

# Appendix RS-5



Frances Martin

Executive Director of Economic  
Growth & Neighbourhood Services  
Civic Offices, Bridge St, Reading, RG1  
2LU,



Our Ref: LIC/056124

e-mail: [Redacted]

Date: 03 May 2023

Emailed to - [Redacted]

Your contact is: **Mr Robert Smalley, Licensing**

Dear Sirs,

## Licensing Act 2003

**Name of Premises:** The Red Cow Inn

**Address of premises** Red Cow, 56 Star Road, Caversham, Reading, RG4 5BE

On the **27/04/2023** I visited your premises with Declan Smyth (TVP) to ensure you are complying with the above premises licence.

My inspection did not identify any major area of concern, however, as discussed during the inspection, the following conditions need some improvements to ensure compliance:

- Condition 4 under the heading 'Prevention of Public Nuisance' which relates to signs reminding customers to leave the premises quietly was not fully complied with. There was no sign on the back door.
- Condition 2 in Annex 3 which relates to implementing an effective drugs policy; it is recommended that this policy is in a written format. This will not only assist you in educating your staff on the policy, it will also allow you to evidence your due diligence on the matter. I have included a template policy with this letter.
- Condition 3 in Annex 3 which relates to being a member of Reading's Pubwatch was not being complied with. I have forwarded your contact details onto the secretary of Reading's Pubwatch scheme.

Further to the above, it is recommended that you implement the following as soon as possible:

- Increase the number of days that your CCTV records for to 31 days.
- Provide refresher training to your staff on the Licensing Act 2003. I have included some template training materials with this letter.

- The use of an incident book and refusal register. The incident book can be an A4 day-to-day diary that you will complete whenever there are any incidents which undermine any of the 4 licensing objectives. We recommend that each entry include: full details of the incident, the name of the staff member recording the incident, the date and time of the incident, the names (where known) of all those involved in the incident (including staff), if emergency services were called and if CCTV of the incident has been backed up. If there are no incidents on a given day, then yourself or the duty manager will write 'Nothing to Record'. Every day should be signed off by the duty manager. The refusal register may simply be a book of bound pages that you record: the date and time of the refusal, the name of the staff member recording the refusal, the product that the person was attempting to buy and the reason why you refused the sale.

Should you wish to speak to me regarding this matter, please telephone me on the number above.

Yours faithfully



Mr Robert Smalley  
Licensing Enforcement Officer