sup>. The police should be the licensing authority's main source of advice on matters relating to the promotion of the crime and disorder licensing objective, but may also be able to make relevant representations with regard to the other licensing objectives if they have evidence to support such representations. The licensing authority should accept all reasonable and proportionate representations made by the police unless the authority has evidence that to do so would not be appropriate for the promotion of the licensing objectives. However, it remains incumbent on the police to ensure that their representations can withstand the scrutiny to which they would be subject at a hearing.

#### **Licensing authorities acting as responsible authorities**

9.13 Licensing authorities are included in the list of responsible authorities. A similar framework exists in the Gambling Act 2005. The 2003 Act does not require responsible authorities to make representations about applications for the grant of premises licences or to take any other steps in respect of different licensing

processes. It is, therefore, for the licensing authority to determine when it considers it appropriate to act in its capacity as a responsible authority; the licensing authority should make this decision in accordance with its duties under section 4 of the 2003 Act.

11.2 At any stage, following the grant of a premises licence or club premises certificate, a responsible authority, or any other person, may ask the licensing authority to review the licence or certificate because of a matter arising at the premises in connection with any of the four licensing objectives.

11.10 Where authorised persons and responsible authorities have concerns about problems identified at premises, it is good practice for them to give licence holders early warning of their concerns and the need for improvement, and where possible they should advise the licence or certificate holder of the steps they need to take to address those concerns. A failure by the holder to respond to such warnings is expected to lead to a decision to apply for a review. Co-operation at a local level in promoting the licensing objectives should be encouraged and reviews should not be used to undermine this co-operation.

11.17 The licensing authority may decide that the review does not require it to take any further steps appropriate to promoting the licensing objectives. In addition, there is nothing to prevent a licensing authority issuing an informal warning to the licence holder and/or to recommend improvement within a particular period of time. It is expected that licensing authorities will regard such informal warnings as an important mechanism for ensuring that the licensing objectives are effectively promoted and that warnings should be issued in writing to the licence holder.

11.18 However, where responsible authorities such as the police or environmental health officers have already issued warnings requiring improvement - either orally or in writing - that have failed as part of their own stepped approach to address concerns, licensing authorities should not merely repeat that approach and should take this into account when considering what further action is appropriate. Similarly, licensing authorities may take into account any civil immigration penalties which a licence holder has been required to pay for employing an illegal worker.

11.24 A number of reviews may arise in connection with crime that is not directly connected with licensable activities. For example, reviews may arise because of drugs problems at the premises, money laundering by criminal gangs, the sale of contraband or stolen goods, the sale of firearms, or the sexual exploitation of children. Licensing authorities do not have the power to judge the criminality or otherwise of any issue. This is a matter for the courts. The licensing authority's role when determining such a review is not therefore to establish the guilt or innocence of any individual but to ensure the promotion of the crime prevention objective.

11.25 Reviews are part of the regulatory process introduced by the 2003 Act and they are not part of criminal law and procedure. There is, therefore, no reason why representations giving rise to a review of a premises licence need be delayed pending the outcome of any criminal proceedings. Some reviews will arise after the conviction in the criminal courts of certain individuals, but not all. In any case, it is for the licensing authority to determine whether the problems associated with the alleged crimes are taking place on the premises and affecting

the promotion of the licensing objectives. Where a review follows a conviction, it would also not be for the licensing authority to attempt to go beyond any finding by the courts, which should be treated as a matter of undisputed evidence before them.

11.26 Where the licensing authority is conducting a review on the grounds that the premises have been used for criminal purposes, its role is solely to determine what steps should be taken in connection with the premises licence, for the promotion of the crime prevention objective. It is important to recognise that certain criminal activity or associated problems may be taking place or have taken place despite the best efforts of the licence holder and the staff working at the premises and despite full compliance with the conditions attached to the licence. In such circumstances, the licensing authority is still empowered to take any appropriate steps to remedy the problems. The licensing authority's duty is to take steps with a view to the promotion of the licensing objectives and the prevention of illegal working in the interests of the wider community and not those of the individual licence holder.

11.27 There is certain criminal activity that may arise in connection with licensed premises which should be treated particularly seriously. These are the use of the licensed premises:

- for the sale and distribution of drugs controlled under the Misuse of Drugs Act 1971 and the laundering of the proceeds of drugs crime;
- for the sale and distribution of illegal firearms;
- for the evasion of copyright in respect of pirated or unlicensed films and music, which does considerable damage to the industries affected;
- for the illegal purchase and consumption of alcohol by minors which impacts on the health, educational attainment, employment prospects and propensity for crime of young people;
- for prostitution or the sale of unlawful pornography;
- by organised groups of paedophiles to groom children;
- as the base for the organisation of criminal activity, particularly by gangs;
  
- for the organisation of racist activity or the promotion of racist attacks;
- for employing a person who is disqualified from that work by reason of their immigration status in the UK;
- for unlawful gambling; and
- for the sale or storage of smuggled tobacco and alcohol.

11.28 It is envisaged that licensing authorities, the police, the Home Office (Immigration Enforcement) and other law enforcement agencies, which are responsible authorities, will use the review procedures effectively to deter such activities and crime. Where reviews arise and the licensing authority determines that the crime prevention objective is being undermined through the premises being used to further crimes, it is expected that revocation of the licence - even in the first instance - should be seriously considered.

#### **Reading Borough Council's Statement of Licensing Policy:**

10.5.1 Any premises subject to a premises licence or club premises certificate may have that licence or certificate reviewed by the Licensing Authority on application by a responsible authority or interested parties.

The Act provides strict guidelines as to the timescale and procedures to be adhered to and the Authority will deal with every review application on that basis.

## **12. Children And Licensed Premises**

12.1.1 The Act makes it an offence to permit children under the age of 16 who are not accompanied by an adult to be present on premises being used exclusively or primarily for supply of alcohol for consumption on those premises.

12.1.2 Outside of this restriction, the Council will not seek to limit access by children to all types of premises such as theatres, cinemas, restaurants, pubs, nightclubs, cafes, take-away premises, community halls and schools, unless it is considered necessary to do so in the promotion of the licensing objective in relation to the protection of children from harm. Harm to children includes physical, moral, and psychological harm in some way. Examples of circumstances where access by children may be limited are as follows:

- (a) where adult entertainment is provided;
- (b) where there have been convictions of members of the current management for serving alcohol to minors or with a reputation for underage drinking (other than in the context of the exemption in the 2003 Act relating to 16 and 17 year olds consuming beer, wine and cider in the company of adults during a table meal);
- (c) where requirements for proof of age cards or other age identification to combat the purchase of alcohol by minors is not the norm;
- (d) where there is a known association with drug taking or dealing;
- (e) where there is a strong element of gambling on the premises, but not small numbers of cash prize gaming machines;
- (f) where the supply of alcohol for consumption on the premises is the exclusive or primary purposes of the services provided at the premises.

12.1.7 Some options available for limiting access by children would include:

- (a) limitations on the hours when children may be present;
- (b) limitations on the presence of children under certain ages when particular specified activities are taking place;
- (c) limitations on the parts of premises to which children may have access;
- (d) age limitations (below 18);
- (e) limitations or exclusions when certain activities are taking place;
- (f) requirements for accompanying adults (including for example, a combination of requirements which provide that children under a particular age must be accompanied by an adult); and
- (g) full exclusion of those people under 18 from the premises when any licensable activities are taking place.

Reading Borough Council, Civic Offices, Bridge Street, Reading, RG1 2LU

**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**

**Simon Wheeler on behalf of the Chief Constable of Thames Valley Police**

*(Insert name of applicant)*

**apply for the review of a premises licence under section 51 of the Licensing Act 2003 for the premises described in Part 1 below**

**Part 1 – Premises or club premises details**

<b>Postal address of premises or, if none, ordnance survey map reference or description</b>	
Reading Central Premier Inn Signal House Letcombe Street Reading	
<b>Post town</b> Reading	<b>Post code (if known)</b> RG1 2HN

<b>Name of premises licence holder or club holding club premises certificate (if known)</b>
Premier Inns Hotels Ltd

<b>Number of premises licence or club premises certificate (if known)</b>
LP2001935

**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**

**I 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  Thames Valley Police Reading Police Station Castle Street Reading Berkshire RG1 7TH
Telephone number (if any) <b>101</b>
E-mail address (optional)

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

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

Please tick one or more boxes ✓

- 
- 
- 
-

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

Thames Valley Police (TVP) as a responsible authority under the Licensing Act 2003 and under the objectives of prevention of crime and disorder, public safety and protection of children from harm make application for the review of Premise Licence No. LP2001935 Reading Central Premier Inn, Signal House, Letcombe Street, Reading, Berkshire, RG1 2HN.

On the 24<sup>th</sup> September 2016 during a dual Child Sexual Exploitation (CSE) and Alcohol Sales test purchase operation was carried out. During the test a member of staff within the premises supplied alcohol to the child test purchaser who was a female of fifteen (15) years of age. At the time a room was not sold to them as the booking was to be made in cash, however the staff member had informed them that if it were booked online this would not be a problem.

On the 13<sup>th</sup> January 2017 a joint Thames Valley Police (TVP) and Reading Borough Council (RBC) licensing inspection was conducted at the premises whereby a number of conditions were found to be in breach leading to the issuance of a Section 19 Closure Notice.

A performance meeting was conducted with the premises in March 2017 during which a number of conditions were submitted by TVP and RBC that it was felt were required to be added to the licence to ensure incidents of this nature did not result again. One of these being the inclusion of "Challenge 25" and a specific training condition to ensure staff were all trained in relevant areas that would both safeguard children from CSE but also prevent alcohol sales to children.

Unfortunately although some of the recommendations were agreed in principle by the premises licence holders a number of the recommended conditions were not agreed including many unacceptable amendments suggested as replacements. Of most concern was their failure to agree to accept "Challenge 25" which has been proven to be a very useful tool within Reading to aid in the prevention of sales of alcohol to children.

On the 12<sup>th</sup> October 2017 a further CSE/Alcohol test purchase was conducted at the premises during which time a double room was sold to the police officer for the use by him and the thirteen (13) year old female child accompanying him. The child test purchaser was then sold alcohol at the licensed bar by the same member of staff who had taken the hotel room booking.

The member of staff that made both sales (the room and alcohol) it has been confirmed had not been provided any of the relevant training which would have prevented this incident from occurring. This is of particular concern as it has been stated that he had worked at the premises for approximately one year to date and was in fact a duty manager.

Due to the seriousness of the incidents and failings of the premises licence holders and designated premises supervisor to ensure that the licensing objectives are upheld, Thames Valley Police respectfully ask the Licensing Sub Committee to consider all options available to them in order to ensure that the Licensing Objectives are not undermined and children are protected.

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

Reading Central Premier Inn situated in Letcombe Street, Reading currently has a premises licence pursuant to the Licensing Act 2003 which allows for the sale by retail of alcohol between the hours of 1000 -2400 Mon – Weds, 1000 – 0200 Thurs – Sat and 1000 – 2330 on Sunday.

Since September 2016 the Reading Central Premier Inn have failed two alcohol test purchases and in addition the premises also failed two CSE test purchases, whereby they served and or sold alcohol to female children aged 15 (fifteen) and 13 (thirteen) years of age.

On the first occasion in September 2016 it is alleged that staff would also have sold a double room to the adult Police officer and the child had it not been for the fact the booking was to be made using cash as payment, and the circumstances are that the staff member at the time advised the officer to make the booking online. This is of serious concern when considering the act of Child Sexual Exploitation (CSE) which concerns a number of sexual offences apprehended against children and is often exacerbated by the use of alcohol as both an aid and inducement.

On the second occasion in October 2017 both a double room was able to be booked at reception using a credit card for use by the police officer and the thirteen year old female and then alcohol was sold to her for her consumption.

For information Thames Valley Police (TVP) utilise the current recommended Police guidance standards when undertaking test purchase operations set out below:-

- Volunteers must be aged younger than 16 years and 6 months
- Volunteers are not deployed in the areas that they live or frequent
- Plain clothes officers are deployed to the targeted premises first so that they are present when the purchase is attempted, to witness any offences and provide a degree of protection for the volunteers
- Volunteers do not present false id but may lie about their age if asked
- Action taken (PNDs, prosecutions etc) in the event of a sale can vary depending on who made the sale and other factors

On both occasions TVP ensured that the standards above were fully met and can also confirm the following. The Police officer during the CSE element of the test purchase ie room ordering phase will only ever refer to the child as “a friend”. No other phraseology was used to indicate that they were related for instance, eg Father and Daughter.

Neither the plain clothed officer nor child were provided with identification that could be produced or to support the details of the officer paying for the room (second occasion only) by credit card.

The child cannot provide evidence to prove age; they are told to state they are “18” if asked but they are not allowed to verbally provide a pre prepared date of birth or false ID. (Please note on both occasions the child was not asked their age at any point)

In September 2016 the fifteen year old female clearly stated verbally herself to the bar staff member what alcoholic drink she wanted and was supplied with it. On that occasion the plain clothed officer was detailed to pay for the drinks, but the guidance to them was that the staff member MUST be under no illusion that the alcoholic drink was being supplied for the

consumption of the child.

In October 2017 the process was slightly amended in that the child had to both ask for the alcoholic drink and pay for the drink herself.

We can also confirm that the child test purchaser is advised prior to the operation NOT to make any changes to their appearance in order to make themselves appear older in order to deceive staff at the premises and are to present as they would in a normal situation.

Photographs of the child test purchaser are taken prior to commencement of any operation with the conducting officers. Images are securely stored in order to prove their appearance in the unlikely event that a challenge is made in relation to the integrity of the process.

The following chronology outlines all current details in relation to incidents interactions between Thames Valley Police and Reading Central Premier Inn:-

**24<sup>th</sup> September 2016** – During a test purchase operation a fifteen year old female test purchaser and plain clothed Police Officer attempted to book a double room at the reception at the hotel. They were told that they could not make the booking as it was a cash booking but if they booked online that would be fine. They both entered the bar area where the plain clothed officer and the child each asked to order a drink from a member of bar staff. The female child test purchaser was provided with an alcoholic drink for her consumption.

At the time the bar member started he thought the child was 22 years old and that because the policy is “Challenge 21” he did not ask her for identification.

**25<sup>th</sup> September 2016** – The Officer in charge of the test purchase operation PC Bruce provides brief details in an email as to the failure at the premises on this occasion.

**(APPENDIX 1)**

**13<sup>th</sup> January 2016** – A joint inspection was carried out at the premises by TVP and Reading Borough council (RBC) at which point the following concerns were identified. **(APPENDIX 2)**

1. The age policy displayed at the counter stated Challenge 21; but the DPS Mr Van Gorkum stated he trained staff to Challenge 25. (There appeared confusion as to the policy and it was recommended that Challenge 25 posters be displayed so staff knew which policy they were working to and to prevent a second failure occurring because clearly Challenge 21 was not working)
2. The Section 57 notice stated that Mr Van Gorkum was in control of Part A of the licence and it was pointed out that as he was the DPS it would be good practice to also acknowledge some other members of staff who would be able to locate the licence in his absence.
3. The training and records of training required improvement and had no detail of what the training consisted of or its quality.
4. General condition 3 was in breach and no signage was displayed as required.
5. Prevention of crime and disorder condition 1 and 2 were in breach. A drugs policy was not in place as required and the CCTV condition was not in compliance as ALL areas of the licensed part of the premises were not covered.
6. Protection of children from harm condition 1 was not complied with in that a refusals book was not actively being used.
7. Conditions after hearing 1, 2, 5 and 6 – Mr Van Gorkum could not demonstrate (1) as in place. (2) No notices or dispersal policy was in place that could prove due diligence in this area. (5) This could not be demonstrated as being complied with. (6)

This was not complied with and a designated smoking area was not available to the front of the premises.

**16<sup>th</sup> January 2017** – Section 19 Closure notice was issued by PC Wheeler relating to the failure by the premises to comply with the condition regarding CCTV coverage within all licensable areas. (**APPENDIX 3**)

**31<sup>st</sup> January 2017** – A letter was sent to the Premises Licence Holders (PLH) from the Reading Borough Council Licensing & Enforcement Team calling for a performance meeting in relation to the failed test purchase process in September 2016 and the inspection failures discovered earlier in the month. (**APPENDIX 4**)

**10<sup>th</sup> February 2017** – During a site visit to view CCTV coverage changes it was confirmed that the CCTV coverage condition was now complied with. A cancellation notice was issued to the DPS Mr Van Gorkum. (**APPENDIX 5**)

**22<sup>nd</sup> March 2017** – A performance meeting was convened at the Reading Borough Council Offices convened by Mr Narancic (RBC Licensing) and attended by representatives on behalf of Reading Central Premier Inn including Chris Grunert (solicitor). Notes for this meeting were taken by Mr Narancic.

As part of this process TVP and RBC provided a number of recommended conditions that were felt were required to be added to the licence in order to address concerns relating to standards of training, CSE and the prevention of alcohol sales to children and hopefully would address the potential for any future failures relating to underage sales.

It was felt that of most importance was the acceptance of “Challenge 25” as a standard at the premises as the staff member that failed the test purchase had stated he thought the child was “24” years old and because the policy was Challenge 21 he had not asked for identification.

During this process it became apparent that this condition would not be accepted because the overall company policy was Challenge 21 and the impression was given that to change company policy was overly onerous.

The suggested conditions can be seen at (**APPENDIX 6**)

**25<sup>th</sup> March 2017** – An email was received from Chris Grunert following up from the performance meeting and supplying Whitbread’s principle CSE training documentation which they wished to use instead of the TVP training documentation supplied during the performance meeting.

The email also states that he is still in discussions with his clients as to the acceptance of the proposed conditions put forwards by us at the performance meeting.

It has been accepted that the Whitbread training package is of an acceptable standard to be used instead of the TVP training. (**APPENDIX 7**)

**28<sup>th</sup> April 2017** – A further email is received from Chris Grunert detailing a number of draft proposals for licence conditions containing a number of amendments to those submitted by TVP and RBC.

Contained within the body of the email is an explanation from Mr Grunert as to their rationale for the amendments including the failure to accept Challenge 21 due to “The benefits of having a consistent policy across the estate are considerable”. (**APPENDIX 8**)

The proposed amended conditions provided by Mr Grunert can be seen at **(APPENDIX 9)**

**20<sup>th</sup> July 2017** – Mr Grunert provided transcripts of the training package adopted at the premises and a training form to be signed by alcohol servers. **(APPENDIX 10)**

**12<sup>th</sup> October 2017** – A test purchase process was carried out at the premises whereby a thirteen year old female was able to enter the premises with a plain clothed Police Officer. The Officer was able whilst in her company to book a “double” room using a credit card at reception and neither he nor the thirteen year old female were asked to provide any photographic proof of identification.

Having moved to the bar area the thirteen year old female asked for and was served with a “Malibu and Coke” which she paid for using cash. At no time was she asked her age or for proof of identification. The plain clothed officer was provided with a glass of Boddingtons which was also paid for by the child at the same time. **(APPENDIX 11)**

After the test purchase concluded the staff member stated that he believed the thirteen year old to look around “24” years of age and stated that because the policy is Challenge 21 he did not ask for identification. **(APPENDIX 12)**

The seller also confirmed he had been employed at the premises as a duty manager and had been working there for approximately one year. Training records were consulted and showed that he received training in “Challenge 21” in February 2017 that was signed for but he had not received training in any other aspects including CSE training. **(APPENDIX 13)**

Great care is always taken to ensure that test purchasing processes are always carried out in a fair and transparent manner. The children as mentioned previously are provided strict instruction on appearance and it is ensured that no changes are made to their appearance to make them appear older.

A report was received on the night of the test purchase operation from another hotel that was tested by TVP on the same evening, which adds credibility to the integrity of the test purchase operation and conduct and age of the test purchaser. A 999 call was received at our control room reporting suspicious activity.

You will note that the caller reports “A male around 50 just tried to book a double room for himself with a girl of approx.. 15yo” The log on page two and three provides further detail of the test purchase process and provides evidence that it was carried out in the manner as stated in our guidance, and that in the caller’s opinion the child looked between 14-15 years old. **(APPENDIX 14)**

**13<sup>th</sup> October 2017** – A data protection request for CCTV relating to the test purchase was hand delivered to the premises by PC Wheeler at approximately 2100 hours and handed to the duty manager for onwards transmission to the DPS Mr Van Gorkum. To date no contact has been received from the premises providing the requested footage. **(APPENDIX 15)**

In conclusion Thames Valley Police are extremely concerned about this premises persistent sale of alcohol to children and failure to ensure that all staff are adequately trained.

There are systemic failures within the business in as much as the DPS Mr Van Gorkum has attempted to previously introduce Challenge 25 as a standard, however the Premises Licence Holders PLH have not supported this or agreed to change company policy in order to support the licensing objectives.

This is highlighted in appendix 13 where it can be seen that previous Challenge 25 wording has been crossed out in favour of 21.

It is difficult to address our concerns regarding both CSE and underage sales when a business previously called into question our test purchasing processes rather than realistically identifying there is a proactive requirement for them to look at their processes. For example the first failure in September 2016 led to a complaint being made by Mr Van Gorkum about the test purchase process rather than an acceptance that their own processes had failed.

After the performance meeting that was held in March 2017 the majority of the recommended conditions that were put forwards by TVP and RBC to address concerns at the premises were heavily amended by the Premises Licence Holders, and Mr Narancic was informed by TVP that the proposed conditions by the PLH were not deemed acceptable in this circumstance.

We fully accept that training transcripts of their training programme that have since been provided by the PLH this year as well as drugs policy and CSE training are now sufficient and applaud efforts made by Mr Van Gorkum to resolve a number of licence condition breaches that were discovered during the January 2017 inspection.

However we believed there is a requirement for further conditions to be added to the licence to ensure that standards are sufficiently high and adhered to and all staff receive the training. Hence the number of conditions that were issued to the PLH at the performance meeting discussed earlier.

We feel that the amended versions of the supplied conditions by the PLH via Mr Grunert earlier in the year do not sufficiently address our concerns and the failure to accept Challenge 25 as a condition amongst others was a major impasse which would not be resolved by negotiation. Therefore no further communication has been made via TVP to Mr Grunert in relation to the conditions put forwards to be added by minor variation by Mr Narancic who was leading this process for RBC was informed.

Thames Valley Police ask that the Licensing Sub-Committee give full consideration to all appropriate and proportionate steps that are available to them in relation to this review application. We have provided our own rationale as guidance in relation to potential steps that may be considered which we feel the Sub-Committee may find useful (as set out on the following pages).



In considering our recommendations TVP has considered all steps open to the sub – committee:

**1. To modify the conditions of the premises licence.**

- TVP are unequivocally recommending that if the decision of the Sub-Committee is to allow this premises licence to remain in force that the recommended conditions below are accepted in full and attached to the premises operating schedule. We believe that in order to ensure that this premises does not further undermine the licensing objectives that the conditions we recommend

**2. Removal of the Designated premises supervisor (DPS)**

- The committee may wish to consider this option; the current DPS has proven to have failed in his role to ensure that staff are trained adequately in relation to CSE and the sales of alcohol which has led to two separate failed test purchases.

Although as a caveat it is worthy of note that the DPS has attempted to introduce previously Challenge 25 but that this had not been endorsed by the PLH. This it could be argued has exacerbated the potential for children being sold alcohol so it may be argued that the PLH bears more responsibility in this situation for failing to accept the recommendations of the Police and Licensing Authority.

**3. To suspend the licence for up to a maximum of three months.**

- This option we suggest should be seriously considered by the Sub-Committee if a decision to allow the licence to remain in force is taken. A suspension may be deemed by the Sub-Committee as an acceptable method to ensure that new conditions have a period of time to be placed onto the licence and practices imbedded and training fully completed by all staff.

**4. To exclude a licensable activity from the scope of the licence.**

- The only licensable activity which would effect this review application and worthy of exclusion would be in relation to the sale of alcohol by retail, which would in effect revoke the licence.

**5. Revoke the licence.**

- TVP would respectfully ask the Sub – Committee to consider all options available to them in this situation and although revocation cannot be taken lightly and should be seen as a last resort when all other options have been exhausted and or failed; must point out the severity of our concerns in relation to the persistent sales of alcohol to children and the impact of this premises failing to protect children from harm on two occasions. The second occurrence having taken place after attempts had been made by both the Police and Licensing Authority to prevent future incidents by offering relevant conditions such as Challenge 25 as a preventative measure. Therefore in this circumstance the Sub – Committee may feel that it is both appropriate and

proportionate to revoke the licence on this occasion.

If the decision is not to revoke the licence then TVP request that the following actions be taken and conditions placed onto the premise licence in order to uphold the Licensing objectives. All recommendations below are designed specifically to rectify the following issues:-

- Protection of children from harm in relation to underage sales.
- Prevention of crime and disorder and the protection of children from harm in relation to Child Sexual Exploitation.

### **Suspension**

Suspend the licence for a period of time that the committee feel is sufficient to ensure that all licence conditions can be applied, implemented and adhered to.

### **Staff Training**

#### **Staff Training Child Sexual Exploitation (CSE)**

The Premises Licence Holder (PLH) and/or Designated Premises Supervisor (DPS) shall ensure that all staff complete training in Child Sexual Exploitation (CSE) that is of a standard agreed with Thames Valley Police and Reading Borough Council training package within 28 days of employment and a signed record of their training shall be maintained.

Refresher training in relation to CSE shall formally take place once every 3 months and signed records of this training shall be maintained. These records shall be kept for a minimum of 2 (two) years of the date of the training and shall be made available to any authorised Officer of Thames Valley Police or an authorised Officer of Reading Borough Council.

#### **Staff training alcohol sales**

Staff employed to sell alcohol shall undergo training upon induction. This training shall include, but not be limited to:-

- The premises age verification policy
- Dealing with refusal of sales
- Proxy purchasing
- Recognising valid identity documents not in the English language
- Identifying attempts by intoxicated persons to purchase alcohol

- Identifying signs of intoxication
- Conflict management
- How to identify and safeguard vulnerable persons who attend and leave the premises.

Refresher training shall be provided every 3 (three) months and signed records made available for inspection by a Police Officer or authorised officer of Reading Borough Council upon request. These records are to be kept for a minimum of 2 (two) years of the date of training.

## **CCTV**

The premises licence holder shall ensure the premises' digitally recorded CCTV system cameras shall continually record whilst the premises are open to the public and recordings shall be kept for a minimum of 31 days with time and date stamping. The entire licensable area shall be covered by the CCTV. Data recordings shall be made immediately available to an authorised officer of Thames Valley Police or Reading Borough Council together with facilities for viewing upon request, subject to the provisions of the Data Protection Act. Recorded images shall be of such quality as to be able to identify the recorded person in any light. At least one member of staff on the premises at any time during operating hours shall be trained to access and download material from the CCTV system.

## **Challenge 25, Refusals and Incidents:**

1. The premises shall at all times operate a Challenge 25 policy to prevent any customers who appear to staff members to be under the age of 25 years from purchasing alcohol without having first provided identification.

Only a valid driver's licence showing a photograph of the person, a valid passport, national identity card, military ID or proof of age card showing the "PASS" hologram are to be accepted as identification. Notices advertising the Challenge 25 and proof of age policies shall be displayed in prominent positions on the premise.

2. All staff involved in the sale of alcohol shall be trained to record refusals of sales of alcohol in a refusals log (whether written or electronic). The log shall contain:

- Details of the time and date the refusal was made;
- The identity of the staff member refusing the sale;
- Details of the alcohol the person attempted to purchase.

This book /register will be available for inspection by a Police Officer or authorised officer of Reading Borough Council upon request.

3. An incident log shall be maintained to record all incidents of crime and disorder as well as

those relating to the protection of children from harm occurring at the premises. This log shall be available for inspection by a Police Officer or an authorised officer of Reading Borough Council upon request and shall be retained for one year. The log shall be signed off by the Designated Premises Supervisor or nominated representative at the end of each trading session. A weekly review of the incident register shall also be carried out by the Designated Premises Supervisor.

#### **Protection of Children from Harm (CSE)**

All transactions for Hotel bookings shall require photographic ID from any adult accompanying a child.

Staff shall take all reasonable and proportionate steps to establish the name, date of birth and relationship between the adult and child. This may include but shall not be limited to asking for identification from each and establishing via questioning the nature of their relationship.

Only a valid British driver's licence showing a photograph of the person, a valid passport, proof of age card showing the "PASS" hologram or Military Identity Cards are to be accepted as identification.

If there is any doubt in relation to the validity of a booking or the nature of the relationship, details of the incident shall be recorded in the premises incident log and the Police notified immediately.



yes

Please tick ✓

- I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate
- I understand that if I do not comply with the above requirements my application will be rejected

**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.**

**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



Date

16-10-17

Capacity

Supt. LPA Commander

**Contact name (where not previously given) and postal address for correspondence associated with this application** (please read guidance note 6)

READING POLICE STN  
CASTLE STREET  
READING

Post town

Post Code

RG1 7TH

Telephone number (if any)

07 [REDACTED]

**If you would prefer us to correspond with you using an e-mail address your e-mail address (optional)**

**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.

## APPENDIX 1



Sun 25/09/2016 00:56

**Bruce Maggie**

**CSE Test Purchase Op**

To: Pearce Donna; Shaladen Gassari; Marr Steven

Cc: Wheeler Simon

You forwarded this message on 25/09/2016 17:25.

**Just to make you aware that we did the test purchase op tonight, not great results!**

**Premier Inn, Letcombe Street;**

They wouldn't accept cash but were happy for us to book a room over the phone, so we've taken this as a fail and they also sold us alcohol so a licencing issue.

I've made an appointment to see the Manager: Ward Van Gorkum to discuss the CSE issue, go through their procedures etc. Let me know if you would like to attend with me. The appointment is for 9am on Friday at Premier Inn.

CSE – fail

Licencing – fail



Licensing Team  
Reading Borough Council  
Bridge Street, RG1 2LU  
Tel: 01189 37 37 62  
licensing@reading.gov.uk

Licensing Dept  
Reading Police Station  
Castle Street, RG1 7TH  
Tel: 101

**PREMISES - RECORD OF INSPECTION DATED:**

Licence No:	LP2001935
Name:	READING CENTRAL PALMIST INN.
Address:	SIGNAL HOUSE, LETCUMBE STREET READING, BERKSHIRE, RG1 2HN.
Type:	Premises Licence   Club Premises Certificate

**Licence Inspection**

Summary on Display:  Yes  No <sup>ONLY TWO PARTS</sup> Correct Part A/Conditions held at Premises:  Yes  No

Premises Licence Holder: READING INN HOTELS LTD. DPS: WARD VAN COCKM

DPS as per Licence:  Yes  No DPS Present?  Yes  No

If No, Reason: \_\_\_\_\_ Authorised Person: \_\_\_\_\_

**Licensable Activities (Carried On)**

Regulated Entertainment: Plays | Films | Indoor Sporting Events | Boxing/Wrestling | Live Music | Recorded Music | Performance of Dance | Anything Similar

Are there any gaming machines? If so, how many? \_\_\_\_\_  
Gaming permit produced and correct? \_\_\_\_\_

Late Night Refreshment:  Yes  No Sale/Supply of Alcohol:  Yes  No Location: On | Off | Both

Does the Licence/Certificate permit activities carried on?  Yes  No

**Conditions of Licence/Certificate**

GENERAL 1) Proof of age 21, but use challenge 25. 3) Breach - NO SIGNAGE.

PREVENTION OF SEXUAL OFFENCES ACT 1999 1) Breach - NO SEX POLICY. 2) CCTV DOES NOT COVER "ALL AREAS" - BALACH.

PROTECTION CHILDREN FROM SEXUAL OFFENCES ACT 2008 1) NOT FULLY COMPLIANT WITH. 2) 3) 5) and 6) NOT COMPLIANT WITH.

**Summary of Key Points Discussed**

Part 6 not correctly displayed. A number of licence conditions in breach and not complied with.

Section 57 needs updating.

Training and records need improving.

Age policy needs clarification on licence.

Poor performance regarding licence objectives knowledge.

**Document Checklist**

Age policy operated <sup>IT IS</sup> ~~correctly~~.  Section 57 ~~inserted~~.  Training Records ~~Basic~~.  Authorisation List YES.

Awareness of the Licensing Objectives by Licence Holder/DPS: A - Good | B - Fair | C - Bad (Circle Appropriate)

Inspection Outcome:  Satisfactory  Unsatisfactory <sup>DIDN'T KNOW THEM</sup>

Inspecting Officer(s): PC 5787 WINGFIELD, PC 744 NAWANCIC (RSC)

Signature of licensee or representative(s): \_\_\_\_\_

Date of Inspection: 18/01/2017

Time Started: 1615 | Time Ended: 1731 IS.





CONTINUATION SHEET OF ISSUES DISCUSSED:

Age Policy - Displayed Challenge 21

DPS - states he trains staff to Challenge 25 as good practice

Training record seen as Challenge 25

1) SECTION 57 - IS IN NAME OF DPS - NOT ANY OTHER STAFF WHO MAY NEED TO KNOW.

1) TRAINING RECORDS - VERY BASIC TRAINING RECORD WHICH DOES NOT DETAIL ANY ISSUES I.E IDENTIFYING DRUNKS, DRUGS OR CONFLICT RESOLUTION, ETC - VERBAL TRAINING. STATES - REFRESHS EVERY 2 TO 4 MONTHS.  
PAGE 8 - GENERAL.

1) CONDITIONS - 21 ON LICENCE (25 OPERATED) UNKNOWN WHY CAUSE CONFLICT).

2) SIGNAGE - NOT COMPLIED WITH.

Prevention of Crime and Disorder.

1) Drug policy and training - not complied with. And consideration determined that users do regularly visit, but no drugs have been found.

2) CCTV DOES NOT COVER ALL AREAS.

PROTECTION CHILDREN FROM HARM - 1) REVIEW BOOK NOT ACTIVELY USED  
DPS admits staff may not always log returns as they should.

INSPECTING OFFICER: PC STET WHITFIELD / PC TIA NATHANIC (RBC).

SIGNATURE OF LICENSEE/REPRESENTATIVE: \_\_\_\_\_

DATE OF INSPECTION: 13/01/2017.

CONDITIONS AFTER WORKING - 1) HARD TO DEMONSTRATE IN PLACE.

2) NO NOTICES OR DISPLAYED POLICY - 5) NOT COMPLIED WITH.

6) NOT COMPLIED WITH.

**FOR OFFICIAL USE ONLY**

Premises Scoring					
1. Venue Type	10	2. Hours	20	3. Rateable Value	20
4. Compliance: Legislation	30	5. Compliance: Conditions	30	6. Best Practice	30
7. Complaints History	10	8. Confidence	40	Total:	190

Risk Rating: Very High  High  Medium  Low  Very Low

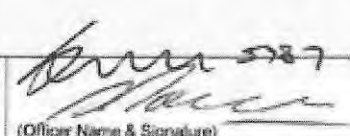
Please consult the scoring guidance note for more information on relevant considerations when scoring premises.

**Licensing Profiles – Risk Rating Breakdown**

<b>1. Venue Type</b> 60 - Nightclub 50 - Pub etc. (regular dance/music) 40 - Pub etc. (irregular dance/music) 30 - Off Licn & Late Night Take-away 20 - Off Licn (supermarkets) etc. 10 - Restaurants, Hotels etc. 5 - School, Village Halls etc.	<b>2. Hours of Operation</b> 30 - Between 2 & 5 am 20 - Between 12 & 2 am 15 - Between 11 and 12 am 10 - Between 5 & 7 am 5 - Between 7 and 11 pm 0 - Residents Only	<b>3. Rateable Value</b> 20 - Band D, E 15 - Band C 10 - Band B 5 - Band A
<b>4. Compliance with Legislation</b> 40 - Very Poor (No/very little) 30 - Poor (Few) 20 - Fair (Most) 10 - Good (Almost all) 0 - Excellent (All)	<b>5. Compliance with Conditions</b> 40 - Very Poor (No/very little) 30 - Poor (Few) 20 - Fair (Most) 10 - Good (Almost all) 0 - Excellent (All/No conditions)	<b>6. Best Practice Measures</b> 30 - No Measures 15 - 1/2 Measures 5 - Several Measures 0 - All possible Measures
<b>7. Complaints History</b> 40 - Persistent Complaints 30 - Regular Complaints 20 - Isolated incidents (>2) 10 - Isolated Complaints (<2) 0 - None	<b>8. Confidence in Operation</b> 60 - No Confidence 40 - Low Confidence 25 - Slight Lack of Confidence 15 - Reasonable Confidence 5 - High Level of Confidence 0 - Total Confidence	

Points	Category	Description	Inspection Freq.
210 +	A	Very High Risk	Every 3 months
160 - 209	B	High Risk	Every 6 months
110 - 159	C	Medium Risk	Every 12 months
60 - 109	D	Low Risk	Every 18 months
0 - 59	E	Very Low Risk	Every 36 months

**Check List**

Inspection recorded on Amandus/or Flare EVU?	<input checked="" type="checkbox"/> Yes   Reference:
Inspection Sheet Scanned and Indexed?	<input checked="" type="checkbox"/> Yes
Next Inspection Date Diaised?	<input checked="" type="checkbox"/> Yes   Next Ins. Date: July 2017
Required Actions Identified?	<input checked="" type="checkbox"/> Yes
If Yes, detail actions taken:	
PERFORMANCE MEETING SECTION 19 OF CLTV RECOMMEND CONDITIONS	
Officer Sign Off:	 (Officer Name & Signature)
Sign Off Date:	13/01/2017



**CLOSURE NOTICE MADE UNDER SECTION 19 OF THE CRIMINAL JUSTICE AND POLICE ACT 2001**

No. 00353

Date and Time of the Closure Notice:

16th JANUARY 2017

Person making the Notice:

PC 5187 SIMON WHEELER

Signature:

Name (if applicable) and Address of the Affected Premises:

READING CENTRAL PREMIER INN  
SIGNAL HOUSE, LITCOMBE STREET,  
READING, BERKSHIRE, RG1 2HA.

Alleged unauthorised use of the Premises:

WITHIN PREVENTION OF CRIME AND  
DISORDER - CONDITION (2) -  
CCTV DOES NOT COVER  
"ALL AREAS"; BLIND SPOTS  
WITHIN LICENSABLE AREA.

Steps which may be taken to end the alleged unauthorised use of the Premises, or to prevent it from re-occurring:

THE CONDITION MUST BE COMPLIED  
WITH WITHIN 21 DAYS -  
CCTV REQUIRES IMPROVEMENT  
TO ENSURE "ALL AREAS" ARE  
COVERED.

The Person (if applicable) on whom the closure notice has been served:

Dps, Hotel manager

Name: Wazil van Gochum

Signature:



Alison Bell  
 Director of Environment and  
 Neighbourhood Services  
 Civic Offices, Bridge St, Reading, RG1 2LU  
 ☎ 0118 937 3787

Our Ref: LIC/PN/EVU52786

Rachel Bainton  
 Premier Inn Reading Central  
 Signal House  
 Letcombe Street  
 Reading  
 Berkshire  
 RG1 2HN

Direct: ☎ 0118 9372269  
 e-mail: peter.narancic@reading.gov.uk

31 January 2017

Your contact is: Mr Peter Narancic, Licensing

Dear Rachel

**Licensing Act 2003**  
**Premises Licence Number - LP2001935**  
**Premises: Premier Inn Reading Central**  
**Premises Address: Signal House, Letcombe Street, Reading**

**Subject: Premier Inn Reading Central Performance meeting**

As a result of a joint inspection of the above premises carried out on Friday 13 January 2017, a performance meeting has been arranged for you/a company representative to attend at Reading Borough Council's Offices, Bridge Street, Reading on Friday 10 February 2017 at 11.00am, to discuss these issues and issues Thames Valley Police found regarding Child Sexual Exploitation (CSE) and sale of alcohol to a child on a previous visit in September 2016.

At the meeting you should be accompanied by the designated premises supervisor and any other management staff that you feel may assist to answer questions relating to breaches of premises licence condition found during our inspection.

Also please bring with you any supportive documentation and paperwork required as part of the venue licence conditions as an inspection of your processes and questions relating to that will be asked.

As this is a formal process we must inform you that you do have the right to be accompanied by a legal or licensing representative if you feel that it may aid your understanding of the process itself.

Please be aware that at this stage this is not designed to be a punitive process however, it is deemed a means to identify any weaknesses in the licensing aspects of the business in order to improve and rectify performance and adherence to the licence, in order to prevent further incidents of crime and disorder.

Dependent on the outcome of the meeting there may be recommendations made to you in relation consideration for further licence conditions or amendments to the current conditions which we would wish to agree on.

This process does not however preclude any formal action which may be taken by Thames Valley Police or the Licensing Authority in relation to this premises licence if the outcome of this meeting is unsatisfactory or agreement cannot be reached.

Should you wish to discuss any issues, please telephone me on the number above, during office hours.

Yours faithfully

*Peter Narancic*

Mr Peter Narancic  
Senior Licensing & Enforcement Officer



**CANCELLATION OF CLOSURE NOTICE MADE UNDER SECTION 19 OF THE CRIMINAL JUSTICE AND POLICE ACT 2001**

Date and Time of Closure Notice the Cancellation is specific to:

\* 16<sup>th</sup> January 2017

Police Force or Local Authority: **Thames Valley Police**

Person who made the Notice: \* PC 5737 SIMON WHEELER

Name (if applicable) and Address of the affected Premises:

\* READING CENTRAL PREMISES UNIT  
SIGNAL HOUSE, LETCOMBE ST, READING, BERKSHIRE, RG1 2HN

Alleged unauthorised use of the Premises:

\* PREVENTION OF CRIME AND DISORDER - CONDITION (2)  
\* CCTV DOES NOT COVER "ALL AREAS"; THERE WERE  
BLIND SPOTS WITHIN USABLE AREA.

Steps which were taken to end the alleged unauthorised use of the Premises, or to prevent it from re-occurring:

\* CCTV HAS BEEN INCREASED AND NOW COVERS  
"ALL AREAS".

The Person (if applicable) on whom the closure notice had been served:

Name: \* WARD VAN GORHAM (DPS)

This is notice of the cancellation of a Closure Order made under Section 19 of the Criminal Justice and Police Act 2001, as detailed above.

Signed: \* 

Date: 10 February 2017

Name and Position: \* PC 5737 SIMON WHEELER.  
LICENSING SUPPORT OFFICER.  
READING LPA.

### **Staff Training Child Sexual Exploitation (CSE)**

The Premises Licence Holder (PLH) and/or Designated Premises Supervisor (DPS) shall ensure that all staff complete the Child Sexual Exploitation (CSE) "Hotel Staff Awareness" training package supplied by Thames Valley Police within 28 days of employment and a signed record of their training shall be maintained.

Refresher training in relation to CSE "Hotel Staff Awareness" shall formally take place once every 6 months and signed records of this training shall be maintained. These records shall be kept for a minimum of 1 year and shall be made available to any authorised Officer of Thames Valley Police or an authorised Officer of Reading Borough Council.

#### **Staff Training:**

Staff employed to sell alcohol shall undergo training upon induction. This shall include, but not be limited to:-

- The premises age verification policy
- Dealing with refusal of sales
- Proxy purchasing
- Recognising valid identity documents not in the English language
- Identifying attempts by intoxicated persons to purchase alcohol
- Identifying signs of intoxication
- Conflict management
- How to identify and safeguard vulnerable persons who attend and leave the premises.

#### **CCTV**

The premises licence holder shall ensure the premises' digitally recorded CCTV system cameras shall continually record whilst the premises are open to the public and recordings shall be kept for a minimum of 31 days with time and date stamping. The entire licensable area shall be covered by the CCTV. Data recordings shall be made immediately available to an authorised officer of Thames Valley Police or Reading Borough Council together with facilities for viewing upon request. Recorded images shall be of such quality as to be able to identify the recorded person in any light. At least one member of staff on the premises at any time during operating hours shall be trained to access and download material from the CCTV system.

## Challenge 25, Refusals and Incidents:

1. The premises shall at all times operate a Challenge 25 policy to prevent any customers who appear to staff members to be under the age of 25 years from purchasing alcohol without having first provided identification.

Only a valid driver's licence showing a photograph of the person, a valid passport, national identity card or proof of age card showing the "PASS" hologram are to be accepted as identification. Notices advertising the Challenge 25 and proof of age policies shall be displayed in prominent positions on the premise.

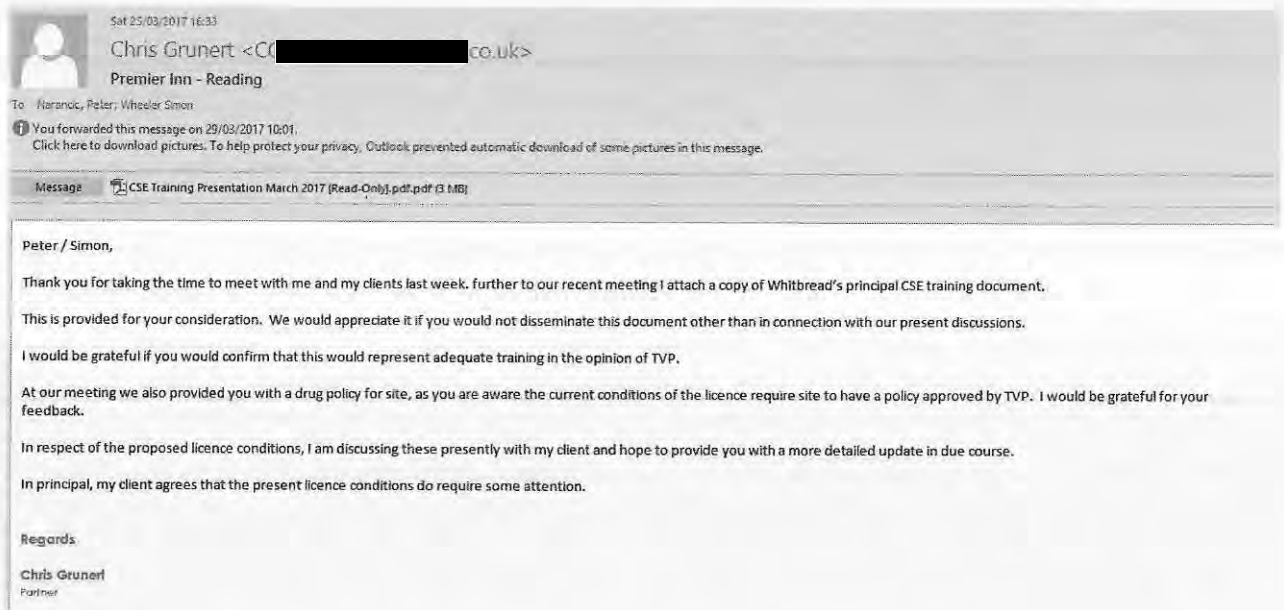
2. All cashiers involved in the sale of alcohol shall be trained to record refusals of sales of alcohol in a refusals log (whether written or electronic). The log shall contain:

- Details of the time and date the refusal was made;
- The identity of the staff member refusing the sale;
- Details of the alcohol the person attempted to purchase.

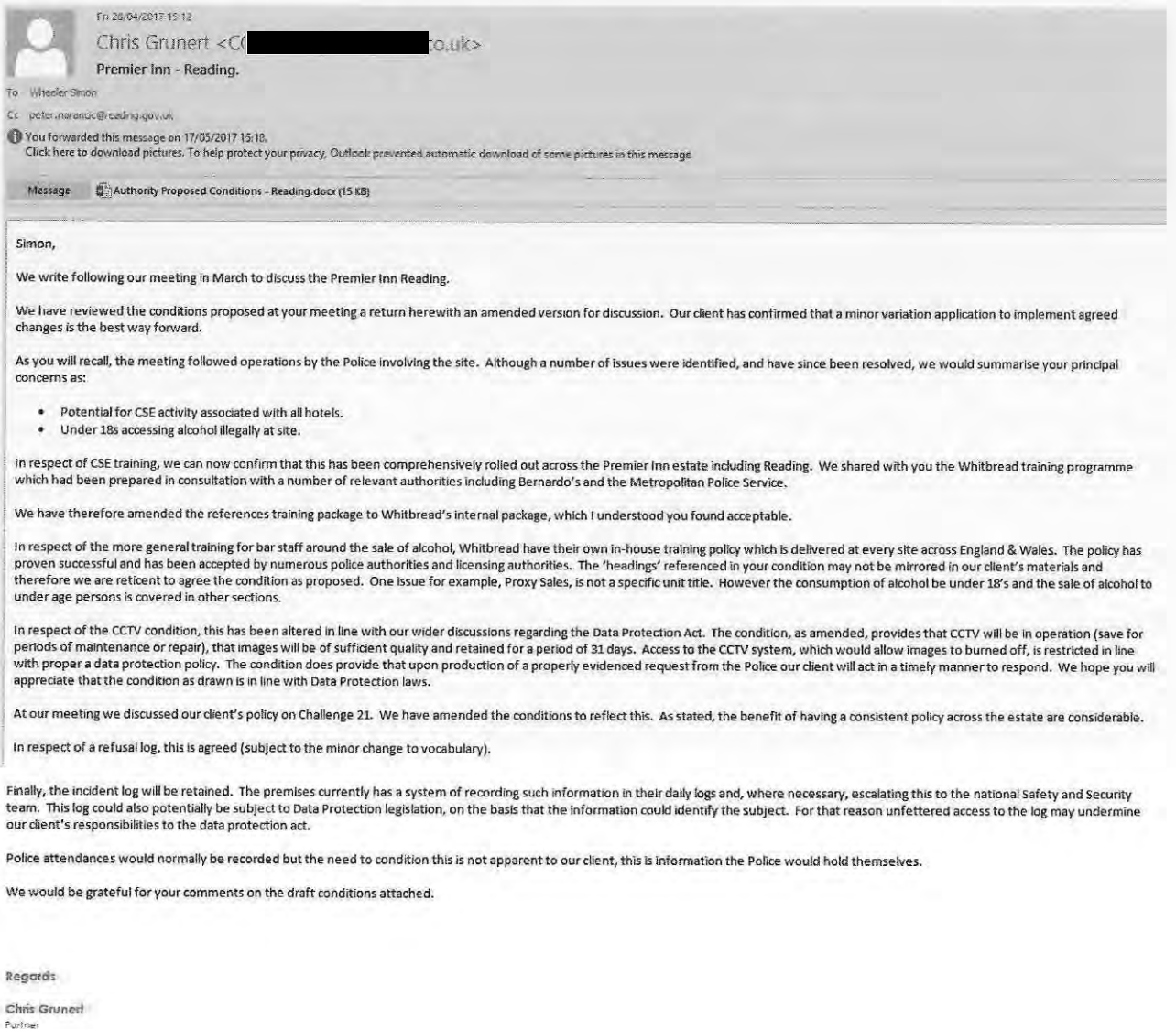
This book /register will be available for inspection by a Police Officer or authorised officer of Reading Borough Council upon request.

An incident log shall be maintained to record all incidents of crime and disorder occurring at the premises. Details of occasions when the police are called to the premises shall be recorded. This log shall be available for inspection by a Police Officer or an authorised officer of Reading Borough Council upon request and shall be retained for one year. The log shall be signed off by the Designated Premises Supervisor or nominated representative at the end of each trading session. A weekly review of the incident register shall also be carried out by the Designated Premises Supervisor.





## APPENDIX 8



## Premier Inn Reading - Proposed Conditions

(1) The Premises Licence Holder (PLH) and/or Designated Premises Supervisor (DPS) shall ensure that all staff complete the appropriate training in the detection of Child Sexual Exploitation (CSE) ~~“Hotel Staff Awareness” training package supplied by Thames Valley Police~~ within 28 days of employment and a ~~signed~~ record of their training shall be maintained. Refresher training in relation to CSE ~~“Hotel Staff Awareness”~~ shall formally take place once every 6 months and ~~signed~~ records of this training shall be maintained. These records shall be kept for a minimum of 1 year of the date of the training and shall be made available to any authorised Officer of Thames Valley Police or an authorised Officer of Reading Borough Council.

(2) Staff employed to sell alcohol shall undergo suitable training upon induction. ~~This shall include, but not be limited to:~~

- ~~a. The premises age verification policy~~
- ~~b. Dealing with refusal of sales~~
- ~~c. Proxy purchasing~~
- ~~d. Recognising valid identification documents not in the English language.~~
- ~~e. Identifying attempts by intoxicated persons to purchase alcohol~~
- ~~f. Identifying signs of intoxication~~
- ~~g. Conflict Management~~
- ~~h. How to identify and safeguard vulnerable persons who attend and leave the premises.~~

(3) The PLH shall ensure the premises' digitally recorded CCTV camera shall continually record, save for reasonable periods of maintenance or repair, whilst the premises are open to the public and recordings shall be kept for a minimum of 31 days with time and date stamping. ~~The entire licensable area shall be covered by the CCTV~~ Comprehensive coverage of the

licensed areas shall be provided by the CCTV system. ~~Data recordings shall be made immediately available to an authorised officer of Thames Valley Police or Reading Borough Council together with facilities for viewing upon request.~~ Images of persons entering the premises ~~Recorded images~~ shall be of such quality as to be able to identify the subject recorded person in any light. ~~At least one member of staff on the premises at any time during operating hours shall be trained to access and download material from the CCTV system.~~ The premises shall provide relevant data to the Police or Reading Borough Council in a timely manner, when in receipt of a request which evidences an exemption to the first data protection principal as defined by the Data Protection Act 1998.

- (4) The premises shall at all times operate a Challenge ~~25~~ 21 policy to prevent any customers who appear to staff members to be under the age of ~~25~~ 21 from purchasing alcohol without having first provided identification.

Only a valid driver's licence showing a photograph of the person, a valid passport, national identity card, military id, or proof of age card showing the "PASS" hologram are to be accepted as identification. Notices advertising the Challenge ~~25~~ 21 and proof of age policies shall be displayed in prominent positions on the premise.

- (5) All ~~cashiers~~ staff involved in the sale of alcohol shall be trained to record refusal of sales of alcohol in refusal log (whether written or electronic). The log shall contain:

- a. Details of the time and date the refusal was made;
- b. The identity of the member of staff refusing the sale;
- c. Details of the alcohol the person attempted to purchase.

This book/register will be available for inspection by a Police Officer or authorised officer of Reading Borough Council upon Request.

- (6) An incident log shall be maintained to record all incidents of crime and disorder occurring at the premises. ~~Details of occasions when the police are called to the premises shall be recorded. This log shall be available for inspection by a Police Officer or an authorised~~

~~officer of Reading Borough Council upon request and shall be retained for one year. The log shall be signed off by the DPS or nominated representative at the end of each trading session. A weekly review of the incident register shall also be carried out by the DPS.~~



Thu 20/07/2017 15:45

Narancic, Peter <peter.narancic@reading.gov.uk>

FW: Premier Inn Minor Variation Conditions [OFFICIAL]

To: Wheeler Simon

Message

Premier Inn - Course Transcripts.pdf (1 MB)

Training record form for a server of alcohol.pdf (69 KB)

**From:** Chris Grunert [mailto: [REDACTED]@p.uk]

**Sent:** 20 July 2017 15:44

**To:** Narancic, Peter

**Subject:** Premier Inn Minor Variation Conditions

This is an EXTERNAL EMAIL. STOP. THINK before you CLICK links or OPEN attachments.

Peter,

I attach a course transcripts relating to relevant sections of my client's training programme. As you might expect, the full training programme is more extensive and addresses issues not pertinent to the issues at hand.

I also attach a training record form, specific to alcohol servers.

Across these documents, we feel that a comprehensive training programme is delivered.

I look forward to your feedback.

Please note I am out of the office from Friday evening for a week and then will be in Scotland on 31<sup>st</sup> July. I will be back in the office from 1<sup>st</sup> August.

Regards

Chris Grunert

Partner

APPENDIX 11



APPENDIX 12



Challenge 21

*Tomica = V. Watson*  
*P. Sericov*

The sale of alcohol to a child or young person (that is to say, a person aged under 18) is an offence which may lead to a fine of up to £5,000 and/or a term of imprisonment not exceeding three months. Such a sale will also lead to a review of the premises license and could result in the license being suspended or revoked.

Premier Inn Reading Central operate an 'age verification policy', in terms of which you must require production of an acceptable proof-of-age document if you are in any doubt as to whether a person seeking to buy alcohol is less than 25 years of age.

Only the following documents are acceptable for proof-of-age purposes

- A passport
- A European Union photocard driving licence
- A proof of age card bearing a PASS hologram

*To be reviewed*  
*2017*

If no such document is produced or if you have a suspicion that the document presented is not genuine, or has been tampered with or has been altered, then you must refuse the sale or refuse to authorise the sale.

Name	Date	Signature
<i>Cooper G. P. Protopis</i>	15.02.17	<i>CoBP</i>
<i>Aneta Kocanovska</i>	15.02.17	<i>[Signature]</i>
<i>Lu Hrubecan</i>	15.02.17	<i>[Signature]</i>
<i>Petar Sericov</i>	15/02/17	<i>[Signature]</i>
<i>Natalija Seine</i>	15.02.17	<i>[Signature]</i>
<i>Holly Dunk</i>	15.02.17	<i>[Signature]</i>
<i>Peter Schmuckera</i>	15.02.2017	<i>[Signature]</i>
<i>Laszlo Protopis</i>	15/2/17	<i>[Signature]</i>
<i>Tim Kolsteren</i>	16/2/17	<i>[Signature]</i>
<i>Pia Latta-Brand</i>	17/2/17	<i>[Signature]</i>
<i>James Murnen</i>	17/2/17	<i>[Signature]</i>
<i>João Andrade</i>	22/02/17	<i>[Signature]</i>
<i>Kristina Paušević</i>	18.3.17	<i>[Signature]</i>
<i>Matthew Spard</i>	11-4-17	<i>[Signature]</i>
<i>Brozkova Katerina</i>	19.6.17	<i>[Signature]</i>
<i>Aaron Parker</i>	04.07.17	<i>A. Parker</i>

### Challenge 21

The sale of alcohol to a child or young person (that is to say, a person aged under 18) is an offence which may lead to a fine of up to £5,000 and/or a term of imprisonment not exceeding three months. Such a sale will also lead to a review of the premises licence and could result in the licence being suspended or revoked.

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Only the following documents are acceptable for proof-of-age purposes:

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- A European Union photocard driving licence
- A proof of age card bearing a PASS hologram

If no such document is produced or if you have a suspicion that the document presented is not genuine, or has been tampered with or has been altered, then you must refuse the sale or refuse to authorise the sale.







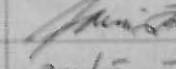

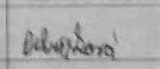
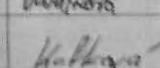


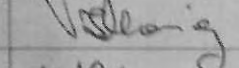
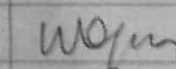


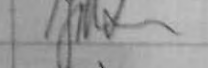
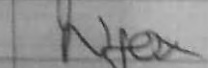
Name	Date	Signature
Ria Gantz-Grand	19-09-17	<i>[Signature]</i>
Diana Duro Protopius	19.09.17	<i>[Signature]</i>
João Andrade	19.09.17	<i>[Signature]</i>
Matthew Spoad	19.09.17	<i>[Signature]</i>
WIKTOR BROZKOW	19.09.17	<i>[Signature]</i>
Aneta Koczanika	21/09/17	<i>[Signature]</i>
Nafisa Russhanova	21/09/17	<i>[Signature]</i>
MARJETA KUPCULASTA	21/9/17	<i>[Signature]</i>
ALEJANDRO MARTINEZ	25/9/17	<i>[Signature]</i>
Adrian Ugeux	05.10.17	<i>[Signature]</i>
Aaron Parker	07.10.17	<i>[Signature]</i>
Jose Antonio	07.10.17	<i>[Signature]</i>







4/5/17  
CSE  
Reading Police Training

Name	Date	Signature
M. KASWOWSKI	04/05/17	
P. SCHMIDTOLA	04/05/17	
João Andrade	04/05/17	
Pia Gorte-Grand	04/05/17	
A. Kozanowska	04/05/17	
Saba Samson	04/05/17	
ŽETA ŽARČIČOVA	04/05/17	
NIKOLA PERSEKOV	04/05/17	
TERESA KAPKOVA	04/05/17	
UUTUKIA OUNIES	04/05/17	
JWONALACIAG	4.5.17	
Wojciech Rude	4/5/17	
ANNA ZEZULA	4/5/17	
Mogta Nkicicua	4/5/17	
Nataranya Fox	4/5/17	
Keta Skurcakova	4/5/17	
Rasa Minsimstine	4/5/17	
David van Goolen	4/5/17	



# 10

Premier Inn Licensing act 2003

CSE + Challenge 25

DPS: Ward van Gorkum

- How to recognise indicators of Child sexual exploitation
  - o Big age difference
  - o Pay room bill with cash
  - o Under influence of Alcohol/drugs
  - o Weird behaviour
  - o Young person looks anxious, does not respond on questions
- Politely ask before check-in what is the relation between the Man/girl, Man/boy
- Always take the 2<sup>nd</sup> occupiers name and ID details.
- Suspicious activity at the premises should be reported to the police at all times ring: (101) quote "operation safe guard"
- Ask for ID: passport, ID card, Driving license when a person looks under 25.

Name	Date	Signature
Yodio Andriadi	29/09/16	
Natalija Seno	29/9/16	
Holly Dush	29/9/16	
Abriken Deger	30-09-16	
Laszlo Prokopics	30/9/16	
Emma Bowler	30/9/16	
Petra Serovicicak	30/9/16	
Rhanna Bellamy	1/10/16	
Aneta Kocmanovic	04/10/16	
Pia Conti-grand	04/10/16	
Gustavo Pastorello	04.10.16	
Tim Kolsteren	08.10.16	
Jhajer Rios	12.10.16	
MONIKA KUBSLOSKA	27.10.16	

UKN 1389 Stn ST Vdu ST43/SX18 Tme 19:52 Dte 12/10/17 Op C4132

Reported by T TELEPHONE CALL 01189590564

Brief Incident Details  
 03151/121017:MALE AROUND 50 JUST TRIED TO BOOK A DOUBLE ROOM FOR HIMSELF WITH A GIRL OF APPROX. 15YO. CALLER DID NOT RENT THEM A ROOM AND THEY ARE NOW SAT IN THE CARPARK

Location of Incident  
 Feature [REDACTED]  
 Street [REDACTED]  
 Area READING, BERKSHIRE Postcode [REDACTED]  
 Beat EA43 OSGR 469635172549 Location Ref 119/227798  
 Caller Status WITNESS

Name [REDACTED] Title [REDACTED]  
 House [REDACTED] Street BATH ROAD, A4  
 Area [REDACTED]  
 Tel. No [REDACTED] Ex. Dir. [REDACTED]

Further Incident Details  
 Time and Date of Incident 1952 12/10/17  
 Classification MISCELLANEOUS SUS CIRCS/INC/PERSON/VEHICLE  
 Graded Response TELEPHONE RESOL

→,(O)pn,(L)og,P(N)C,p(R)t,(C)ls,(S)cn,e(X)it █

JRN 1389 Stn ST Vdu ST43/SX18 Tme 1952 Dte 12/10/17 Op C4132

Locn [REDACTED]  
 B [REDACTED]  
 Beat EA43 OSGR 469635172549 ABO EA66 Response TELEPHONE RESOL  
 Type MISCELLANEOUS SUS CIRCS/INC/PERSON/VEHICLE 12/10/17 1952  
 Detail 03151/121017:MALE AROUND 50 JUST TRIED TO BOOK A DOUBLE ROOM FOR HIMSELF WITH A GIRL OF APPROX. 15YO. CALLER DID NOT RENT THEM A ROOM AND THEY ARE NOW SAT IN THE CARPARK -More  
 Caller [REDACTED]

Op Time Date Text Page 1 of 6  
 C4132 1952 12/10 RE NOW SAT IN THE CARPARK  
 C7925 1954 12/10 Incident viewed and requeued  
 Re-Queue Incident To Umq  
 C4132 1956 12/10  
 MALE ASKED TO BOOK A ROOM WITH A YOUNG GIRL, GIRL DID NOT HAVE ID AND MALE SAID THEY WERE NOT RELATED  
 CALLER DID NOT RENT THEM A ROOM, HAS CCTV OF THEM  
 THEY ARE NOW IN VEH [REDACTED]

→,(O)pn,(L)og,P(N)C,p(R)t,(C)ls,(S)cn,e(X)it,(P)age █

URN 1389 Stn ST Vdu ST43/SX18 Tme 1952 Dte 12/10/17 Dn C4132  
Locn .

Bn:  
Beat EA43 OSGR 469635172549 ABO EA66 Response TELEPHONE RESOL  
Type MISCELLANEOUS SUS CIRCS/INC/PERSON/VEHICLE 12/10/17 1952  
Detail 03151/121017:MALE AROUND 50 JUST TRIED TO BOOK A DOUBLE ROOM FOR HIMSELF  
WITH A GIRL OF APPROX. 15YO. CALLER DID NOT RENT THEM A ROOM AND THEY A -More  
Caller

Op Time Date Text Page 2 of 6  
C4132 1956 12/10 DESC - WHITE, 170CM, SLIM, SHORT WHITE BEARD,  
MALE, APPROX 45-50 YO  
DESC - WHITE, BROWN HAIR LONG, 14-15YO  
.  
SMALL 1.5 METRES

Graded Response changed from URGENT ATTENDANCE to  
IMMEDIATE  
Incident Routed to Radio Operators  
C7925 1956 12/10 Incident Transfer Accepted by terminal SX18  
C4132 1956 12/10 Resources Dealing with this Incident Enquiry

→,(O)pn,(L)og,P(N)C,p(R)t,(C)ls,(S)cn,e(X)it,(P)age

URN 1389 Stn ST Vdu ST43/SX18 Tme 1952 Dte 12/10/17 Op C4132  
Locn

B  
Beat EA43 OSGR 469635172549 ABO EA66 Response TELEPHONE RESOL  
Type MISCELLANEOUS SUS CIRCS/INC/PERSON/VEHICLE 12/10/17 1952  
Detail 03151/121017:MALE AROUND 50 JUST TRIED TO BOOK A DOUBLE ROOM FOR HIMSELF  
WITH A GIRL OF APPROX. 15YO. CALLER DID NOT RENT THEM A ROOM AND THEY A -More  
Caller

Op Time Date Text Page 3 of 6  
C4132 1956 12/10 Resources Dealing with this Incident Enquiry  
C7925 1956 12/10 NOTED THANKS  
C4132 1956 12/10 .  
THEY ARE STILL IN THE CARPARK

C7925 1957 12/10 .  
\*\*\*\* THIS IS OP AND WAS EA19 AND EA62 \*\*\*\*\*  
SIG ARE NOT TO BE MADE AWARE  
Incident Switch to Terminal HBSX  
D.GRADE - THIS IS AN OP TAHTS RUNNING  
Incident Requires Action

→,(O)pn,(L)og,P(N)C,p(R)t,(C)ls,(S)cn,e(X)it,(P)age

## LICENSING DATA ACCESS REQUEST FORM – CCTV IMAGES

<b>Date of request</b>	<b>Date of recording</b>	<b>Time from:</b>	<b>Time to:</b>
13 <sup>th</sup> October 2017	12 <sup>th</sup> October 2017	2200	2300
<b>Collar no. or Name</b>	<b>Station or Address</b>	<b>URN ref: (Police)</b>	<b>Occurrence ref: (Police)</b>
PC 5787 Wheeler	Reading Police Stn Castle Street Reading Berkshire	855 12/10/2017	43170303793
<b>Contact email: simon.wheeler@thamesvalley.pnn.police.uk</b>			
<b>Contact Tel: 07 [REDACTED]</b>			
<b>Area within premises (Describe as accurate as possible)</b>			
CCTV required from all cameras covering the reception area and bar service area that capture the entry, sale of a room and service of alcohol in relation to the test purchase process which took place within the premises on 12th October 2017 at the prescribed times above.			
Relating to Premier Inn Reading Central Letcombe Street Reading Berkshire			
<b>Reason for request (Continue overleaf if necessary)</b>			
Investigation into the sale of alcohol to a person under 18 years of age contrary to Sec 146 (1) Licensing Act 2003)			
<b>Data Controller - Record action/viewing only/or decision to provide copy (If negative result or request considered unlawful please provide rationale for this decision)</b>			
<b>Date produced:</b>	<b>By whom:</b>	<b>Exhibit reference:</b>	<b>Signature:</b>
<b>Comments:</b>			

The completion of this log is to satisfy the need for audit and continuity of image management as required by the Data Protection Act 1998 & any subsequent judicial proceedings.



Name of Officer	Peter Narancic						
Type of Application	Review of a Premises Licence - Licensing Act 2003						
Name of Premises	Reading Central Premier Inn						
Address	Signal House, Letcombe Street, Reading, Berkshire RG1 2HN						
Licensable Activities	Performance of Recorded Music from 1000hrs until 2400hrs Mon to Weds, from 1000hrs until 0200hrs Thurs to Sat and from 1000hrs until 2330hrs on Sun.						
	Performance of Live Music and Dance from 1000hrs until 2400hrs Thurs to Sat.						
	Late Night Refreshment from 2300hrs until 2400 Sun to Weds and from 2300hrs until 0200hrs Thurs to Sat.						
	Sale of Alcohol from 1000hrs until from Mon to Weds, from 1000hrs until 0200hrs Thurs to Sat and from 1000hrs until 2330hrs on Sun.						
Finish Times	Mon	Tue	Wed	Thu	Fri	Sat	Sun
	2400	2400	2400	0230	0230	0230	2400

**Content of Application:**

On 17 October 2017, PC Simon Wheeler on behalf of the Chief Constable of Thames Valley Police submitted an Application to Review the premises licence of the Reading Central Premier Inn Premier Inn Signal House, Letcombe Street, Reading, Berkshire RG1 2HN regarding the failure to uphold the licensing objectives, namely the Prevention of Crime and Disorder, Public Safety the Protection of Children from Harm.

**Licensing Officer's Comments:**

The Licensing Authority is making this representation in support of Thames Valley Police in relation to the review of the premises licence for the Premier Inn Signal House, Letcombe Street, Reading. The premises licence has been in force since 2006.

The Licensing Authority believe that this review is necessary given the totally unacceptable way the premises has been failed two alcohol and two Child Sexual Exploitation (CSE) test purchase exercises and breaches of licensing conditions within a 13 month period and would invite the Licensing Committee to take the steps it deems appropriate and proportionate to promote the licensing objectives.

Reading Borough Council's Licensing Policy statement clearly states that its Vision is "To promote Reading as a safe and healthy environment in which responsible operators provide lawful and responsible facilities for the enjoyment of the Town's residents and visitors".

The statement of Licensing Policy is underpinned by four core objectives:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

The Licensing team in partnership with Thames Valley Police continually visit and inspect licensed premises within Reading. Particular attention is paid to premises where there have been previous incidents where the Licensing Objectives have not been supported.

The Licensing Authority and Thames Valley Police visited the premises on 13 January 2017.

We met with Mr Gorkum, the designated premises supervisor was present. The following issues were found in relation to non compliance with the conditions attached to the premises licence and licensing law (summary).

1. CCTV was coverage had blind spots. Section 19 closure order issued by TVP
2. Part B not correctly displayed
3. No customer signage displayed
4. No drugs policy available
5. Section 57 required updating
6. Poor performance regarding licensing objectives
7. Training records inadequate - require updating
8. Challenge 21 or 25 operating?

As a result of issues found during this inspection and the previous one on 24 September 2016, the Premises Licence holder was invited to attend a performance management meeting on 22 March 2017. This meeting was attended by Pc Simon Wheeler, Peter Narancic Licensing Officer, Chris Grunert Legal Advisor, Rachel Bainton Area Manager, and Shaun Ross Security. A copy of the invite letter is attached at **Appendix PN1**.

At this meeting we discussed the findings of both these inspections. However it was clear that they wished to keep Challenge 21. Notwithstanding this we gave them a set of suggested conditions that we believed would help the Premises licence holder better support the licensing objectives with a view to submitting a minor variation at a later date.

On 28 April 2017 an email was received from their legal advisor with amendments to our suggested conditions with an explanation for their amendments. A copy is attached at **Appendix PN2**

It was agreed that their CSE training manual was very good and acceptable, however we were concerned the conditions offered in their amended version were too watered down, however we were keen to see the content of their staff training manual before making a decision about their offered training condition which had been shortened to a single line.

Their training information was received in July 2017 and is attached at **Appendix PN3**.

However, the events of 12 October 2017 have clearly superceded this process when Thames Valley Police and the Licensing team visited the premises to carry out an licensing inspection and test purchase in regard to sale of alcohol and Child Sexual Exploitation (CSE) using a 13 year old female and adult male (undercover police officer).

As the designated premises supervisor Mr Ward Van Gorkum was not there, we discussed these matters with the duty manager Mr James Murren, also a personal licence holder.

Disappointingly, Mr Murren failed both the CSE exercise by taking a booking for a room for the couple and then selling alcohol to the underage female for which he was given a fixed penalty notice fine. He admitted he had not undertaken the CSE training despite being employed for 12 months. Additionally a second member of staff present at the bar also failed to ask for confirmation of age. As a result the Premises licence holder did not comply with licensing law. A letter was sent to the Premises licence holder outlining these failings and a copy is attached at Appendix PN4 to this representation.

### Paragraphs that may assist from the revised (2017) Guidance issued under Section 182 of the Licensing Act 2003

#### Protection of children from harm

2.22 The protection of children from harm includes the protection of children from moral, psychological and physical harm. This includes not only protecting children from the harms associated directly with alcohol consumption but also wider harms such as exposure to strong language and sexual expletives (for example, in the context of exposure to certain films or adult entertainment). Licensing authorities must also consider the need to protect children from sexual exploitation when undertaking licensing functions.

2.23 The Government believes that it is completely unacceptable to sell alcohol to children. Conditions relating to the access of children where alcohol is sold and which are appropriate to protect them from harm should be carefully considered. Moreover, conditions restricting the access of children to premises should be strongly considered in circumstances where:

- adult entertainment is provided;
- a member or members of the current management have been convicted for serving alcohol to minors or with a reputation for allowing underage drinking (other than in the context of the exemption in the 2003 Act relating to 16 and 17 year olds consuming beer, wine and cider when accompanied by an adult during a table meal);
- it is known that unaccompanied children have been allowed access;
- there is a known association with drug taking or dealing; or
- in some cases, the premises are used exclusively or primarily for the sale of alcohol for consumption on the premises.

#### Licensing authorities acting as responsible authorities

9.13 Licensing authorities are included in the list of responsible authorities. A similar framework exists in the Gambling Act 2005. The 2003 Act does not require responsible authorities to make representations about applications for the grant of premises licences or to take any other steps in respect of different licensing processes. It is, therefore, for the licensing authority to determine when it considers it appropriate to act in its capacity as a responsible authority; the licensing authority should make this decision in accordance with its duties under section 4 of the 2003 Act.

10.29 In addition, every premises licence that authorises the sale of alcohol must require that every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence. This in most instances will be the designated premises supervisor who must hold a valid personal licence. Any premises at which alcohol is sold or supplied may employ one or more personal licence holders. This does not mean that the condition should require the presence of the designated premises supervisor or any other personal licence holder on the premises at all times.

10.30 Similarly, the fact that every supply of alcohol must be made under the authority of a personal licence holder does not mean that only personal licence holders can make sales or that they must be personally present at every transaction. A personal licence holder may authorise members of staff to make

sales of alcohol but may be absent at times from the premises when a transaction takes place. However, the responsible personal licence holder may not be able to escape responsibility for the actions of anyone authorised to make sales.

10.35 It must be remembered that while the designated premises supervisor or a personal licence holder may authorise other individuals to sell alcohol in their absence, they are responsible for any sales that may be made. Similarly, the premises licence holder remains responsible for ensuring that licensing law and licence conditions are observed at the premises.

#### **Age verification**

10.46 The premises licence holder or club premises certificate holder must ensure that an age verification policy applies to the premises in relation to the sale or supply of alcohol. This must as a minimum require individuals who appear to the responsible person (see paragraph 10.39) to be under the age of 18 years of age to produce on request, before being served alcohol, identification bearing their photograph, date of birth, and either a holographic mark or ultraviolet feature. The Home Office encourages licensed premises to accept cards bearing the Proof of Age Standards Scheme (PASS) hologram as their preferred proof of age, while acknowledging that many other forms of identification meet the requirements of the mandatory condition.

10.47 The premises licence holder or club premises certificate holder must ensure that staff (in particular, staff who are involved in the supply of alcohol) are made aware of the existence and content of the age verification policy which applies by the premises.

10.48 The designated premises supervisor (where there is one) must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy. This means that the DPS has personal responsibility for ensuring that staff are not only aware of, but are also applying, the age verification policy.

10.49 It is acceptable, and indeed encouraged, for premises to have an age verification policy which requires individuals who appear to the responsible person to be under an age greater than 18 to produce such identification on request. For example, if premises have a policy that requires any individual that appears to be under the age of 21 to produce identification that meets the criteria listed above, this is perfectly acceptable under the mandatory code.

10.50 Licence holders should consider carefully what steps they are required to take to comply with the age verification requirements under the 2003 Act in relation to sales of alcohol made remotely. These include sales made online, by telephone and mail order sales, and alcohol delivery services. Each of these sales must comply with the requirements of the 2003 Act. The mandatory condition requires that age verification takes place before a person is served alcohol. Where alcohol is sold remotely (for example, online) or through a telephone transaction, the sale is made at this point but the alcohol is not actually served until it is delivered to the customer. Age verification measures (for example, online age verification) should be used to ensure that alcohol is not sold to any person under the age of 18. However, licence holders should also consider carefully what steps are appropriate to ensure that age verification takes place before the alcohol is served (i.e. physically delivered) to the customer to be satisfied that the customer is aged 18 or over. It is, therefore, the responsibility of the person serving or delivering the alcohol to ensure that age verification has taken place and that photo ID has been checked if the person appears to be less than 18 years of age.

#### **The review process**

11.1 The proceedings set out in the 2003 Act for reviewing premises licences and club premises certificates represent a key protection for the community where problems associated with the licensing objectives occur after the grant or variation of a premises licence or club premises certificate.

11.2 At any stage, following the grant of a premises licence or club premises certificate, a responsible authority, or any other person, may ask the licensing authority to review the licence or certificate because of a matter arising at the premises in connection with any of the four licensing objectives.

11.10 Where authorised persons and responsible authorities have concerns about problems identified at premises, it is good practice for them to give licence holders early warning of their concerns and the need for improvement, and where possible they should advise the licence or certificate holder of the steps they need to take to address those concerns. A failure by the holder to respond to such warnings is expected to lead to a decision to apply for a review. Co-operation at a local level in promoting the licensing objectives should be encouraged and reviews should not be used to undermine this co-operation.

11.16 The 2003 Act provides a range of powers for the licensing authority which it may exercise on determining a review where it considers them appropriate for the promotion of the licensing objectives.

11.18 However, where responsible authorities such as the police or environmental health officers have already issued warnings requiring improvement - either orally or in writing - that have failed as part of their own stepped approach to address concerns, licensing authorities should not merely repeat that approach and should take this into account when considering what further action is appropriate. Similarly, licensing authorities may take into account any civil immigration penalties which a licence holder has been required to pay for employing an illegal worker.

11.22 Equally, it may emerge that poor management is a direct reflection of poor company practice or policy and the mere removal of the designated premises supervisor may be an inadequate response to the problems presented. Indeed, where subsequent review hearings are generated by representations, it should be rare merely to remove a succession of designated premises supervisors as this would be a clear indication of deeper problems that impact upon the licensing objectives.

11.23 Licensing authorities should also note that modifications of conditions and exclusions of licensable activities may be imposed either permanently or for a temporary period of up to three months. Temporary changes or suspension of the licence for up to three months could impact on the business holding the licence financially and would only be expected to be pursued as an appropriate means of promoting the licensing objectives or preventing illegal working. So, for instance, a licence could be suspended for a weekend as a means of deterring the holder from allowing the problems that gave rise to the review to happen again. However, it will always be important that any detrimental financial impact that may result from a licensing authority's decision is appropriate and proportionate to the promotion of the licensing objectives and for the prevention of illegal working in licensed premises. But where premises are found to be trading irresponsibly, the licensing authority should not hesitate, where appropriate to do so, to take tough action to tackle the problems at the premises and, where other measures are deemed insufficient, to revoke the licence.

The Premises Licence holders have a duty to be responsible, adhere to the conditions on their premises licences and to take every step to promote the licensing objectives at all times, not just to seek to apply them once the responsible Authorities carry out inspections and test purchase exercises.

The Licensing Authority would also like to draw to the attention of the Licensing Committee Section 9.12 of the 2017 Guidance. This states that the police should be the licensing authority's main source of advice on matters relating to the promotion of the crime and disorder licensing objective. Given that Thames Valley Police are applying for this review should indicate the seriousness of the issues raised by the operation of the premises. This premises has demonstrated on the numerous occasions mentioned in the review paperwork that it is neither competently run or responsibly. Therefore it poses a significant risk to the safety of its customers, the public at large including children and any kind of promotion of the licensing objectives.

In conclusion, the Licensing Authority is very concerned that the Premises licence holder has failed to uphold the licensing objectives not once, twice but on three separate occasions within a 13 month period, despite intervention from Thames Valley Police and the Licensing Authority. Arguably, had the Premises Licence holder accepted and implemented the suggested conditions following our meeting in March 2017 they may not have failed the test purchase exercise on 12 October 2017, and therefore they would not be here today.

For information another premises visited the same night, were so concerned after refusing the couple a room booking that they telephoned Thames Valley Police and supplied their descriptions of the male and underage female which is a credit to them and is what is expected of a responsible premises.

As you are aware, the Licensing Authority has a duty to promote the licensing objectives for the safety of the wider public and not in the interests of individual premises licence holders and therefore recommend that the Committee seriously consider revoking the premises licence for Reading Central Premier Inn Signal House, Letcombe Street, Reading, Berkshire RG1 2HN, and if not, a period of suspension to allow for Premises Licence holders to ensure their staff (including managers) are fully trained and more robust and appropriate conditions are placed on the licence as suggested by Thames Valley Police, but would suggest a formal qualification for all staff serving alcohol be considered to help the Premises licence holders focus on what measures are required to improve and maintain compliance with licensing law at all times in the future.

*Staff authorised to sell alcohol shall be accredited to BII Level 1 Award in Responsible Alcohol Retailing (ARAR) or any other similarly recognised nationally approved accreditation curriculum, within four weeks for existing and subsequent new employees;*

END

Date Received	17.10.2017	Date Due	13.11.2017
	<i>Peter Narancic</i>	Date	09.11.2017



Alison Bell  
Director of Environment and  
Neighbourhood Services  
Civic Offices, Bridge St, Reading, RG1 2LU  
☎ 0118 937 3787

Our Ref: LIC/PN/EVU52786

Direct: ☎ 0118 9372269  
e-mail: peter.narancic@reading.gov.uk

31 January 2017

Rachel Bainton  
Premier Inn Reading Central  
Signal House  
Letcombe Street  
Reading  
Berkshire  
RG1 2HN

DATE CHANGED TO 23.03.2017

Your contact is: Mr Peter Narancic, Licensing

Dear Rachel

**Licensing Act 2003**  
**Premises Licence Number - LP2001935**  
**Premises: Premier Inn Reading Central**  
**Premises Address: Signal House, Letcombe Street, Reading**

**Subject: Premier Inn Reading Central Performance meeting**

As a result of a joint inspection of the above premises carried out on Friday 13 January 2017, a performance meeting has been arranged for you/a company representative to attend at Reading Borough Council's Offices, Bridge Street, Reading on Friday 10 February 2017 at 11.00am, to discuss these issues and issues Thames Valley Police found regarding Child Sexual Exploitation (CSE) and sale of alcohol to a child on a previous visit in September 2016.

At the meeting you should be accompanied by the designated premises supervisor and any other management staff that you feel may assist to answer questions relating to breaches of premises licence condition found during our inspection.

Also please bring with you any supportive documentation and paperwork required as part of the venue licence conditions as an inspection of your processes and questions relating to that will be asked.

As this is a formal process we must inform you that you do have the right to be accompanied by a legal or licensing representative if you feel that it may aid your understanding of the process itself.

Please be aware that at this stage this is not designed to be a punitive process however, it is deemed a means to identify any weaknesses in the licensing aspects of the business in order to improve and rectify performance and adherence to the licence, in order to prevent further incidents of crime and disorder.

Dependent on the outcome of the meeting there may be recommendations made to you in relation consideration for further licence conditions or amendments to the current conditions which we would wish to agree on.

This process does not however preclude any formal action which may be taken by Thames Valley Police or the Licensing Authority in relation to this premises licence if the outcome of this meeting is unsatisfactory or agreement cannot be reached.

Should you wish to discuss any issues, please telephone me on the number above, during office hours.

Yours faithfully

*Peter Narancic*

Mr Peter Narancic  
Senior Licensing & Enforcement Officer



## Narancic, Peter

---

**From:** Chris Grunert <CGrunert@john-gaunt.co.uk>  
**Sent:** 28 April 2017 15:12  
**To:** Simon.Wheeler@thamesvalley.pnn.police.uk  
**Cc:** Narancic, Peter  
**Subject:** Premier Inn - Reading.  
**Attachments:** Authority Proposed Conditions - Reading.docx

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Simon,

We write following our meeting in March to discuss the Premier Inn Reading.

We have reviewed the conditions proposed at your meeting a return herewith an amended version for discussion. Our client has confirmed that a minor variation application to implement agreed changes is the best way forward.

As you will recall, the meeting followed operations by the Police involving the site. Although a number of issues were identified, and have since been resolved, we would summarise your principal concerns as:

- Potential for CSE activity associated with all hotels.
- Under 18s accessing alcohol illegally at site.

In respect of CSE training, we can now confirm that this has been comprehensively rolled out across the Premier Inn estate including Reading. We shared with you the Whitbread training programme which had been prepared in consultation with a number of relevant authorities including Bernardo's and the Metropolitan Police Service.

We have therefore amended the references training package to Whitbread's internal package, which I understood you found acceptable.

In respect of the more general training for bar staff around the sale of alcohol, Whitbread have their own in-house training policy which is delivered at every site across England & Wales. The policy has proven successful and has been accepted by numerous police authorities and licensing authorities. The 'headings' referenced in your condition may not be mirrored in our client's materials and therefore we are reticent to agree the condition as proposed. One issue for example, Proxy Sales, is not a specific unit title. However the consumption of alcohol be under 18's and the sale of alcohol to under age persons is covered in other sections.

In respect of the CCTV condition, this has been altered in line with our wider discussions regarding the Data Protection Act. The condition, as amended, provides that CCTV will be in operation (save for periods of maintenance or repair), that images will be of sufficient quality and retained for a period of 31 days. Access to the CCTV system, which would allow images to be turned off, is restricted in line with proper data protection policy. The condition does provide that upon production of a properly evidenced request from the Police our client will act in a timely manner to respond. We hope you will appreciate that the condition as drawn is in line with Data Protection laws.

At our meeting we discussed our client's policy on Challenge 21. We have amended the conditions to reflect this. As stated, the benefit of having a consistent policy across the estate are considerable.

In respect of a refusal log, this is agreed (subject to the minor change to vocabulary).

Finally, the incident log will be retained. The premises currently has a system of recording such information in their daily logs and, where necessary, escalating this to the national Safety and Security team. This log could also

potentially be subject to Data Protection legislation, on the basis that the information could identify the subject. For that reason unfettered access to the log may undermine our client's responsibilities to the data protection act.

Police attendances would normally be recorded but the need to condition this is not apparent to our client, this is information the Police would hold themselves.

We would be grateful for your comments on the draft conditions attached.

**Regards**

**Chris Grunert**

Partner

C: [REDACTED]@john-gaunt.co.uk | www.john-gaunt.co.uk

T: [REDACTED] | M: [REDACTED] | F: 0114 267 9613



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## Premier Inn Reading – Proposed Conditions

(1) The Premises Licence Holder (PLH) and/or Designated Premises Supervisor (DPS) shall ensure that all staff complete the appropriate training in the detection of Child Sexual Exploitation (CSE) ~~“Hotel Staff Awareness” training package supplied by Thames Valley Police~~ within 28 days of employment and a signed record of their training shall be maintained.

Refresher training in relation to CSE ~~“Hotel Staff Awareness”~~ shall formally take place once every 6 months and signed records of this training shall be maintained. These records shall be kept for a minimum of 1 year of the date of the training and shall be made available to any authorised Officer of Thames Valley Police or an authorised Officer of Reading Borough Council.

(2) Staff employed to sell alcohol shall undergo suitable training upon induction. ~~This shall include, but not be limited to:~~

- ~~a. The premises age verification policy~~
- ~~b. Dealing with refusal of sales~~
- ~~c. Proxy purchasing~~
- ~~d. Recognising valid identification documents not in the English language.~~
- ~~e. Identifying attempts by intoxicated persons to purchase alcohol~~
- ~~f. Identifying signs of intoxication~~
- ~~g. Conflict Management~~
- ~~h. How to identify and safeguard vulnerable persons who attend and leave the premises.~~

(3) The PLH shall ensure the premises' digitally recorded CCTV camera shall continually record, save for reasonable periods of maintenance or repair, whilst the premises are open to the public and recordings shall be kept for a minimum of 31 days with time and date stamping.

~~The entire licensable area shall be covered by the CCTV~~ Comprehensive coverage of the licensed areas shall be provided by the CCTV system. ~~Data recordings shall be made immediately available to an authorised officer of Thames Valley Police or Reading Borough Council together with facilities for viewing upon request.~~ Images of persons entering the premises ~~Recorded images shall be of such quality as to be able to identify the subject recorded person in any light. At least one member of staff on the premises at any time during operating hours shall be trained to access and download material from the CCTV system.~~ The premises shall provide relevant data to the Police or Reading Borough Council in a timely manner, when in receipt of a request which evidences an exemption to the first data protection principal as defined by the Data Protection Act 1998.

- (4) The premises shall at all times operate a Challenge ~~25~~ 21 policy to prevent any customers who appear to staff members to be under the age of ~~25~~ 21 from purchasing alcohol without having first provided identification.

Only a valid driver's licence showing a photograph of the person, a valid passport, national identity card, military id, or proof of age card showing the "PASS" hologram are to be accepted as identification. Notices advertising the Challenge ~~25~~ 21 and proof of age policies shall be displayed in prominent positions on the premise.

- (5) All ~~cashiers~~ staff involved in the sale of alcohol shall be trained to record refusal of sales of alcohol in refusal log (whether written or electronic). The log shall contain:

- a. Details of the time and date the refusal was made;
- b. The identity of the member of staff refusing the sale;
- c. Details of the alcohol the person attempted to purchase.

This book/register will be available for inspection by a Police Officer or authorised officer of Reading Borough Council upon Request.

(6) An incident log shall be maintained to record all incidents of crime and disorder occurring at the premises. ~~Details of occasions when the police are called to the premises shall be recorded. This log shall be available for inspection by a Police Officer or an authorised officer of Reading Borough Council upon request and shall be retained for one year. The log shall be signed off by the DPS or nominated representative at the end of each trading session. A weekly review of the incident register shall also be carried out by the DPS.~~

**Narancic, Peter**

---

**From:** Chris Grunert <C[REDACTED]@john-gaunt.co.uk>  
**Sent:** 20 July 2017 15:44  
**To:** Narancic, Peter  
**Subject:** Premier Inn Minor Variation Conditions  
**Attachments:** Premier Inn - Course Transcripts.pdf; Training record form for a server of alcohol.pdf

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Peter,

I attach a course transcripts relating to relevant sections of my client's training programme. As you might expect, the full training programme is more extensive and addresses issues not pertinent to the issues at hand.

I also attach a training record form, specific to alcohol servers.

Across these documents, we feel that a comprehensive training programme is delivered.

I look forward to your feedback.

Please note I am out of the office from Friday evening for a week and then will be in Scotland on 31<sup>st</sup> July. I will be back in the office from 1<sup>st</sup> August.

**Regards**

**Chris Grunert**  
Partner

C [REDACTED]@john-gaunt.co.uk | www.john-gaunt.co.uk  
T: [REDACTED] | M: [REDACTED] | F: 0114 267 9613



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# Training record form for a server of alcohol

Detach pink copy along perforation. White copy stays in the folder and is given to your Manager

Keep pink copy for your reference.

## Training record form for a server of alcohol

There are strict laws and company rules concerning the sale of alcohol. This form is designed to ensure that you understand your responsibilities. You must therefore sign this form before you are allowed to serve alcohol.

Breaking the law can result in heavy fines and the loss of our licence. At the very least, in the event of the authorities discovering that you have served alcohol to someone under the age of 18 or someone who is drunk, you could be issued with a fine, which will be your personal responsibility to pay. A conviction for any of the matters listed below also may leave you with a criminal record. In addition, if you do not comply with these rules, disciplinary action may be taken against you, which could result in your dismissal from the Company.

It is essential that, if you do not understand any of these instructions or require further information, that you discuss the matter with your Manager.

1. Do not sell alcohol to anybody who is under 18. If you are in any doubt about their age simply do not sell alcohol to them. If a customer looks under 21 (under 25 in Scotland) you must ask them for identification. The only acceptable forms of identification are a valid passport, a UK driving licence (picture card only) and the Portman Group 'Prove It' card.
2. Do not sell alcohol to anybody who you suspect is drunk. In addition, you should not sell to anyone whom you believe to be purchasing on behalf of an individual who is drunk or appears to be drunk. If you suspect that someone is drunk then inform the Manager immediately.
3. Do not serve alcohol outside the hours listed on your premise licence. You must also make sure that drinking up is completed within 30 minutes.
4. You must be aware of any conditions which are attached to the licence for your premises and abide by them.
5. Always ensure that you serve the correct measure. It is an offence to give an under measure.
6. It is against the law to smoke behind the bar or in the business premises.
7. Do not knowingly allow children under 18 to consume alcohol in the premises (except 16 and 17 year olds who can have beer, wine or cider with a table meal if accompanied by a person over 18)
8. Do not knowingly deliver or knowingly allow someone else to deliver alcohol sold on the premises to a person under 18.

These requirements must be observed at all times. Both you and the company can be prosecuted if they are not adhered to and if you are found guilty of an offence you would receive criminal conviction.

I can confirm that I have received training in all the above matters and have read and understood the details of these instructions

I agree to inform my Line Manager immediately if I receive a licencing infringements order/fine

### Server of Alcohol

Employee's Name:

Signature:

Date:

I am satisfied that the above named person fully understands the content of this instruction and they are competent to sell alcohol in accordance with the law

Personal licence holder/DPS Name:

Signature:

Date:

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# Course Transcript

## Licensing Law: Introduction

### Introduction

#### 1. Licensing Law

## Licensing Law

### Learning Objectives

After completing this topic, you should be able to

- provide important information regarding alcohol and its effects
- outline the steps to take to prevent problems occurring
- recognise early warning signs of trouble and take the appropriate action
- deal professionally with situations such as checking someone's age, refusing to serve someone who is drunk and getting visits from the police or other official visitors

### 1. Licensing laws for bar persons

Welcome to Licensing Law: Introduction. This is the first course in a learning path related to Licensing Law and how it relates to appropriate and professional conduct in a bar, pub or other hospitality setting. This course will cover important information regarding alcohol and its effects as they relate to licensing laws, offences and fines for violating these laws and some new mandatory licensing conditions.

The four other courses in this learning path discuss aspects of licensing law including steps to take during each shift to prevent problems from occurring, and recognising early warning signs of trouble and taking appropriate action. You'll also learn how to deal professionally with situations such as checking someone's age, refusing to serve someone who is drunk and visits from the police and other officials.

You must not sell alcohol outside of the hours that are shown on the premises licence. A premises licence should always be displayed at the entrance or main door of the pub.

You must refuse to sell or supply alcohol to anybody who is drunk or appears to be drunk. If you do not, you may be prosecuted or given a fixed penalty fine.

You must also refuse to sell alcohol to anybody who is under 18.

The police frequently send in under 18s to try to buy alcohol, to make sure the premises knows the law and does not serve them. This is called test purchasing.

If you do sell alcohol to an under 18, you may be prosecuted or receive a fixed penalty fine.

Fines are issued on a scale level from £200 to £5,000. Knowingly allowing the consumption of alcohol by someone under 18 may incur a fine of up to £1,000. Fines of up to £5,000 may be incurred in other instances, such as delivering alcohol sold or supplied on relevant premises to under 18s, sending an under 18 to obtain alcohol sold or supplied on relevant premises for consumption off the premises or allowing an under 18 to sell or supply alcohol on relevant premises.

Throughout the UK, it's now illegal to smoke in any wholly or substantially enclosed public space, on public transport and in work vehicles.



Anyone who wants to smoke must go outside or go to the designated outdoor smoking area.

Flexible opening hours for licensed premises, with the potential for up to 24-hour opening, seven days a week, will now be available.

However the information in this course is based on a licence that specifies a closing time of 11 p.m.

If your premises are mainly used for the sale and consumption of alcohol, then you must not allow under 16s to be in the premises without an adult.

Children under 16 must never be on their own between midnight and 5:00 a.m. in any premises where alcohol is being sold and consumed.

The laws also say that children under 18 may not drink alcohol unless they are 16 or 17, it is to drink with a table meal, it is only beer, wine or cider and it has been purchased by an adult who is also eating the meal. It's a good idea to check to see what the policy is for your premises, as some retailers do not allow the same.

### Question

You've learnt about underage drinking, but are you familiar with other types of licensing law offences?

Click the four images that you think represent prohibited activities that are licensing law offences.

*Six images showing prohibited activities display. They represent Drugs on the premises, Consumption outside permitted hours, Allowing betting on the premises, Serving cigarettes to under 18s, Ordering drinks for others and Serving multiple drinks.*

Options:

1. Drugs on the premises  
*An image of hand-rolled cigarettes displays.*
2. Ordering drinks for others  
*An image of a barmen handing drinks to a bar patron displays.*
3. Serving multiple drinks  
*An image of multiple cocktail drinks displays.*
4. Consumption outside permitted hours  
*An image showing a man at a bar displays.*
5. Allowing betting on the premises  
*An image of playing cards on a felt table displays.*
6. Serving cigarettes to under 18s  
*An image of an underage girl about to light a cigarette displays.*

### Answer

The prohibited activities are now labelled.

**Option 1:** It's a licensing offence to sell or allow the consumption of drugs on the premises.

**Option 2:** Ordering drinks for others who are of legal drinking age is not a licensing offence.

**Option 3:** Serving multiple drinks to one patron simultaneously is not a licensing offence, assuming the patron is of legal drinking age.

**Option 4:** Consuming alcohol outside the permitted hours is a licensing offence for which you can be fined.

**Option 5:** Premises that allow betting to take place are committing a licensing offence.

**Option 6:** Just as it's a licensing offence to sell alcohol to under 18s, its also a licensing offence to serve or sell cigarettes to under 18s.

**Correct answer(s):**

1. Drugs on the premises
4. Consumption outside permitted hours
5. Allowing betting on the premises
6. Serving cigarettes to under 18s

## 2. Mandatory licensing conditions

The mandatory licensing conditions include five new licensing conditions in relation to the supply of alcohol under licence.

The first new condition bans irresponsible promotions, such as drinking games, in an on-trade premises, such as a pub, hotel or bar.

Irresponsible promotions encourage customers to drink in a way that could result in an increase in crime and disorder, prejudice to public safety, public nuisance and harm to children. Licensing objectives are designed to mitigate against problems such as these.

Irresponsible promotions may involve drinking games, alcohol on discount, prizes and rewards, sporting events and posters and flyers.

Click each drinking promotion to learn more about the ban on irresponsible promotions.

### Drinking games

Games and other activities that encourage customers to drink alcohol within a time limit, or a vast quantity of alcohol, on premises are not permitted.

For example, while it is acceptable for a customer to choose to drink a yard of ale, it is not acceptable for licensed premises to organize a yard of ale competition.

However, it is permissible to get patrons to drink up as usual at closing time.

### Alcohol on discount

Offers that encourage specific groups to drink at a discount, or for free, are not permitted – for example 'discount nights for students', 'half price drinks for under 25s' and 'women drink for free' type promotions.

Premises that offer fixed-price entry fees in return for unlimited drinks at no extra cost, or high limits on the number of drinks included in the entry fee, are also not allowed – for example '10 pints for £10', 'all you can drink for £10' and 'drink free until 11:00 p.m. after paying your entry fee' type promotions.

However, this does not include promotions that are available whilst customers are having a table meal.

### Prizes and rewards

Promotions that reward customers with a prize after consuming a specific amount of alcohol are not allowed – for example 'buy four pints and get the fifth pint free' or 'drink five shots of whiskey and win a free gift' type promotions.

However, this does not prevent an employer from buying a free round of drinks for a winning billiards team.

### Sporting events

You are not allowed to run promotions in relation to activities specific to sporting events being watched on the premises – for example 'half price drinks if your favourite player scores' or 'free drinks if your local football club wins' type promotions.

### Posters and flyers

Posters, flyers, signs and other promotional materials that condone, glamorise or encourage antisocial behaviour or drunkenness are not allowed on or near your premises.

Let's examine the next three new mandatory licensing conditions. The second condition bans the dispensing of alcohol directly into the mouth. The third condition requires that free tap water be available to customers. The fourth condition specifies that an age verification policy be in place to prevent underage sales.

Click each listed mandatory condition to learn more about it.

## 2. Dispensing of alcohol

Activities such as the 'dentist's chair' that involve alcohol being poured into the mouth of a customer by staff, employees from external companies or by other customers are not permitted on your premises.

However, this does not apply to persons who are not able to drink without assistance due to a disability.

## 3. Free tap water

Free tap water, suitable for drinking, must be provided to customers on request, except in cases where the water supply is temporarily unavailable – for instance if there is a broken mains supply to the premises.

Offering free tap water on premises helps patrons to space out their drinks and reduces the speed of intoxication, as well as the risk of crime.

## 4. Age verification policy

Premises licence holders or club premises certificate holders that sell or supply alcohol must have an age verification policy in place to ensure alcohol isn't sold to minors.

This includes asking customers who appear to be under 18 years of age, or older as specified in your policy or age verification scheme, to show ID containing all of the following prior to the serving of alcohol: their photograph, their date of birth and a holographic mark.

Acceptable forms of ID for the face-to-face serving of alcohol include a passport, photocard driver's licence and cards bearing the official Proof of Age Standards, or PASS, hologram.

The fifth new mandatory licensing condition requires that customers be given the choice to purchase small drink measures.

You should make customers aware of the smaller measures available at your premises.

You could list the smaller measures on menus, or inform customers of the measures when they order drinks.

This does not prevent you from serving larger sizes relevant to weights and measures legislation. Nor does it stop you from selling 'ready to drink' prepackaged alcoholic drinks.

You can choose to serve small measures in existing glassware using an approved measure. Small measures have been identified for beer, spirits and wine.

Click each type of alcohol to learn more about its approved small measures.

**Beer** Beer and cider: half a pint is the small measure for beer and cider.  
The small measure for beer and cider is half a pint.

### Spirits

The small measures for gin, rum, vodka and whiskey are 25 ml or 35 ml, depending on the measure you normally serve.

### Wine

The small measures for still wine (12% alcohol) in a glass vary depending on the size of the glass.

- A **small glass** can contain 125 ml of wine and has one and a half units of alcohol.
- A **medium glass** can contain 175 ml of wine and has around two units of alcohol.
- A **large glass** can contain 250 ml of wine and has three units of alcohol.

A 750 ml bottle of wine (12% alcohol) contains nine units.

### 3. Summary

You've reached the end of Licensing Law: Introduction. By now, you should be able to explain licensing laws that govern appropriate conduct in a bar, pub or other hospitality setting where alcohol is served. You should also be familiar with offences and fines for violating the licensing laws and with some new mandatory licensing conditions.

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# Course Transcript

## Licensing Law: Alcohol and Its Effects

### Alcohol and Its Effects

#### 1. The Effects of Alcohol on the Body

## The Effects of Alcohol on the Body

### Learning Objectives

After completing this topic, you should be able to

- explain the classification of drinks based on the alcohol by volume, or ABV, value
- identify reasons why people become intoxicated and the different stages of drunkenness, and know how to reduce blood alcohol concentration, or BAC, and when to stop serving alcohol to someone

### 1. Alcohol by volume – ABV

Welcome to Licensing Law: Alcohol and Its Effects.

All alcoholic drinks must, by law, have a label describing the alcoholic content. The usual measurement is 'alcohol by volume', or ABV.

The higher the alcoholic volume, the greater the intoxicating effect of that drink.

People often also refer to 'units' of alcohol. A unit of alcohol is 10 ml or 8 g of alcohol. It is the equivalent of half a pint of ordinary strength beer or lager, or a shot of whisky.

Drinks with an ABV of up to 0.05% are classified as 'alcohol free'. Drinks between 0.05% and 1.2% ABV are classified as 'low alcohol'. Drinks are covered by the licensing laws when they have an ABV of more than 0.05%.

Customers may be confused about the difference between 'alcohol-free' and 'low-alcohol' beers. The premises supervisor and staff, however, must understand the difference.

You may receive questions on the alcoholic content of alcohol-free and low-alcohol drinks, and draught beers and bottled lager. Customers may also query you about the alcohol content of alcopops, wine and spirits.

Click each type of drink to learn more about its typical alcohol content.

Alcohol-free beer

Low-alcohol beer

Draught beer

Bottled lager

Alcopops

Wine

Spirits

**Question**

It's important to know how alcohol affects people.

For this activity, read each statement and then select the correct answer from the two provided for it. Each answer selected counts as one attempt.

*There are three statements that might be true or false. The first statement is "The intoxicating effect of a drink does not depend on its alcohol content." The second statement is "The ABV of a drink doesn't determine whether a drink should be covered by the licensing laws or not." The third statement is "All alcoholic drinks with an ABV of less than 1.2% must, by law, be labelled as low alcohol or alcohol free depending upon their ABV."*

Options:

1. Statement 1: False  
*Select this option if you think the following statement is false: "The intoxicating effect of a drink does not depend on its alcohol content."*
2. Statement 1: True  
*Select this option if you think the following statement is true: "The intoxicating effect of a drink does not depend on its alcohol content."*
3. Statement 2: True  
*Select this option if you think the following statement is true: "The ABV of a drink doesn't determine whether a drink should be covered by the licensing laws or not."*
4. Statement 2: False  
*Select this option if you think the following statement is false: "The ABV of a drink doesn't determine whether a drink should be covered by the licensing laws or not."*
5. Statement 3: True  
*Select this option if you think the following statement is true: "All alcoholic drinks with an ABV of less than 12% must, by law, be labelled as low alcohol or alcohol free depending upon their ABV."*
6. Statement 3: False  
*Select this option if you think the following statement is false: "All alcoholic drinks with an ABV of less than 12% must, by law, be labelled as low alcohol or alcohol free depending upon their ABV."*

**Answer**

The correct answers are shown.

**Option 1:** This statement is false. Alcohol content has a direct effect on the intoxicating effect of alcohol. The higher the alcohol content, the greater its intoxicating effect.

**Option 2:** This is not a false statement.

**Option 3:** This is not a true statement.

**Option 4:** This statement is false. Drinks are covered by the licensing laws when they have an ABV of more than 0.05%.

**Option 5:** This statement is true. Alcohol free (ABV up to 0.05%) or low alcohol (ABV 0.05% up to 1.2%) must be labelled as such according to their ABV.

**Option 6:** This is not a false statement.

**Correct answer(s):**

1. Statement 1: False
4. Statement 2: False
5. Statement 3: True

Alcohol affects us in many ways. For example, it interferes with signals sent from the brain to our nerve cells; it affects our senses, our emotions and memory; it affects co-ordination; and it can affect our breathing and heart rate. Because of these effects on people, alcohol is classed as a 'drug'.

**Graphic**

*An image is shown of a male body standing, arms outstretched at the sides. The following areas are highlighted in sequence: the brain, the limbs, and then the heart and lungs together.*

Drinking large amounts of alcohol can be very dangerous. But it's not just the number of drinks that affect how intoxicated people get. The strength of the drink, how quickly you drink, your size, your sex and what you've eaten can also be factors.

**2. Blood alcohol concentration – BAC**

Whilst an alcoholic drink is consumed, alcohol is being absorbed into the body and entering the bloodstream. The amount of alcohol in the bloodstream is known as the blood alcohol concentration, or BAC.

As you drink more alcohol, the blood alcohol concentration increases.

People get drunk because they consume alcohol faster than their bodies can process it.

Once the alcohol is absorbed into the bloodstream, your body begins to eliminate it. This is done in three ways: the kidneys eliminate about 5% of alcohol in urine, the lungs exhale about 5% of the alcohol in breath and the liver chemically breaks down the remaining alcohol.

The average person can eliminate one unit of alcohol per hour, so it will take approximately two hours to eliminate the alcohol from one pint of lower strength (4%) lager, beer or cider. There's no reliable way to speed up this process, and any product claiming to do so should not be trusted.

People respond to alcohol in stages. These stages correspond to an increase in BAC and begin with someone getting mildly drunk, followed by drunk and then very drunk. If they do not stop, they go into a stupor and can even go into a coma or die.

Click each stage to find out more.

**Mildly drunk**

**Blood alcohol concentration = 0.03 to 0.12%**

The person will lose their inhibitions and appear more self-confident or daring. They may look flushed and will have trouble with fine movements, such as signing their name. Their judgement is now impaired and they will often say the first thing that comes into their head.

**Drunk**

**Blood alcohol concentration = 0.09 to 0.25%**

The person may start feeling sleepy. Their movements will be uncoordinated and they'll lose balance easily. Vision is affected, and they will have difficulty understanding what is said to them.

**Very drunk**

**Blood alcohol concentration = 0.18 to 0.30%**

The person will become confused and may not know where they are. They will be dizzy and may stagger. They cannot see clearly and will have slurred speech. They may be highly emotional –

aggressive, withdrawn or overly affectionate.

### Stupor

**Blood alcohol concentration = 0.25 to 0.40%**

The person will be barely able to move. They may vomit. They may begin to lose consciousness.

### Coma or death

**Blood alcohol concentration = more than 0.35%**

The person will lose consciousness. Their heart rate and breathing will slow and their body temperature will begin to drop. Without treatment, they may stop breathing and die.

### Question

It's important to understand how BAC level impacts how drunk people can get.

Match the response to alcohol to its corresponding BAC level.

### Options:

1. Mildly drunk
2. Coma and death
3. Stupor
4. Very drunk
5. Drunk

### Targets:

1. 0.18% to 0.30%
2. 0.09% to 0.25%
3. 0.03% to 0.12%
4. More than 0.35%
5. 0.25% to 0.40%

### Answer

A person whose blood alcohol concentration is between 0.18% and 0.30% alcohol is considered **very drunk**.

A person with a BAC between 0.09% and 0.25% is **drunk**.

A person whose BAC is between .03% and .12% is **mildly drunk**.

When BAC levels reach 0.35% or higher, a person is at risk of **coma and/or death**.

A person with a BAC between 0.25% and 0.40% is quite drunk and would be considered to be in a **stupor**.

### Correct answer(s):

Target 1 = Option D

Target 2 = Option E

Target 3 = Option A

Target 4 = Option B

Target 5 = Option C



## Question

It's an offence to serve alcohol to someone who's already visibly drunk. An important part of your job is to protect drinkers from the dangers of drinking too much alcohol. How do you think you should respond to a drunk patron?

Drag the responses that would be most appropriate to make to a drunk customer to the bartender's speech bubble.

*A bartender is speaking to a customer who is very drunk at the bar. There are a number of possible responses to choose from.*

### Options:

1. 'No more for you, you've had way too much to drink.'
2. 'Why don't you call it a day? You'll be very welcome again tomorrow.'
3. 'Why don't I call you a taxi?'
4. 'I'm sorry, I'm not going to serve you any more alcohol.'
5. 'You've had enough for today. Why don't you have a soft drink?'
6. 'I really don't think I should serve you anymore, you're very drunk'

### Targets:

1. Appropriate

### Answer

When refusing alcohol to a drunk patron your responses should be polite but firm. Phrases like 'No more for you, you've had way too much to drink' and 'I really don't think I should serve you anymore, you're very drunk' are inappropriate, and could be considered rude and judgmental.

All of the statements except two are appropriate statements for a bartender to make to a drunken customer. The statements 'No more for you, you've had way too much to drink' and 'I really don't think I should serve you anymore, you're very drunk' are inappropriate ways to refuse alcohol to patrons because they could be considered rude.

### Correct answer(s):

Target 1 = Option B, C, D, E

## 3. Summary

You've reached the end of Licensing Law: Alcohol and Its Effects. In this course you learnt that the measurement of alcoholic strength is called 'alcohol by volume' or 'ABV'. You also learnt that the way alcohol affects us is largely influenced by the level of blood alcohol concentration (BAC), that there are different stages of response to alcohol and that our bodies eliminate alcohol at the rate of 1 unit per hour.

This knowledge can help you to assist customers in monitoring their alcoholic intake by calculating the amount of alcohol contained in different drinks.

You also learnt how to handle patrons who have had too much to drink.

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# Course Transcript

## Licensing Law: A Professional Bar Person

### A Professional Bar Person

#### 1. Running a Professional Bar

## Running a Professional Bar

### Learning Objectives

After completing this topic, you should be able to

- identify the characteristics and qualities of a professional bar person
- recognise and identify how to run a professional bar

### 1. How to be a professional bar person

Welcome to Licensing Law: A Professional Bar Person. In this course, you'll learn to identify the characteristics and qualities of a professional bar person, and recognise how to run a professional bar.

It's important to create the right atmosphere in your pub or bar. If your business is well organised and runs smoothly, it's more likely to be free from trouble. It's also more likely to be busy and successful!

Examples of things that you can do in every shift to create a positive, friendly atmosphere include serving quickly, serving in turn, being courteous and clearing tables.

Click each action to find out more about how you can create a positive, friendly atmosphere.

#### Serving quickly

Slow service is not only bad for business, it will also create a bad atmosphere.

#### Serving in turn

During busy times, people expect to wait a few minutes before being served.

However, it's very important that people are served in the right order, to avoid anger and frustration.

#### Being courteous

It is vital to remain polite, courteous and professional at all times and in all situations.

Being rude, even if someone is being rude to you, will only make the situation worse.

#### Clearing tables

Regular clearing of empty glasses and emptying of ashtrays in exterior smoking areas will ensure a pleasant environment and reduce the risk of accidents and breakages.

It will also give you an opportunity to look out for problems, such as underage drinkers or drug use.

### Question

The first thing a customer sees is the outside of your pub. Click the elements outside this pub that are likely to leave customers with a bad impression.

*The exterior of a pub is presented. There is graffiti on the wall, there are overflowing bins, uncleared tables, an overgrown lawn and broken windows. There is a pub sign and an awning over the door.*

Options:

1. Graffiti  
*There is graffiti on the wall.*
2. A pub sign  
*The pub has a signboard.*
3. An awning over the door  
*There is an awning over the door.*
4. Overflowing bins  
*The bins are overflowing.*
5. Uncleared tables  
*The tables haven't been cleared.*
6. An overgrown lawn  
*The lawn is overgrown.*
7. Broken windows  
*There are broken windows.*

### Answer

The exterior of this pub is now cleaned up. Ensuring that the exterior is presentable, cared for and tidy will give people a good first impression of the pub. You should ensure that there is no graffiti, overflowing bins, uncleared tables, overgrown lawn or broken windows outside your pub.

Correct answer(s):

1. Graffiti
4. Overflowing bins
5. Uncleared tables
6. An overgrown lawn
7. Broken windows

### Question

Once inside, a customer's impressions will determine whether they decide to stay. Click the areas in this pub that may put customers off.

*The interior of a pub is displayed. There are spills and litter on the floor, broken light fixtures, uncleared tables and broken windows. There is also well maintained furniture and curtains on the windows.*

Options:

1. Spills and litter on the floor  
*The are spillages and litter on the floor*
2. Well-maintained furniture  
*The furniture is well-maintained.*
3. Curtains on the windows  
*There are curtains on the windows.*
4. Broken light fixtures  
*The light fixtures are broken.*
5. Uncleared tables  
*The tables haven't been cleared.*

**6. Broken windows**

*There are broken windows.*

**Answer**

The interior of this pub is now cleaned up. Ensuring that the interior is well lit and nicely maintained will encourage customers to stay and return in the future. You should ensure that there are no spills or litter on the floor and there are no broken light fixtures. Also there should be no uncleared tables or broken windows.

**Correct answer(s):**

1. Spills and litter on the floor
4. Broken light fixtures
5. Uncleared tables
6. Broken windows

In addition to legal responsibilities, running a pub or bar brings with it various social responsibilities for both you and the Designated Premises Supervisor:

- maintaining good relations with your neighbours
- discouraging drinking and driving
- being a source of reliable information
- taking part in Pubwatch schemes and
- avoiding activities that encourage excessive drinking and anti-social behaviour

Failure to meet your social responsibilities may result in a loss of business or even closure of the premises.

There are several ways you can maintain good relations with your neighbours:

- keep external noise to a minimum, particularly music levels and at closing times when customers leave your pub
- do not tolerate any sort of violence or vandalism, either inside or outside your pub
- avoid activities that encourage excessive drinking and anti-social behaviour and
- encourage customers to go home swiftly at closing time; do not allow them to loiter about around the pub

It's also important to be a source of reliable information.

Do this by ensuring you give all your customers accurate information about the range and strength of drinks served in your pub or bar.

In particular, you should be able to explain the difference between alcohol-free and low alcohol drinks, and show customers the choices available in each category.

You should discourage your customers from drinking and driving. Make sure you know the range of soft drinks available for drivers at the premises.

You should also encourage social responsibility by taking part in Pubwatch schemes.

Pubwatch is a communication scheme between retailers and the police. It's often used as an early warning system to inform other pubs of imminent trouble.

You can help by immediately informing your manager or Designated Premises Supervisor of any incidents or groups of troublemakers moving to a neighbouring pub.

**Drill Down Home Page**

Police officers, environmental health officers and HM Revenue & Customs officers may visit the premises on official business.

### Page 1 of 3: Police officers

Police officers may enter your pub at any time if they suspect that a crime is being committed or if you or someone else asked for their assistance.

They may enter at reasonable times to assess how well the premises is supporting licensing laws.

### Page 2 of 3: Police officers

Police officers can carry out several actions:

- eject people from the premises
- arrest and detain people and
- give advice, warnings or official cautions

### Page 3 of 3: Police officers

You can help by doing several things:

- being courteous and polite
- informing your manager immediately of the arrival of the police
- answering any of their questions truthfully and
- keeping customers calm and informed

### Page 1 of 5: Environmental health officers

Environmental health officers visit food premises to ensure they are safe and hygienic. They can enter food premises, unannounced, at any reasonable time.

### Page 2 of 5: Environmental health officers

The frequency of visits by environmental health officers range from every six months to every five years depending upon the assessed risks.

For instance, shops that sell packaged food are at a lower risk than those where food is prepared on site, and will therefore be visited every five years instead of every six months.

### Page 3 of 5: Environmental health officers

During an inspection, environmental health officers will do several things:

- talk to staff about your quality control systems and practices (where these exist)
- inspect all parts of your premises and equipment and
- talk to you about staff training, controlling hazards and temperature control

### Page 4 of 5: Environmental health officers

The inspecting officers may also perform several other tasks:

- request relevant documentation, including recipes, maintenance and production records, temperature records, food safety management systems and staff sickness records and
- take samples and swabs as part of a routine inspection

### Page 5 of 5: Environmental health officers

You can help by doing several things:

- being courteous and polite
- informing your manager immediately of the arrival of the environmental health officers and
- answering any questions truthfully

### Page 1 of 3: HM Revenue & Customs officers

HM Revenue & Customs officers will normally visit if they believe an offence has been committed.

This may be because of a tip-off or complaint by a member of the public.

### Page 2 of 3: HM Revenue & Customs officers

HM Revenue & Customs officers can take several actions:

- ask questions
- take measurements and samples
- take photographs and
- issue official notices

### Page 3 of 3: HM Revenue & Customs officers

You can help by doing several things:

- being courteous and polite
- informing your manager immediately of the arrival of the HM Revenue & Customs officers and
- answering any questions truthfully

## 2. Summary

In this course you learned how to be a professional bar person. The course covered the characteristics and qualities professional bar persons possess, as well as how to run a bar in a professional manner. If you apply what you learned in this course on your job, your patrons will be happy!

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# Course Transcript

## Licensing Law: Dealing with Incidents

### Dealing with Incidents

#### 1. Preventing Trouble and Coping with Incidents

## Preventing Trouble and Coping with Incidents

### Learning Objectives

After completing this topic, you should be able to

- ask for proof of age and identify the acceptable forms of identification that can be used as proof of age
- identify ways of dealing with problems that may arise in a licensed premises

### 1. Handling potential problems

Welcome to Licensing Law: Dealing with Incidents. In this course you will be introduced to how to deal with incidents that may arise on your premises.

You and your colleagues can prevent trouble by looking out for trouble hotspots and anticipating any incident. Sometimes, however, incidents do happen.

Examples of minor incidents that you're likely to come across in your pub or bar are a fight starting between two customers or boisterous behaviour by a group of young people. Using an appropriate strategy and approach can help you deal with each type of minor incident.

For each situation, click its 'Strategy' button to find out what your strategy should be to handle the situation, then click the 'Approach' button for an example of how to use the strategy.

#### Strategy

Try to get them to see how foolish they are being before it escalates.

#### Approach

You might say something like 'Come on, guys, calm it down, or take it outside, please!'

#### Strategy

Get the group leader on your side.

#### Approach

You might say something like, "I need you to calm your friends down a bit, please!"

Dealing with potential problems quickly and appropriately will create a positive, professional atmosphere for you, your colleagues and your customers.

### Question

It's an offence to sell alcohol to any person who is under 18. In this picture, which of these people do you think may be under 18?

Select the three people who you think are under 18 by clicking on their names.

*This question is based entirely on making visual distinctions, therefore no screen-reader accessible version is possible. To continue, please click forward.*

Options:

1. Sam
2. Becky
3. Lucy
4. Vicky
5. Paul

**Answer**

Looks can be deceptive. Don't be fooled! If in doubt, ask. This is the only safe way to avoid breaking the law.

**Option 1:** Sam is 15.

**Option 2:** Becky is 18.

**Option 3:** Lucy is 21.

**Option 4:** Vicky is 15.

**Option 5:** Paul is 17.

**Correct answer(s):**

1. Sam
4. Vicky
5. Paul

Asking someone for proof of age can be a little daunting, especially with a large group.

However, you have a legal responsibility to do so if there is any chance that they could be under 18.

Individuals whose job it is to serve alcohol must be prepared to ask for proof of age. A simple approach works best. Follow along as a barman deals with a patron who's not fully cooperative.

**Bar patron:** Pint of lager here!

**Barman:** Sure! May I see some proof of age please?

**Bar patron:** But I was served here just last week!

**Barman:** I'm sorry I can't serve you alcohol without proof of age.

**Bar patron:** That's not fair!

**Barman:** I'm sorry, that's the law.

Always be polite but firm.

Never get drawn into an argument and never buckle to pressure from a customer.

If you are ever in doubt, you must ask your supervisor or manager for advice.

**Question**



Many forms of identification exist, however there are only three main forms of acceptable proof of age.

Given the examples of identification provided, select the ones you think are acceptable as proof of age.

*Four types of identification are displayed: A passport, a proof of age card with a photograph and the government approved PASS hologram, a driving licence with a photograph and a bank credit card.*

Options:

1. The passport  
*The passport is an option.*
2. The bank card  
*The bank card is an option.*
3. The proof of age card with the photograph and the government-approved PASS hologram  
*The proof of age card with the photograph and the government-approved PASS hologram is an option.*
4. Driving licence with photograph  
*A driving licence with photograph is an option.*

**Answer**

Only passports, proof of age cards with a photograph and the government-approved PASS hologram and driving licences with a photograph are acceptable.

**Option 2:** Bank cards don't have photos or birthdate information, making them unacceptable as a form of proof of age.

**Correct answer(s):**

1. The passport
3. The proof of age card with the photograph and the government-approved PASS hologram
4. Driving licence with photograph

As you just learned, there are three main forms of identification that you should accept as proof of age: passports, proof of age cards with a photograph and the government-approved PASS hologram and driving licences with a photograph. All of these have both a photograph and the person's date of birth. Always make sure that the card is genuine and has not been tampered with.

## 2. Controlling serious incidents

No matter how proactive you are, serious incidents may occasionally occur. There are several common examples of elements involved in incidents:

- aggressive people
- fights
- drunk customers
- drug activity and
- barred customers trying to gain entry to the pub

If people are aggressive or antisocial, they should be asked to leave the premises. Following a simple procedure will help in these situations. Always let a senior colleague or your manager know that you are about to intervene. Do not put yourself in danger and consider taking a colleague with you, if appropriate. Walk over to the scene of the trouble. Be calm and nonconfrontational, clearly explain your decision, and be firm without being rude or aggressive.

If you feel the situation is out of your control, speak to your manager or call the police.

Remember, if an assault or other crime has been committed, you must call the police immediately.

Following a serious incident, the Designated Premises Supervisor may decide to bar a person from entry to the premises. The bar could last, for example, one month, six months or for life.

Following an incident, it's usually not advisable to 'bar' people on the spot while they're still drunk or aggressive. It is often better to ask the person to come back the next day to discuss the incident when they're sober.

The police can also bar consistent troublemakers from entry into any pub in a particular town or area. This is known as an Exclusion Order. Antisocial Behaviour Orders, or ASBOs, may also be used.

### Question

As you've just learned, aggressive or antisocial people should be asked to leave the premises. Which four actions are appropriate in a situation where you need to ask someone to leave?

Drag each action you believe is appropriate to the list of 'Appropriate Actions'.

*Appropriate Actions*

#### Options:

1. Don't put yourself in danger.
2. Rush to the scene.
3. Be calm.
4. Don't feel the need to explain.
5. Make a colleague aware.
6. Always deal with it yourself.
7. Be firm.

#### Targets:

1. Appropriate Actions.

#### Answer

The appropriate actions for dealing with aggressive or antisocial behaviour are listed. Actions you should avoid are rushing to the scene, dealing with the situation by yourself and not explaining your actions.

*The appropriate actions are: Don't put yourself in danger, Be calm, Make a colleague aware and Be firm.*

The appropriate actions for dealing with aggressive or antisocial behaviour are to not put yourself in danger, remain calm, make a colleague aware of the situation and be firm.

#### Correct answer(s):

Target 1 = Option A, C, E, G

### 3. Summary

You've reached the end of Licensing Law: Dealing with Incidents. You should now be aware of the procedure to check the age of a customer and also determine what are acceptable forms of identification. You should also know how to prevent trouble and deal with problems on your premises.

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# Course Transcript

## Licensing Law: Preventing Trouble

### Preventing Trouble

#### 1. Proactive Steps in Preventing Trouble

## Proactive Steps in Preventing Trouble

### Learning Objectives

After completing this topic, you should be able to

- identify proactive steps for preventing trouble
- list trouble hotspots such as closing time and large groups
- identify signs of drug use and drug dealing

### 1. Introduction

Welcome to Licensing Law: Preventing Trouble. In this course you'll learn about avoiding conflict through timely intervention, recognising trouble hotspots and spotting signs of the use of drugs in your establishment.

Arguments and fights can sometimes break out in pubs and bars. They tend to happen at busy times – for example on a Friday night, at closing time or following a sporting event. Many of these incidents have minor causes and can be avoided by correct and timely intervention by you and your colleagues.

A proactive approach means actively preventing problems arising in the first place. There are a number of proactive strategies you can follow to circumvent trouble in the workplace:

- get to know your regular customers
- ensure new customers are aware of your presence
- employ door staff at appropriate times
- ensure that you, or a senior employee, checks all areas of the pub frequently, including outside
- keep the pub and outside areas clear of empty glasses, bottles and litter
- look out for warning signs such as arguments, boisterous behaviour or signs of drug activity
- take note of all customer complaints and concerns and
- if you suspect a serious incident is about to happen, inform your manager immediately

### 2. Trouble hotspots

Certain situations require special attention to ensure that they do not become the source of problems. These include drinking games, large groups and closing time, especially on Friday and Saturday nights. The licensee should have a clear policy on each of these situations. Communicate this policy to employees and ensure that the policy is effectively and consistently adhered to.

Select each situation to find out more about potential problems.

#### Drinking games

Drinking games are likely to encourage excessive consumption of alcohol. They may use the power of peer pressure to make vulnerable members of a group drink more than they normally would.

Drinking games, especially involving spirits or stronger alcoholic drinks, should be discouraged.

#### Large groups

Large groups, especially comprising young men, are likely to exhibit more extreme behaviour because of the increased confidence of safety in numbers. When combined with alcohol, this can lead to explosive situations.

You may decide to discourage or ban large groups altogether. If you do allow them in your pub or bar, it's advisable to identify the group leader and agree on rules of behaviour from the outset.

#### Closing time

Closing time, especially on busy nights, requires careful and firm management. The maximum 20 minute drinking-up time must be enforced to prevent the consumption of alcohol outside permitted hours.

It's also important to ensure that all customers leave the premises in a timely and orderly manner.

Make sure you understand the policy of your premises on dealing with each of these trouble hotspots.

You must implement these policies every day of your working life.

If ever in doubt, speak to your designated premises supervisor.

### 3. Drugs in pubs and bars

Drug dealers are naturally attracted to certain types of pubs, especially those that are poorly managed. Contrary to popular belief, drug dealers are not all shifty-looking people. In fact, they can look like any other customer.

Be vigilant for signs of the use of drugs, including torn packets of cigarette papers, white powder on toilet seats or other surfaces and an unusual bitter-sweet smell. Only confront drug users if you're confident you can do so safely.

#### Question

Do you think you could spot drug-related activity in your pub? Click the signs of potential drug activity.

Options:

1. Someone having frequent short conversations with many people  
*Frequent short conversations.*
2. Boisterous patrons  
*Boisterous patrons.*
3. Bar patrons arguing  
*Arguments between patrons.*
4. Money or small packages changing hands  
*Packages changing hands.*
5. Whispering groups of people  
*Whispering groups of people.*
6. Frequent trips out to the toilet or car park  
*Frequent trips to the toilet.*
7. Drug-related conversation  
*Drug-related words like gear, hash, weed, joint or charlie.*

#### Answer

You'll need to be more vigilant if you want to spot the signs of drug activity at work.

**Option 1:** A dealer may solicit trade through frequent short conversations with many different patrons.

**Option 2:** Boisterous behaviour may lead to trouble, but it isn't unusual, and not really indicative of drug activity.

**Option 3:** Arguments aren't necessarily a sign of drug activity, but be aware of drug-related words you overhear.

**Option 4:** Drugs are often sold in small amounts. Watch for anyone exchanging money and small packages.

**Option 5:** Whispering groups may be talking about things they don't want overheard. This can be indicative of illegal behaviour.

**Option 6:** Frequent trips to more private locations like the toilet or car park may indicate drug use or sale.

**Option 7:** Most drug related lingo – words such as gear, hash, joint or crack - is specific to the use and sale of drugs. It's unlikely these words would keep popping up in a normal conversation.

**Correct answer(s):**

1. Someone having frequent short conversations with many people
4. Money or small packages changing hands
5. Whispering groups of people
6. Frequent trips out to the toilet or car park
7. Drug-related conversation

If you suspect that drugs are being sold on the premises, you should not confront the people involved.

Instead, inform your manager immediately or call the police.

### Question

Now let's see if you can put what you've learnt to use.

Doug is your co-worker at a pub. He has just started working as a barman. What three pieces of advice would you give Doug to help him deal with potential drug activity in the workplace?

Drag the correct and incorrect advice over to Doug behind the bar.

**Options:**

1. Only confront drug users if you are confident it's safe
2. Never confront a suspected drug dealer
3. Report any suspected drug dealers to the police
4. Assign door-staff to deal with suspected drug users or dealers
5. Eject suspected drug dealers from the premises yourself

**Targets:**

1. Correct advice
2. Incorrect advice

**Answer**

Doug now has all of the correct advice to help him deal with potential drug activity in the workplace.

Drug users may not be in control of emotions and behaviour. Don't confront a user unless you're absolutely sure it's safe. Drug dealers can be dangerous. If you suspect drugs are being sold, inform your manager

immediately or call the police. The police are professionally trained to handle criminal activity such as selling drugs. If you suspect such activity, you should call the police or ask your manager to do so.

That's not the best advice. Drug users and dealers should be reported to your manager or the police. When drug dealers are involved, taking things into your own hands can be dangerous.

**Correct answer(s):**

Target 1 = Option A, B, C

Target 2 = Option D, E

#### **4. Summary**

If you work in a drinking establishment, it's important to know how to deal with potential trouble. In this course, you've learnt about avoiding conflict through timely intervention, recognising trouble hotspots, and spotting signs of drug activity in your establishment.

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APPENDIX PN4



The Secretary  
Premier Inn Hotels Limited  
Whitbread House,  
Houghton Hall Business Park,  
Porz Avenue,  
Dunstable,  
LU5 5XE

Alison Bell

Director of Environment and  
Neighbourhood Services

Civic Offices, Bridge St, Reading,  
RG1 2LU

☎ 0118 937 3787

Our Ref: LIC/PN/EVU53157

Your Ref:

Direct: ☎ 0118 9372269

e-mail: peter.narancic@reading.gov.uk

6 November 2017

Your contact is: Mr Peter Narancic, Licensing, Environment and Neighbourhood Services

Dear Sir/Madam

**Licensing Act 2003**

**Premises Licence Number - LP2001935**

**Name of Premise - Premier Inn Reading Central**

**Address - Letcombe Street, Reading RG1 2HN**

On 12 October 2017 I visited the above premises with officers from Thames Valley Police (uniformed and undercover) to ensure you are complying with the above premises licence and advise on any matters that may arise during the inspection. They also carried out a test purchase exercise for alcohol and Child Sexual Exploitation using a 13 year female and adult male. They will correspond with you about these matters separately. This letter will deal mainly deal with the licensing inspection that was carried out with your staff. As your designated premises supervisor Mr Ward Van Gorkum was not present, we discussed these matters with duty manager Mr James Murren, also a personal licence holder.

During my inspection, I found the following items that require your attention as outlined below. (Refer to premises licence attached to this letter).

**General**

1. The premises shall operate a proof of age scheme and will require photographic identification from any person who appears to be under the age of 21 years.

You failed to comply with this condition, as your employee Mr Murren did not ask the underage female test purchaser to produce photographic identification when she purchased alcohol from the bar. Mr Murren was also issued with a fixed penalty fine for selling alcohol to a child. He claimed she looked about 24.

**Protection of Children from Harm**

2. A recognised proof of age schemes and/or photo driving licences shall be used at the premises. A refusals record shall be in place and actively used.

You failed to comply with this condition, as your employee Mr Murren did not ask the underage female test purchaser to produce photographic identification when she purchased alcohol from the bar.

### Mandatory Condition

#### Age Verification Policy (commencement 01/10/2014)

1. The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.
2. The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either— (a) a holographic mark, or (b) an ultraviolet feature.

You failed to comply with this Mandatory condition, as your employee Mr Murren did not ask the underage female test purchaser to produce photographic identification when she purchased alcohol from the bar.

Also disappointingly, there was a second member of staff named Alejandro who was at the bar when Mr Murren made the alcohol sale, however he also failed to challenge or advise his manager about this sale. This happened despite the comprehensive staff training for alcohol licensing each member is required to complete. (Refer to Appendix IV). I would count this as another failure to comply with your age verification policy.

### Other Initiatives

Although your organisation has a comprehensive staff CSE training package (Refer to Appendix III), Mr Murren told us he had not undertaken this training despite being employed for about 12 months. As an example, his actions differed from other premises visited the same night, where one premises reported the attempted room booking to Thames Valley Police as they were concerned for the safety of the underage female.

We are very disappointed this is your second test purchase failure in regard to selling alcohol to an underage person and on this occasion accepting a face to face room booking for an adult male and a child in your hotel. As you are aware Reading Borough Council and Thames Valley Police attempted to engage with you after the first failure, although some progress was made, you were reluctant to take our advice regarding adopting challenge 25 and other alcohol training initiatives. For information, both of these recommendations were based on our experience of Reading town its issues and to the previous failure in 2016 that occurred in your premises. (Refer to Appendices I and II).

I understand that due to the seriousness of what was found on 12 October 2017, Thames Valley have applied for the review of the premises licence for Premier Inn Reading Central, Letcombe Street, Reading RG1 2HN



## **Recommendations**

Please ensure that your fire fighting equipment is inspected annually and all fire exits kept clear of obstructions at all times. Ensure your fire risk assessment is up to date and carry out any necessary staff re-training to ensure that your staff are fully aware of all issues regarding fire safety in your premises. For more information, go to

[www.fire.gov.uk/Workplace+safety/WhatTheLawRequires/](http://www.fire.gov.uk/Workplace+safety/WhatTheLawRequires/)

Please ensure that your health and safety risk assessment is up to date. For more information, go to <http://www.hse.gov.uk/business/policy.htm>

Yours faithfully

Mr Peter Narancic  
Senior Licensing & Enforcement Officer

Cc Thames Valley Police  
RBC Safeguarding service

## LICENSING ACT 2003 PREMISES LICENCE - PART A

Reading Borough Council being the Licensing Authority under the above Act, **HEREBY GRANT** a **PREMISES LICENCE** as detailed in this licence.

<b>Premises Licence Number</b>	<b>LP2001935</b>
--------------------------------	------------------

### **Premises Details**

<b>Trading name of Premises and Address</b>	
Reading Central Premier Inn Signal House Letcombe Street Reading Berkshire RG1 2HN	
<b>Telephone Number</b>	<b>0870 850 6318</b>

<b>Where the Licence is time limited the dates the Licence is valid</b>
N/A

### **Licensable Activities**

<b>Licensable Activities authorised by the Licence</b>
Performance of Live Music - Indoor Playing of Recorded Music - Indoor Performance of Dance - Indoor Late Night Refreshment - Indoor Sale of Alcohol by Retail - On & Off the Premises

### **Authorised Hours for Licensable Activities**

<b>The times the licence authorises the carrying out of licensable activities</b>	
<b>Hours for the Performance of Live Music</b>	
Thursday	from 1000hrs until 2400hrs
Friday	from 1000hrs until 2400hrs
Saturday	from 1000hrs until 2400hrs
<b>Hours for the Playing of Recorded Music</b>	
Monday	from 1000hrs until 2400hrs
Tuesday	from 1000hrs until 2400hrs
Wednesday	from 1000hrs until 2400hrs
Thursday	from 1000hrs until 0200hrs
Friday	from 1000hrs until 0200hrs
Saturday	from 1000hrs until 0200hrs
Sunday	from 1000hrs until 2330hrs
<b>Hours for the Performance of Dance</b>	
Thursday	from 1000hrs until 2400hrs

**Additional Details**

**Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol**

**Name:** Mr Ward Van Gorkum  
**Address:** ■ Tilehurst Road, Reading, RG1 7TT

**Designated Premises Supervisor**

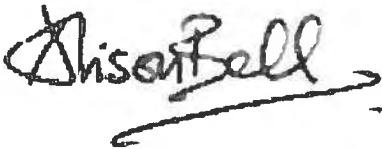
**Personal Licence number and issuing authority of personal licence held by the designated premises supervisor where the premises licence authorises the supply of alcohol**

**Personal Licence Number:** 12/01006/LIPERS  
**Issuing Authority:** London Borough of Croydon

This Licence shall continue in force from 03/08/2016 unless previously suspended or revoked.

Dated: 17 August 2016

Head of Environment & Neighbourhood Services



Annex 1

**Mandatory Conditions**

**Supply of Alcohol**

<b>To be applied where a premises licence authorises the supply of alcohol</b>	
1	No supply of alcohol may be made under the premises licence:-  a) at a time when there is no designated premises supervisor in respect of the premises licence, or  b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended
2	Every supply of alcohol made under the premises licence must be made or authorised by a person who holds a personal licence.

**Film Exhibitions**

**Door Supervisors**

<b>To be applied only where a premises licence or club premises certificate authorises the exhibitions of films</b>	
1	The admission of children to any exhibition of any film must be restricted in accordance with section 20 of Part 3 of the Licensing Act 2003.
2	In the case of films which have been classified by the British Board of Film Classification admission of children to films must be restricted in accordance with that classification.
3	In the case of films which have not been classified by the British Board of Film Classification, admission of children must be restricted in accordance with any recommendation made by the Licensing Authority.
<b>To be applied where a premises licence or club premises certificate includes a condition that any person must be at the premises to carry out a security activity. [Except premises with a premises licence authorising only plays or films or premises used exclusively by a club].</b>	
1	Each individual present at the licensed premises to carry out a security activity must be licensed by the Security Industry Authority.

**Responsible Drink Promotions (commencement date 01/10/2014)**

- 1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.
- 2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises—
  - (a) games or other activities which require or encourage, or are designed to require or encourage, individuals to—
    - (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
    - (ii) drink as much alcohol as possible (whether within a time limit or otherwise);
  - (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;
  - (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;
  - (d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;
  - (e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability).

**Supply of Tap Water (commencement date 01/10/2014)**

1. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.

**Age Verification Policy (commencement 01/10/2014)**

1. The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.
2. The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either—
  - (a) a holographic mark, or
  - (b) an ultraviolet feature.

**Drink Measurements (commencement date 01/10/2014)**

1. The responsible person must ensure that—
  - (a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures—
    - (i) beer or cider: ½ pint;
    - (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
    - (iii) still wine in a glass: 125 ml;
  - (b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and
  - (c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.”

**Minimum Permitted Pricing (commencement 28th May 2014)**

1. A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

2. For the purposes of the condition set out in paragraph 1—

(a) “duty” is to be construed in accordance with the Alcoholic Liquor Duties Act 1979;

(b) “permitted price” is the price found by applying the formula—

$$P = D + (D \times V)$$

where—

(i) P is the permitted price,

(ii) D is the rate of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and

(iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;

(c) “relevant person” means, in relation to premises in respect of which there is in force a premises licence—

(i) the holder of the premises licence,

(ii) the designated premises supervisor (if any) in respect of such a licence, or

(iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;

(d) “relevant person” means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and

(e) “valued added tax” means value added tax charged in accordance with the Value Added Tax Act 1994

**Embedded Restrictions from the Acts listed below to be carried forward to the premises licence in accordance with Schedule 8 to the Licensing Act 2003.**

Unless otherwise stated this licence is issued subject to the imposition of all the relevant embedded restrictions required by the:-

Licensing Act 1964

Children & Young Persons Act 1933

Cinematograph (Safety) Regulations 1955

Cinemas Act 1985 - Film Exhibition Licence Conditions

Sporting Events (Control of Alcohol etc) Act 1985

Local Government (Miscellaneous Provisions) Act 1982 - Public Entertainment Licence Conditions

**Acts applicable to this licence for the purposes of embedded restrictions**

The following Acts and embedded restrictions are applicable to this licence:-

NONE

## **Annex 2**

### **Conditions Consistent with the Operating Schedule**

#### **General**

1. The premises shall operate a proof of age scheme and will require photographic identification from any person who appears to be under the age of 21 years.
2. There shall be no drinks promotions at the premises which are inconsistent with the need to promote responsible drinking.
3. Where appropriate, prominent, clear and legible notices shall be displayed at all exits requesting patrons to leave quietly. Where appropriate the licensee or suitable member of staff will be available to monitor patrons leaving at closing time.

#### **Prevention of Crime & Disorder**

1. The management shall have in place and implement a policy, approved by Thames Valley Police, relating to the prevention of use of illegal drugs. The policy shall include, detection, confiscation, storage and disposal.  
An induction and training programme for staff that will implement the provisions of the drug policy shall be introduced to ensure proper implementation.

2. An appropriate CCTV system be installed that ensures all areas of the licensed part of the premises can be monitored including all entry and exit points, and which enables frontal identification of every person entering whilst the licenced part of the premises is open. All cameras shall continually record whilst the licensed part of the premises are open to the public and the recordings shall be kept available for a minimum of 31 days with time and date stamping. Tape recordings shall be made available to an authorised officer or a Police officer together with facilities for viewing. The recordings for the preceding two days shall be made available as soon as is reasonably possible on request. Recordings outside this period shall be made available on 24 hours notice.

#### **Protection of Children from Harm**

1. A recognised proof of age schemes and/or photo driving licences shall be used at the premises. A refusals record shall be in place and actively used.



## **Annex 3**

### **Conditions attached after a hearing by the Licensing Authority**

1. During operating hours, the licensee or nominated representative shall be available to receive and respond to nuisance related complaints. A contact number shall be readily available to residents upon request.
2. Clearly legible and suitable notices shall be displayed at all exits requesting customers to respect the needs of local residents and to leave the premises and area quietly. After 2300hrs until closure of the bar area, staff shall be available to ensure customers disperse quietly.
3. The licensee shall ensure that no noise shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to undue disturbance to local residents.
4. All external doors and windows must be kept closed, other than for access and egress, when events involving amplified music or speech are taking place.
5. After 2300hrs until closure of the bar area, staff shall be available to ensure that customers do not use the rear car park area (being the area on the south east side of the premises) for smoking or drinking and that it is cleared of customers other than those who are immediately departing from the car park.
6. The licensee shall provide a designated smoking area at the front of the premises (being the north west side of the hotel) for use by customers.

## **Annex 4**

### **Plans**

As attached plan no. 12:44/09 dated 08/05/2013

Appendix I



Alison Bell  
Director of Environment and  
Neighbourhood Services  
Civic Offices, Bridge St, Reading, RG1 2LU  
☎ 0118 937 3787

Our Ref: LIC/PN/EVU52786

Direct: ☎ 0118 9372269  
e-mail: peter.narancic@reading.gov.uk

31 January 2017

Rachel Bainton  
Premier Inn Reading Central  
Signal House  
Letcombe Street  
Reading  
Berkshire  
RG1 2HN

Your contact is: Mr Peter Narancic, Licensing

Dear Rachel

**Licensing Act 2003**  
**Premises Licence Number - LP2001935**  
**Premises: Premier Inn Reading Central**  
**Premises Address: Signal House, Letcombe Street, Reading**

**Subject: Premier Inn Reading Central Performance meeting**

As a result of a joint inspection of the above premises carried out on Friday 13 January 2017, a performance meeting has been arranged for you/a company representative to attend at Reading Borough Council's Offices, Bridge Street, Reading on Friday 10 February 2017 at 11.00am, to discuss these issues and issues Thames Valley Police found regarding Child Sexual Exploitation (CSE) and sale of alcohol to a child on a previous visit in September 2016.

At the meeting you should be accompanied by the designated premises supervisor and any other management staff that you feel may assist to answer questions relating to breaches of premises licence condition found during our inspection.

Also please bring with you any supportive documentation and paperwork required as part of the venue licence conditions as an inspection of your processes and questions relating to that will be asked.

As this is a formal process we must inform you that you do have the right to be accompanied by a legal or licensing representative if you feel that it may aid your understanding of the process itself.

Please be aware that at this stage this is not designed to be a punitive process however, it is deemed a means to identify any weaknesses in the licensing aspects of the business in order to improve and rectify performance and adherence to the licence, in order to prevent further incidents of crime and disorder.

Dependent on the outcome of the meeting there may be recommendations made to you in relation consideration for further licence conditions or amendments to the current conditions which we would wish to agree on.

This process does not however preclude any formal action which may be taken by Thames Valley Police or the Licensing Authority in relation to this premises licence if the outcome of this meeting is unsatisfactory or agreement cannot be reached.

Should you wish to discuss any issues, please telephone me on the number above, during office hours.

Yours faithfully

*Peter Narancic*

Mr Peter Narancic  
Senior Licensing & Enforcement Officer

## Premier Inn Reading - Proposed Conditions

- (1) The Premises Licence Holder (PLH) and/or Designated Premises Supervisor (DPS) shall ensure that all staff complete the appropriate training in the detection of Child Sexual Exploitation (CSE) ~~"Hotel Staff Awareness" training package supplied by Thames Valley Police~~ within 28 days of employment and a signed record of their training shall be maintained. Refresher training in relation to CSE ~~"Hotel Staff Awareness"~~ shall formally take place once every 6 months and signed records of this training shall be maintained. These records shall be kept for a minimum of 1 year of the date of the training and shall be made available to any authorised Officer of Thames Valley Police or an authorised Officer of Reading Borough Council.
- (2) Staff employed to sell alcohol shall undergo suitable training upon induction. This shall include, but not be limited to:
- a. ~~The premises age verification policy~~
  - b. ~~Dealing with refusal of sales~~
  - c. ~~Proxy purchasing~~
  - d. ~~Recognising valid identification documents not in the English language.~~
  - e. ~~Identifying attempts by intoxicated persons to purchase alcohol~~
  - f. ~~Identifying signs of intoxication~~
  - g. ~~Conflict Management~~
  - h. ~~How to identify and safeguard vulnerable persons who attend and leave the premises.~~
- (3) The PLH shall ensure the premises' digitally recorded CCTV camera shall continually record, save for reasonable periods of maintenance or repair, whilst the premises are open to the public and recordings shall be kept for a minimum of 31 days with time and date stamping.

# Child Sexual Exploitation Raising Awareness

March 2017



Premier Inn

(Content not included)

## Training record form for a server of alcohol

Detach pink copy along perforation. White copy stays in the folder and is given to your Manager.  
Keep pink copy for your reference.

## Training record form for a server of alcohol

There are strict laws and company rules concerning the sale of alcohol. This form is designed to ensure that you understand your responsibilities. You must therefore sign this form before you are allowed to serve alcohol.

Breaking the law can result in heavy fines and the loss of our licence. At the very least, in the event of the authorities discovering that you have served alcohol to someone under the age of 18 or someone who is drunk, you could be issued with a fine, which will be your personal responsibility to pay. A conviction for any of the matters listed below also may leave you with a criminal record. In addition, if you do not comply with these rules, disciplinary action may be taken against you, which could result in your dismissal from the Company.

It is essential that if you do not understand any of these instructions or require further information, that you discuss the matter with your Manager.

1. Do not sell alcohol to anybody who is under 18. If you are in any doubt about their age simply do not sell alcohol to them. If a customer looks under 21 (under 25 in Scotland) you must ask them for identification. The only acceptable forms of identification are a valid passport, a UK driving licence (picture card only) and the Portman Group 'Prove It' card.
2. Do not sell alcohol to anybody who you suspect is drunk. In addition, you should not sell to anyone whom you believe to be purchasing on behalf of an individual who is drunk or appears to be drunk. If you suspect that someone is drunk then inform the Manager immediately.
3. Do not serve alcohol outside the hours listed on your premise licence. You must also make sure that drinking up is completed within 30 minutes.
4. You must be aware of any conditions which are attached to the licence for your premises and abide by them.
5. Always ensure that you serve the correct measure. It is an offence to give an under measure.
6. It is against the law to smoke behind the bar or in the business premises.
7. Do not knowingly allow children under 18 to consume alcohol in the premises (except 16 and 17 year olds who can have beer, wine or cider with a table meal if accompanied by a person over 18).
8. Do not knowingly deliver or knowingly allow someone else to deliver alcohol sold on the premises to a person under 18.

These requirements must be observed at all times. Both you and the company can be prosecuted if they are not adhered to and if you are found guilty of an offence you would receive criminal conviction.

I can confirm that I have received training in all the above matters and have read and understood the details of these instructions.

I agree to inform my Line Manager immediately if I receive a licencing infringement order/fine.

### Server of Alcohol

Employee's Name:

Signature:

Date:

I am satisfied that the above named person fully understands the content of this instruction and they are competent to sell alcohol in accordance with the law.

Personal licence holder/DPS Name:

Signature:

Date:



## Licensing Solicitors

Our Ref: CG/PREM/REA26  
Contact: Chris Grunert

Reading Borough Council  
Licensing Section  
Civic Offices  
Bridge Street  
Reading  
RG1 2LU

10 November 2017

Dear Sirs

**Premises Licence Review – Reading Central Premier Inn, Letcombe Street,  
Reading, Berkshire, RG1 2HN**

We are instructed by Premier Inn Hotels Ltd who are the Respondents in these proceedings.

We have been served with an Application for Review of the above premises pursuant to s. 51 Licensing Act 2003 (the Act) issued by Thames Valley Police (TVP).

This letter is an initial response, in part to acknowledge the proceedings served. The Respondent (Premier Inn Hotels Ltd) reserves the right to serve further documentary evidence and/or statements prior to the final Review hearing and address any issues raised in subsequent representations which may be received prior to the close of the current consultation period.

The legislation does not require a Respondent to Review proceedings to submit any written representation in order to fully participate in proceedings and any subsequent representations should not be limited to the content of this letter. This is in distinction to other parties who are required to submit full representations during the consultation period in order to participate and whose oral representations are limited to the scope of their initial written representation.

By way of background, there are approximately 750 Premier Inn licensed hotel premises nationwide providing over 70,000 bedrooms. In the last financial year Premier Inn welcomed approximately 20,000,000 guests. There are currently 3 premises operated by Premier Inn in Reading Borough Council licensing area.

This is the first review of a Premier Inn hotel since the Act came into force on 24th November 2005.

The Review application alleges that the Respondent either does not have sufficient systems in place in order to prevent the underage sale of alcohol or does not administer such systems responsibly. The Respondent disputes both assertions.

The history of the business can be traced back to 1742 when the initial brewery was founded. The company was first listed on the London Stock Exchange in 1948. The business has been concerned with the sale of alcohol for many decades and is fully aware of their obligations and responsibilities in respect of their regulated business activities, of which the Licensing Act is one part.

Tel: 0114 266 8664  
Helpline: 0114 266 3400  
Fax: 0114 267 9613  
Email: [info@john-gaunt.co.uk](mailto:info@john-gaunt.co.uk)  
[www.john-gaunt.co.uk](http://www.john-gaunt.co.uk)

Partners:

John Gaunt (569711)  
Katharine Redford (569712)  
Tim Shield (569713)  
Michelle Hazlewood (569714)  
Christopher Grunert  
Jonathan Pupius

Practice Manager:

John Gaunt & Partners  
Omega Court  
372 - 374 Cemetery Road  
Sheffield  
S11 8FT

All new members of staff are subject to documented induction training and mentor supervision. Throughout their careers with the Company staff are expected and encouraged to continue their professional development. Through the training academy approximately 500 employees obtain their Personal Licences each year after securing the Award for Personal Licence Holders (an accredited qualification).

In terms of the avoidance of Child Sex Exploitation, the business has over the past few years reassessed and drafted new policies in consultation with a number of external stakeholders; the current training materials are acknowledged, by many, as industry leading.

Our client is disappointed by the failures cited in the Review application and, as with any incident of this nature, are conducting an internal review to identify potential lessons for future improvement. We aim to be in a position to fully expand on this with the Committee in December.

Our client considers the issue of these proceedings was premature. The Application for review was submitted less than 2 working days after the incident on 12th October. No contact was attempted by TVP following the incident prior to the issue of Review proceedings.

Attempts to contact TVP immediately following the incident were not acknowledged. The decision by TVP to unilaterally withdraw from correspondence with them is disappointing.

Our aim for the Committee hearing will be to layout the policies and procedures adopted by Whitbread to prevent the sale of alcohol to children and to prevent CSE taking place at their premises and demonstrate how reasonable and proportionate steps have been taken in this regard.

Evidence will be produced in relation to the training supplied to members of staff at site to avoid as far as possible the potential for underage sale.

We would wish to address the Licensing Sub-Committee, on our client's behalf, in relation to the general operation of the premises.

We will wish to comment on how the premises promote the licensing objectives and it is denied that the premises operate in a way which generally undermines the licensing objectives.

The Premises Licence Holder is committed to working in partnership with Responsible Authorities in relation to the operation of the site and has demonstrated this historically.

Yours faithfully



**Chris Grunert**  
**John Gaunt & Partners**  
Email: cg[REDACTED]t.co.uk



LICENSING ACT 2003 PREMISES LICENCE - PART A

Reading Borough Council being the Licensing Authority under the above Act,  
HEREBY GRANT a PREMISES LICENCE as detailed in this licence.

Premises Licence Number	LP2001935
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**Premises Details**

<b>Trading name of Premises and Address</b>	
Reading Central Premier Inn Signal House Letcombe Street Reading Berkshire RG1 2HN	
<b>Telephone Number</b>	0870 850 6318

<b>Where the Licence is time limited the dates the Licence is valid</b>
N/A

**Licensable Activities**

<b>Licensable Activities authorised by the Licence</b>
Performance of Live Music - Indoor Playing of Recorded Music - Indoor Performance of Dance - Indoor Late Night Refreshment - Indoor Sale of Alcohol by Retail - On & Off the Premises

**Authorised Hours for Licensable Activities**

<b>The times the licence authorises the carrying out of licensable activities</b>	
<b>Hours for the Performance of Live Music</b>	
Thursday	from 1000hrs until 2400hrs
Friday	from 1000hrs until 2400hrs
Saturday	from 1000hrs until 2400hrs
<b>Hours for the Playing of Recorded Music</b>	
Monday	from 1000hrs until 2400hrs
Tuesday	from 1000hrs until 2400hrs
Wednesday	from 1000hrs until 2400hrs
Thursday	from 1000hrs until 0200hrs
Friday	from 1000hrs until 0200hrs
Saturday	from 1000hrs until 0200hrs
Sunday	from 1000hrs until 2330hrs

### Hours for the Performance of Dance

Thursday from 1000hrs until 2400hrs  
Friday from 1000hrs until 2400hrs  
Saturday from 1000hrs until 2400hrs

### Hours for the Provision of Late Night Refreshment

Monday from 2300hrs until 2400hrs  
Tuesday from 2300hrs until 2400hrs  
Wednesday from 2300hrs until 2400hrs  
Thursday from 2300hrs until 0200hrs  
Friday from 2300hrs until 0200hrs  
Saturday from 2300hrs until 0200hrs  
Sunday from 2300hrs until 2400hrs

### Hours for the Sale by Retail of Alcohol

Monday from 1000hrs until 2400hrs  
Tuesday from 1000hrs until 2400hrs  
Wednesday from 1000hrs until 2400hrs  
Thursday from 1000hrs until 0200hrs  
Friday from 1000hrs until 0200hrs  
Saturday from 1000hrs until 0200hrs  
Sunday from 1000hrs until 2330hrs

Extend the hours for all licensable activities on New Year's Eve until the start time of the following day. Extend the hours for all licensable activities to hotel residents and their bona fide guests 24 hours a day

### Opening Hours

#### Hours the Premises is Open to the Public

Monday from 0000hrs until 2400hrs  
Tuesday from 0000hrs until 2400hrs  
Wednesday from 0000hrs until 2400hrs  
Thursday from 1000hrs until 0230hrs  
Friday from 1000hrs until 0230hrs  
Saturday from 1000hrs until 0230hrs  
Sunday from 0000hrs until 2400hrs

### Alcohol

Where the licence authorises supplies of alcohol whether these are on and/or off supplies

Sale of Alcohol by Retail - On & Off the Premises

### Premises Licence Holder

Name, (registered) address of holder of premises licence

Name: Premier Inn Hotels Ltd

Address: Whitbread House, Houghton Hall Business Park, Porz Avenue, Dunstable, LU5 5XE

### Additional Details

Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol

Name: Mr Ward Van Gorkum  
Address: [REDACTED] Tilehurst Road, Reading, RG1 7TT

### Designated Premises Supervisor

Personal Licence number and issuing authority of personal licence held by the designated premises supervisor where the premises licence authorises the supply of alcohol

Personal Licence Number: 12/01006/LIPERS  
Issuing Authority: London Borough of Croydon

This Licence shall continue in force from 03/08/2016 unless previously suspended or revoked.

Dated: 17 August 2016

Head of Environment & Neighbourhood Services



## Mandatory Conditions

### Supply of Alcohol

#### To be applied where a premises licence authorises the supply of alcohol

- 1 No supply of alcohol may be made under the premises licence:-
  - a) at a time when there is no designated premises supervisor in respect of the premises licence, or
  - b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended
- 2 Every supply of alcohol made under the premises licence must be made or authorised by a person who holds a personal licence.

### Film Exhibitions

#### To be applied only where a premises licence or club premises certificate authorises the exhibitions of films

- 1 The admission of children to any exhibition of any film must be restricted in accordance with section 20 of Part 3 of the Licensing Act 2003.
- 2 In the case of films which have been classified by the British Board of Film Classification admission of children to films must be restricted in accordance with that classification.
- 3 In the case of films which have not been classified by the British Board of Film Classification, admission of children must be restricted in accordance with any recommendation made by the Licensing Authority.

### Door Supervisors

To be applied where a premises licence or club premises certificate includes a condition that any person must be at the premises to carry out a security activity. [Except premises with a premises licence authorising only plays or films or premises used exclusively by a club].

- 1 Each individual present at the licensed premises to carry out a security activity must be licensed by the Security Industry Authority.

Responsible Drink Promotions (commencement date 01/10/2014)

1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.

2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises—

(a) games or other activities which require or encourage, or are designed to require or encourage, individuals to—

(i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or

(ii) drink as much alcohol as possible (whether within a time limit or otherwise);

(b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;

(c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;

(d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;

(e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability).

**Supply of Tap Water (commencement date 01/10/2014)**

1. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.

**Age Verification Policy (commencement 01/10/2014)**

1. The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.

2. The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either—

(a) a holographic mark, or

(b) an ultraviolet feature.

**Drink Measurements (commencement date 01/10/2014)**

1. The responsible person must ensure that—

(a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures—

(i) beer or cider: ½ pint;

(ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and

(iii) still wine in a glass: 125 ml;

(b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and

(c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.”

### Minimum Permitted Pricing (commencement 28th May 2014)

1. A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

2. For the purposes of the condition set out in paragraph 1—

(a) “duty” is to be construed in accordance with the Alcoholic Liquor Duties Act 1979;

(b) “permitted price” is the price found by applying the formula—

$$P = D + (D \times V)$$

where—

(i) P is the permitted price,

(ii) D is the rate of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and

(iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;

(c) “relevant person” means, in relation to premises in respect of which there is in force a premises licence—

(i) the holder of the premises licence,

(ii) the designated premises supervisor (if any) in respect of such a licence, or

(iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;

(d) “relevant person” means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and

(e) “valued added tax” means value added tax charged in accordance with the Value Added Tax Act 1994

### Embedded Restrictions from the Acts listed below to be carried forward to the premises licence in accordance with Schedule 8 to the Licensing Act 2003.

Unless otherwise stated this licence is issued subject to the imposition of all the relevant embedded restrictions required by the:-

Licensing Act 1964

Children & Young Persons Act 1933

Cinematograph (Safety) Regulations 1955

Cinemas Act 1985 - Film Exhibition Licence Conditions

Sporting Events (Control of Alcohol etc) Act 1985

Local Government (Miscellaneous Provisions) Act 1982 - Public Entertainment Licence Conditions

### Acts applicable to this licence for the purposes of embedded restrictions

The following Acts and embedded restrictions are applicable to this licence:-  
NONE

## Annex 2

### Conditions Consistent with the Operating Schedule

#### General

1. The premises shall operate a proof of age scheme and will require photographic identification from any person who appears to be under the age of 21 years.
2. There shall be no drinks promotions at the premises which are inconsistent with the need to promote responsible drinking.
3. Where appropriate, prominent, clear and legible notices shall be displayed at all exits requesting patrons to leave quietly. Where appropriate the licensee or suitable member of staff will be available to monitor patrons leaving at closing time.

#### Prevention of Crime & Disorder

1. The management shall have in place and implement a policy, approved by Thames Valley Police, relating to the prevention of use of illegal drugs. The policy shall include, detection, confiscation, storage and disposal. An induction and training programme for staff that will implement the provisions of the drug policy shall be introduced to ensure proper implementation.
2. An appropriate CCTV system be installed that ensures all areas of the licensed part of the premises can be monitored including all entry and exit points, and which enables frontal identification of every person entering whilst the licenced part of the premises is open. All cameras shall continually record whilst the licensed part of the premises are open to the public and the recordings shall be kept available for a minimum of 31 days with time and date stamping. Tape recordings shall be made available to an authorised officer or a Police officer together with facilities for viewing. The recordings for the preceding two days shall be made available as soon as is reasonably possible on request. Recordings outside this period shall be made available on 24 hours notice.

#### Protection of Children from Harm

1. A recognised proof of age schemes and/or photo driving licences shall be used at the premises. A refusals record shall be in place and actively used.



## Annex 3

### Conditions attached after a hearing by the Licensing Authority

1. During operating hours, the licensee or nominated representative shall be available to receive and respond to nuisance related complaints. A contact number shall be readily available to residents upon request.
2. Clearly legible and suitable notices shall be displayed at all exits requesting customers to respect the needs of local residents and to leave the premises and area quietly. After 2300hrs until closure of the bar area, staff shall be available to ensure customers disperse quietly.
3. The licensee shall ensure that no noise shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to undue disturbance to local residents.
4. All external doors and windows must be kept closed, other than for access and egress, when events involving amplified music or speech are taking place.
5. After 2300hrs until closure of the bar area, staff shall be available to ensure that customers do not use the rear car park area (being the area on the south east side of the premises) for smoking or drinking and that it is cleared of customers other than those who are immediately departing from the car park.
6. The licensee shall provide a designated smoking area at the front of the premises (being the north west side of the hotel) for use by customers.

## Annex 4

### Plans

As attached plan no. 12:44/09 dated 08/05/2013

## Witness Statement

Criminal Procedure Rules, r 16.2; Criminal Justice Act 1967, s.9

URN: 

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**Statement of:**     **Simon Wheeler**

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

**Occupation:**     **Police Constable 5787**

This statement (consisting of .....1..... Pages(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it, anything which I know to be false, or do not believe to be true.

**Signature:**     **Simon Wheeler**

**Date:**     **24/10/2017**

I am Police Constable 5787 WHEELER of the Thames Valley Police, currently stationed at Reading Police Station.

On 12<sup>th</sup> October 2017 at 2215 hours I was on duty and in full uniform using call sign EA62 and in crew with PC 6571 Steve Marr. Also in attendance with me was PC 2431 Mark DUNFORD in plain clothes and Mr Peter Narancic a Reading Borough Council Licensing enforcement officer.

Also with us was a female Police cadet aged thirteen years old who shall be referred to as YP/01.

At this time we were attending the PREMIER INN, LETCOMBE STREET, READING, BERKSHIRE undertaking a test purchase exercise for both Child Sexual Exploitation (CSE) and alcohol sales to underage persons.

PC DUNFORD and YP/01 had entered the hotel to complete a test purchase initially for CSE whereby they would attempt to obtain a double room for the two of them and then YP/01 was to attempt to purchase an alcoholic beverage.

Having entered the hotel a number of minutes later PC DUNFORD informed us by mobile phone that they had been able to both book a double bed room for them and also YP/01 had been able to purchase an alcoholic drink.

I entered the premises with PC MARR and MR Narancic and met PC DUNFORD and YP/01 in the bar area seated with two drinks. PC DUNFORD related what had happened and I accompanied YP/01 from the bar and back to our vehicle outside. PC MARR remained inside with Mr Narancic to discuss the CSE element of the offence and approximately fifteen minutes later PC DUNFORD came back out to the car to allow me to re-enter the premises to deal with the licensing offences which had taken place.

On arrival PC MARR showed me to the bar area and a table where the staff member who had both booked the room and sold the alcohol to the child was. This staff member I now know to be [REDACTED]

I cautioned [REDACTED] at 2245 hours and informed him he was not under arrest and free to leave at any time. After caution [REDACTED] stated "I SOLD THE ALCOHOL BUT I THOUGHT SHE WAS 24 OR 25, BUT IT WAS A MISTAKE".

[REDACTED] had sold the child YP/01 a glass of Malibu and Coke an alcoholic beverage without asking for any identification or proof of age.

This is an offence contrary to Section 146(1) of the Licensing Act 2003 and having completed the relevant checks issued [REDACTED] with a fixed penalty notice for the sale of alcohol to a person under 18 years of age. Reference number 043 80 3 0093642 1 18. **PC 5787 WHEELER**

**Signature:**     **Simon Wheeler**

**Signature Witnessed by:**     **N/A**

**Witness Statement**

Criminal Procedure Rules, r 16.2; Criminal Justice Act 1967, s.9

URN:

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**Statement of: Steven MARR**

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

**Occupation: Police Constable 6571**

This statement (consisting of .....1..... Pages(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it, anything which I know to be false, or do not believe to be true.

**Signature: Steven MARR**

**Date: 22/11/2017**

I am Police Constable Steven MARR of the Thames Valley Police. I am currently based at Reading Police Station.

On 12<sup>th</sup> October 2017 at around 2210 hours I was on duty and in full uniform with call sign EA19. I was in crew with PC 5787 WHEELER. Also in attendance was PC 2431 Mark DUNFORD in plain clothes and Peter NARANCIC from Reading Borough Council Licensing. We were in attendance with a Thames Valley Police Cadet who was aged thirteen years old and female, she will be referred to as YP/01.

We attended PREMIER INN, LETCOMBE STREET, READING, BERKSHIRE for the purpose of a test purchasing exercise for Child Sexual Exploitation and also underage alcohol sales.

PC DUNFORD and YP/01 had entered the hotel in an attempt to book and pay for a hotel room and also for YP/01 to purchase alcohol. PC WHEELER and I waited outside in the vehicle along with MR NARANCIC. Shortly afterwards PC DUNFORD phoned on his mobile phone to notify us that he had booked and paid for the room and that YP/01 had purchased alcohol.

PC WHEELER, MR NARANCIC and I met PC DUNFORD and YP/01 in the bar area, they were sat at a table with a Malibu and Coke. PC DUNFORD explained what had taken place. PC WHEELER and YP/01 left the premises. I remained on scene with the member of staff who had sold the room and drinks. He identified himself to me as [REDACTED] born [REDACTED]. [REDACTED] was very apologetic and immediately acknowledged his error in selling the drink to YP/01 along with providing YP/01 and PC DUNFORD a double room. I spoke in depth with [REDACTED] regarding our Child Sexual Exploitation prevention program and the training that we could offer to the business to raise awareness of the matter. [REDACTED] was very receptive and explained that his organisation has not trained him in the prevention of Child Sexual Exploitation.

Other than a small group of males sitting near the bar the bar and restaurant area was almost empty. There were quite a lot of members of staff in and around the bar. I could not identify any of them other than [REDACTED]

Shortly afterwards PC WHEELER discussed the matter of the alcohol sale with [REDACTED]. [REDACTED] was issued a fixed penalty notice by PC WHEELER before leaving.

This statement was concluded at 1240hrs on WEDNESDAY 22<sup>nd</sup> NOVEMBER 2017.

**Signature: Steven MARR**

**Signature Witnessed by: N/A**