Havering
LONDON BOROUGH

LICENSING REPORT SUB-COMMITTEE

25 April 2014

Subject Heading:	**The Alderman** **Chippenham Road Romford RM3 8HX** **Expedited premises licence review**
Report Author and contact details:	**Arthur Hunt – Licensing Officer** **01708 432777** licensing@havering.gov.uk

This application for an expedited premises licence review is made by PC Jason Rose under s.53A of the Licensing Act 2003. The application was received by Havering's Licensing Authority at 08:30 on 3rd April 2014.

This application was made under the provisions of s.53A Licensing Act 2003. s.53A(2)(a) required that within 48 hours of the receipt of the application the licensing authority considers whether it is necessary to take interim steps pending the determination of the review application. The required hearing was held on Friday 4 April 2014 to enable the licensing authority to comply with its duty.

s.53B(3) requires that the licensing authority must consider whether to take the following interim steps:

(a) the modification of the conditions of the premises licence
(b) the exclusion of the sale of alcohol by retail from the scope of the licence
(c) the removal of the designated premises supervisor from the licence
(d) the suspension of the licence

This consideration may take place without the holder of the premises licence having been given an opportunity to make representations to the licensing authority (s.53B(2)).

However, Mr and Mrs Cubitt (Cubitt Taverns Ltd) attended the hearing with representation by Mr Stephen Thomas, solicitor.

PC Rose's application recommended that as an interim step the premises licence should be suspended immediately in order that it would assist with public safety and in order to prevent any further incidents occurring at the premises.

The Committee, having heard representations from the Police and Licence Holder, decided that *"Given the serious nature of the incidents and the strong potential for further incidents of violence as set out by the police, we are minded to accept the police request and suspend the Licence with immediate effect and until a full review can take place."*

Geographical description of the area and description of the building

The Alderman public house is located on its own plot a short distance to the rear of Hilldene shopping centre. The properties surrounding the premises are predominantly residential.

A map of the area is attached to assist the committee.

Details of the application

The current "suspended" licence allows:-

Films, Indoor Sporting Events, Live Music, Recorded Music, anything of a similar description to Live or Recorded Music, Supply of Alcohol		
Day	**Start**	**Finish**
Monday – Saturday	10:00hrs	23:30hrs
Sunday	11:00hrs	23:30hrs

Opening Hours		
Day	**Start**	**Finish**
Monday – Saturday	10:00hrs	00:00hrs
Sunday	11:00hrs	00:00hrs

Since the interim suspension of the premises licence, an application to vary the Designated Premises Supervisor (DPS) was received by the Licencing Authority on the 11 April 2014. Mr James Cubitt assumed the position of DPS formerly held by Ms Jane Phillips.

Comments and observations on the application

S.53A(3)(c) Licensing Act 2003 requires the Licensing Authority to advertise the review, inviting representations to be made by responsible authorities or interested parties. An appropriately worded public notice advertising this application was placed near the premises, at Havering Town Hall and on Havering's website.

S53C Licensing Act 2003 dictates what the Licensing Authority are required to do at this stage of the expedited review process, it states:-

The relevant licensing authority must —

(a) hold a hearing to consider the application for the review and any relevant representations;

(b) take such steps mentioned in subsection (3) (if any) as it considers necessary for the promotion of the licensing objectives; and

(c) secure that, from the coming into effect of the decision made on the determination of the review, any interim steps having effect pending that determination cease to have effect (except so far as they are comprised in steps taken in accordance with paragraph (b)).

(3) Those steps are—

(a)the modification of the conditions of the premises licence,

(b)the exclusion of a licensable activity from the scope of the licence,

(c)the removal of the designated premises supervisor from the licence,

(d)the suspension of the licence for a period not exceeding three months, or

(e)the revocation of the licence.

Summary

There were two valid representations received from interested parties. One representation, from an Interested Party's solicitor, supporting the application and another from an interested party supporting the premises.

The Licensing Authority was also in receipt of a "bulk" submission of representations in support of the premises on the 16 April 2014. These are detailed below.

There were three representations supporting this application from responsible authorities.

Details of representations

Valid representations may only address the following licensing objectives:

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

Interested parties' representations

A representation was received from Gosschalk's solicitors who represent Enterprise Inns, the freeholder's of the premises. They seek to support the review on the grounds of public safety.

A G. Pearce submitted a representation in support of the premises. He details that he has worked at the premises over a period of sixteen years and states that this was a "one off" incident.

On the 16 April 2014 the Licensing Authority was in receipt of a quantity of representations in support of the premises. Some were preformatted and completed by hand, some typed and some handwritten.

From sixteen representations received, six contained names and addresses. Ten, on behalf of eleven persons, contained only names or nom de plumes without addresses. One of the latter was in fact not a representation but a poem about the premises.

Responsible Authorities' representations

PC Rose submitted the initial application from the Metropolitan Police based on the crime and disorder and public safety licensing objectives. This has been supported by further representation from PC Davies

Mr Jones, on behalf of the Licensing Authority, submits a representation based on the crime and disorder, public safety and prevention of public nuisance licensing objectives.

Mr Gasson, Havering's Noise Specialist, has submitted a representation in support of the Metropolitan Police detailing public nuisance issues with the premises.

There were no representations from the following responsible authorities:

The London Fire and Emergency Planning Authority
The Health & Safety Enforcing Authority
The Trading Standards Service
Planning Control & Enforcement
Children & Families Service
Practice Improvement Lead

Arthur Hunt
Licensing Officer

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Premises licence number **002095**

Part 1 – Premises details

Postal address of premises

The Alderman
46 Chippenham Road Romford RM3 8HX

Where the licence is time limited the dates

Not applicable

Licensable activities authorised by the licence

Films, indoor sporting events, live music, recorded music, anything of a similar description to live or recorded music, supply of alcohol

The times the licence authorises the carrying out of licensable activities

Monday to Saturday – 10:00 to 23:30
Sunday – 11:00 to 23:30

The opening hours of the premises

Monday to Saturday – 10:00 to 00:00
Sunday – 11:00 to 00:00

Where the licence authorises supplies of alcohol whether these are on and/ or off supplies

On and off supplies

Name, (registered) address, telephone number and email (where relevant) of holder of premises licence

Cubitt Taverns Ltd
The Alderman 46 Chippenham Road Romford RM3 8HX
0282 568 5566

Registered number of holder

3117963

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

Mr James Cubitt

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

Mandatory conditions

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 under the Premises Licence must be made or authorised by a person who holds a Personal Licence.
3. (1) The responsible person shall take all reasonable steps to 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 in a manner which carries a significant risk of leading or contributing to crime and disorder, prejudice to public safety, public nuisance, or harm to children –
      (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 (other than any promotion or discount available to an individual in respect of alcohol for consumption at a table meal, as defined in section 159 of the Act);
      (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;
      (d) provision of free or discounted alcohol in relation to the viewing on the premises of a sporting event, where that provision is dependent on–
         (i) the outcome of a race, competition or other event or process, or
         (ii) the likelihood of anything occurring or not occurring;

Mandatory conditions – contd.

(e) 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.

4. The responsible person shall ensure that no alcohol is dispensed directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of a disability).

5. The responsible person shall ensure that free tap water is provided on request to customers where it is reasonably available.

6. The responsible person shall 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; and

(b) customers are made aware of the availability of these measures.

7. (1) The premises licence holder or club premises certificate holder shall ensure that an age verification policy applies to the premises in relation to the sale or supply of alcohol.

(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 a holographic mark.

8. Where a programme includes a film in the 12A, 15 or 18 category no person appearing to be under the age of 12 (and unaccompanied in that case), 15 or 18 as appropriate shall be admitted to any part of the programme; and the licence holder shall display in a conspicuous position a notice in the following terms –

PERSONS UNDER THE AGE OF [*INSERT APPROPRIATE AGE*] CANNOT BE ADMITTED TO ANY PART OF THE PROGRAMME.

Where films of different categories form part of the same programme, the notice shall refer to the oldest age restriction.

This condition does not apply to members of staff under the relevant age while on duty provided that the prior written consent of the person's parents or legal guardian has first been obtained.

Annex 2 – Conditions consistent with the operating schedule

1. **In addition to the use of temporary event notices allowed under the Licensing Act 2003 the premises may open on Christmas Eve, Patrons Saints Days and Burns Night until 02:00 the following day for licensable activities in line with the Association of Chief Police Officers guidelines subject to a minimum of 10 working days' notice being given to the Licensing Authority and the Metropolitan Police for each occasion. The prior written consent of the Police is to be obtained and the Police to have the absolute right to refuse any occasion. A register is to be kept at the premises available for inspection by the Police or an authorised officer of the Licensing Authority and details of each occasion to be recorded in it including the written consent of the Police.**
2. **The designated premises supervisor shall participate in the local Pubwatch scheme for the area where the premises is situated where active.**
3. **The licensee shall maintain a policy of zero tolerance to the use of illegal drugs ensuring staff are aware of and react to the policy, recording each incidence in the incident book and reporting facts to the appropriate authority.**
4. **There shall be regular checks of the outside of the premises.**
5. **Regular checks and maintenance shall be carried out on all equipment, electrical installations, emergency lighting and fire alarms to ensure compliance with current British Standards.**
6. **Regular checks and maintenance shall be carried out on all ventilation, extraction systems and filters to ensure that smells or odours or noise caused in connection with a licensed activity shall be perceptible at or within the site boundary of any residential property.**
7. **Signs shall be displayed in the premises and its frontage instructing patrons to recognise the residential nature of the area and conduct their behaviour in a courteous manner with a notice clearly visible from outside the premises showing the telephone number where to make complaints.**
8. **Children shall only be allowed in the seating area of the public bar until 19:00 hours and must be supervised by an adult at all times.**
9. **The premises licence holder shall not permit or supply alcohol to persons who appear under age without confirming they are over that age applicable for the beverage supplied by inspecting a recognised form of photographic identification.**
10. **Any complaints received from neighbours shall be thoroughly investigated.**
11. **The premises licence holder shall undertake external patrols to monitor noise levels.**
12. **All staff shall be suitably trained for their job function for the premises. The training shall be written into a programme ongoing and under constant review and must be made available to a relevant responsible authority when called upon.**

Annex 2 – Conditions consistent with the operating schedule – contd.

13. **A premises daily register shall be kept at the premises. This register shall be maintained and kept for a minimum of 12 months. This register should record the name of the person responsible for the premises on each given day. The premises daily register shall record all calls made to the premises where there is a complaint made by a resident or neighbour of noise nuisance or anti-social behaviour by persons attending or leaving the premises. This shall record the details of the caller, the time and date of the call, the time and date of the incident about which the call is made and any actions taken to deal with the call. The premises daily register shall be readily available for inspection by an authorised person throughout the trading hours of the premises. The premises daily register shall also record all incidents in relation to the use of any force by staff or door supervisors in the removal of persons from the premises. It shall record the time and date of the occurrence, name or brief description of the person removed and details of the staff members involved.**
14. **The premises licence holder shall implement a written drugs policy. This shall detail the strategies to minimise the use and supply of illegal drugs within the premises. The drugs policy shall include a structured training programme covering the issues relevant to the misuse of drugs in relation to licensed premises which shall be delivered to all staff. This policy shall be approved in writing by Havering DAAT.**
15. **The premises licence holder shall adopt and support a 'Challenge 21' scheme and accept passport and photographic driving licence identification only.**
16. **The premises licence holder shall implement a written dispersal policy to move customers from the premises and the immediate vicinity in such a way as to cause minimum disturbance or nuisance to neighbours both residential and business and to make the minimum impact upon the neighbourhood in relation to potential nuisance, anti-social behaviour, crime and disorder. The policy shall be approved in writing by the Licensing Authority.**
17. **A properly specified and fully operational CCTV system shall be installed or the existing system maintained to a satisfactory standard. The system shall incorporate a camera covering each of the entrance doors and be capable of providing an image which is regarded as 'identification standard' of all persons entering and/or leaving the premises. All other areas of risk identified in the operational requirement shall have coverage appropriate to the risk.**
18. **To obtain a clear head and shoulders image of every person entering the premises on the CCTV system persons entering the premises should be asked to remove headwear unless worn as part of religious observance.**
19. **The CCTV system shall incorporate a recording facility and all recordings shall be securely stored for a minimum of one calendar month. A system shall be in place to maintain the quality of the recorded image and a complete audit trail maintained. The system shall comply with other essential legislation and all signs as required shall be clearly displayed. The system shall be maintained and fully operational throughout the hours that the premises is open for any licensable activity.**

Annex 2 – Conditions consistent with the operating schedule – contd.

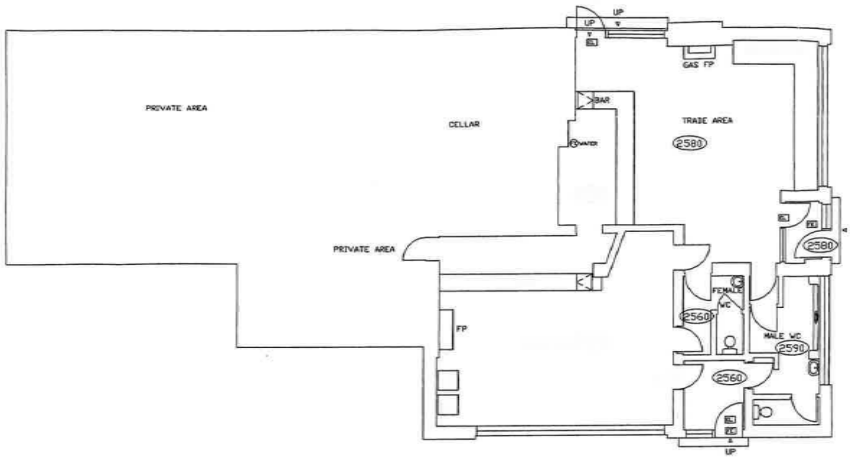
20. **The installation or upgrading of any CCTV system shall comply with current best practice. In addition the documentation listed below shall be included in a 'system file' which should be readily available for inspection by a relevant authority:**
    - **site plan showing position of cameras and their field of view**
    - **code of practice**
    - **performance specification e.g. storage capacity, image file size, IPS for each camera and purpose of each camera position**
    - **operational requirement**
    - **incident log**
    - **maintenance records including weekly visual checks**
21. **The positions of all CCTV cameras shall be clearly shown on a set of plans which should form part of the 'system file'. Any alteration to the system should only be carried out after consultation with and written approval of Havering Police and the Licensing Authority.**
22. **A staff member from the premises who can operate the CCTV system shall be on the premises at all times when the premises is open to the public. This staff member shall be able to show Police recent data or footage with the absolute minimum of delay when requested.**

Annex 3 – Conditions attached after a hearing by the Licensing Authority

Not applicable

Annex 4 – Premises plans

Full premises plans are held by the Licensing Authority of the London Borough of Havering. The plans reproduced below are not to scale:



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Part B

Premises licence summary

Premises licence number **002095**

Premises details

Postal address of premises

The Alderman
46 Chippenham Road Romford RM3 8HX

Where the licence is time limited the dates

Not applicable

Licensable activities authorised by the licence

Films, indoor sporting events, live music, recorded music, anything of a similar description to live or recorded music, supply of alcohol

The times the licence authorises the carrying out of licensable activities

Monday to Saturday – 10:00 to 23:30
Sunday – 11:00 to 23:30

The opening hours of the premise

Monday to Saturday – 10:00 to 00:00
Sunday – 11:00 to 00:00

Where the licence authorises supplies of alcohol whether these are on and / or off supplies

On and off supplies

Name, (registered) address of holder of premises licence

Cubitt Taverns Ltd
The Alderman 46 Chippenham Road Romford RM3 8HX

Registered number of holder

3117963

Name of designated premises supervisor where the premises licence authorises for the supply of alcohol

Mr James Cubitt

State whether access to the premises by children is restricted or prohibited

Restricted

Havering
LONDON BOROUGH

LICENSING ACT 2003
APPLICATION FOR AN EXPEDITED PREMISES LICENCE REVIEW

The Alderman Chippenham Road Romford RM3 8HX

Notice is hereby given that an application has been made to the Licensing Authority of the London Borough of Havering by PC J Rose for an expedited review of the above premises licence.

GROUNDS FOR REVIEW

A recent incident involving robbery and violence occurred at the premises. The premises has a similar offending history over the past 12 months.

Any interested person or responsible authority wishing to make representation on this matter must do so in writing to: Licensing Authority c/o Town Hall Romford RM1 3BD between 4th & 17th April 2014.

The public register of Havering's Licensing Authority containing the grounds for this review may be inspected by appointment at the above address by telephoning 01708 432777 Monday to Friday 09:00hrs to 17:00hrs or at www.havering.gov.uk.

It is an offence to knowingly or recklessly make a false statement in connection with an application for a review. On summary conviction a person is liable to a fine not exceeding level 5 on the standard scale (currently £5000).

PROTECTIVE MARKING

METROPOLITAN POLICE

TOTAL POLICING

Form 691

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 Jason ROSE

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

Postal address of premises or club premises, or if none, ordnance survey map reference or description:

Th Alderman Arms, 46 Chippenham Road, Harold Hill, Essex

Post town:	Harold Hill	**Post code:** (if known)	RM3 8HX

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

Jane PHILLIPS

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

002095

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 section (A) below)**	☐

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

Mr	☐	Mrs	☐	Miss	☐	Ms	☐	Any other title (*e.g.* Rev.)	☐

Surname:		**First Names:**	
I am 18 years old or over	☐		
Current postal address if different from premises address:			
Post town:		**Post code:**	
Daytime Tel. No.:		**Email:** (optional)	

(B) DETAILS OF OTHER APPLICANT (fill in as applicable)

Name and Address:	
Telephone Number (if any):	
Email address: (optional)	

(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT (fill in as applicable)

Name and Address:	
Police constable Jason ROSE, Metropolitan Police Service , 19 Main Road, Romford, Essex, RM1 3BJ	
Telephone Number (if any):	01708-779171 01708 432781
Email address: (optional)	jason.rose@met.pnn.police.uk/lee.m.davies@met.pnn.police.uk

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

		Please tick one or more boxes
1	**The prevention of crime and disorder**	☒
2	**Public safety**	☒
3	**The prevention of public nuisance**	☐
4	**The protection of children from harm**	☐

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

This expedited review has been brought about by an incident that occurred at the premises on Monday 31st March 2014 at 22:51 hours. The incident involved two persons and two crime reports one for GBH with intent and one for Robbery.
The two persons involved are known to each other as both drink in the venue on a regular basis, on the evening in question one of the males was robbed of his money and in retaliation he has slashed the other male across the face and caused a puncture wound through his nose into the roof of his mouth, This premise has a clear history of clientele who are in possession of or prepared to use weapons. The latest incident was of a very serious nature involving a knife and could have lead to more serious, if not fatal injuries. The concern regarding fear of retribution for the suspect and indeed the venue remains extremely high. The suspect's family has contacted custody to request their son not be released as they fear for his safety. The male remains on remanded bail for this very reason as he has openly indicated he fears the patrons at the venue may seek a violent retribution.

It is for these reasons police recommend the immediate suspension of the premises licence. A decision to suspend the licence in the interim will only assist with the safety of the venue, staff members and customers alike. This is clearly necessary to prevent any further incidents at the premise. Police fear that if suspension is not administered further serious incidents and offences will naturally take place.

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

On Monday 31st MARCH 2014 at approx 2250hours serious violent disorder occurred in the venue whereby a male sustained injuries consistent with grievous bodily harm, crime report 5404734/14 refers. On the date in question it is alleged a 19 year old male (Victim of GBH) and a 42 yr old male (Suspect to offence) were in The Alderman Arms Public House. Both had been drinking alcohol and socializing during the evening. Shortly before going outside an altercation occurred between the two males, the suspect later alleges the victim had robbed him of £200 cash during this flash point. (Logged under separate crime reference, 5404735/14). The males ended up outside the exit doors and have begun to fight. During this fight suspect produced an item from his pocket which has now been confirmed as a knife. He then made two slash/stabbing motions towards the VIW1 face, connecting with both. This in turn caused a deep cut to his face from his eyebrow down to his nose. He also suffered a puncture wound from his nose into the upper mouth pallet.

Suspect then left the scene he then called police by phone stating that he had stabbed a male at The Alderman Arms, he also confirmed he was still in possession of the knife used. It was later established he called police as he feared for his safety so much that calling police was a safer option than awaiting retribution from the victim and any acquaintances. He explained he regularly sees the person he stabbed at the Alderman Arms and it is his belief that he will try to kill him. Suspect was later arrested by police after admitting to stabbing / slashing victim with a knife. Police attended venue and due to the seriousness of offence a crime scene was placed around The Alderman Arms. Suspect later stated he had drunk 10 pints during the evening, 2 prior to attending The Alderman Arms and then 6-8 whilst inside. Police officers on scene refer to the male as "Drunk"

Victim was initially treated for his injuries by members of the public within the public house. Later being taken to Queens Hospital for treatment of his injuries, hospital staff discovered his wound had gone through to the inside of the mouth. Victim was also arrested for the allegation of robbery against suspect at the venue.

CCTV from the venue shows the following -
Both males are seen in the bar area and appear agitated with each other, shortly after they both leave the premises, believed to go to the shops and get money from a cash point nearby. The males return from the shops area and re-enter the pub, both parties spend time at the bar buying a further drink. Victim plays the fruit machine and Susp talks to him whilst he does this. They get close several times and at one point they appear to cuddle, as this happens victim searches through the pockets of suspect. Victim appears to take hold of something with-in suspects pocket and suspect tries to grab the item back, as he does this victim pushes him away and picks something up from the floor, believed to be money and there is a short tug of the item between the parties. Both males are then seen to come outside of the pub, they appear to be having some words and after about a minute victim throws a punch at suspect which does connect, they are soon cuddling each other again although suspect appears to be going to his pocket. Suspect removes his hand from his pocket and swings at victim and connects with his head on a couple of occasions, almost instantly what appears to be blood is visible on the floor, they then get into a scuffle during which suspect goes to the floor, as this happens victim kicks suspect in the head on several occasions. Suspect replaces what is believed to be the knife into his right hand trouser pocket as he re-enters the venue, staff stop him and ask him to leave.

Serious questions must be asked in relation to the amount of alcohol served to the suspect during the evening, it is alleged by officers present on scene that he was DRUNK. This leads to a question of who is controlling the venue? Staff or customers?. By suspect own admissions he had consumed too much alcohol to fully recall the events a day later. Employees did not identify any flash points between the two males that lead to this violent offence. It is suggested at this stage that no emergency services were called by the venue employees; police were called direct by the suspect.

On top of this serious incident described the venue has had similar offending history over the past 12 months.

5406087/13 - GBH 24/04/2013 - 2030 hours
Victim was inside venue for a drink. He went for a cigarette and was walking towards the exit both suspects then walked up to him (he had not seen them before). Suspects 1 and 2 were armed with a golf club and a baseball bat. Both suspects then began hitting victim with the weapons. Note on report states "The Alderman pub has not saved footage as requested".

5409472/13 - ABH - 30/06/2013 - 0045hrs
Police were called to the venue to an abandoned call at the location. On arrival victim 1 and 2 were in the car park of the premises. Both males had been drinking and were quite drunk. Victim 1 had substantial swelling to the right hand side of his face and Victim had reddening / graze to the bridge of his nose. The males stated that they were in the pub drinking when a group of males (unknown how many) got out of a cab and entered the pub. They asked to be served and were told that the pub was closed. Apparently victim 2 made some kind of comment to one of the group and they turned and started to punch the victims causing the injuries consistent with ABH.
On speaking to the DPS, Mr. Stephen McIIROY, he stated that as the pub was apparently closed the CCTV was not working

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

5416058/13 - Theft Employee - 28/10/2014
The suspect is alleged to have removed £651 from a safe at the premises which he alone had access to and has also removed £200 from a charity collection tin. This male was employed as DPS at the time. This alleged theft was completed 2 weeks after police had issued him a warning letter about breaches to the licence conditions.

5419221/13 - GBH - 26/12/2013 - 1500hrs
Victim called police after being assaulted. On arrival, Victim 1 had blood on his face, hands and clothes. He stated he was having a drink in venue. He stated that several people inside the pub referred to him as a woman beater. VIW1 got up and went to the toilet. Victim entered the toilet, as he washed his hands in the sink he heard voices behind him. When he turned around, he noticed suspect and a few other men now inside the toilet. Suspect then walked towards him swinging a red, 14 inch object, which he believed was a metal bar. He stated suspect went to hit him over the head with the red object, but he blocked it with his arm. This happened again causing a 1.5cm cut, the victim was also punched several times. Police attempted to view CCTV however there was constant breaks in the CCTV.

Further to the crime and disorder concerns listed, police have identified a lack of due diligence by the venue operators on recent visits, culminating in a warning letter sent out to the venue after identifying several breaches to their licence conditions (Letter attached). Two of the identified issues were - No written drugs policy or No written dispersal policy in place. Requests were made for these to be submitted by 01/11/2013, these documents have still not been received to date. This letter was also served to the new DPS as of 05/11/2013, a Mrs Jane PHILLIPS at Mercury House on Friday 6th December at 1300hrs. Still no policies have been received to date, this again displays a clear lack of operating responsibility. During this meeting Ms PHILLIPS re assures officers that there are no issues and it will be run differently now she is DPS and her sister Lisa PHILLIPS is barmaid. This has clearly not materialised

This premise has a clear history of clientele who are in possession of or prepared to use weapons. The latest incident was of a very serious nature involving a knife and could have lead to more serious, if not fatal injuries. The concern regarding fear of retribution for the suspect and indeed the venue remains extremely high. The suspect's family has contacted custody to request their son not be released as they fear for his safety. The male remains on remanded bail for this very reason as he has openly indicated he fears the patrons at the venue may seek a violent retribution.

It is for these reasons police recommend the immediate suspension of the premises licence. A decision to suspend the licence in the interim will only assist with the safety of the venue, staff members and customers alike. This is clearly necessary to prevent any further incidents at the premise. Police fear that if suspension is not administered further serious incidents and offences will naturally take place.

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

IT IS AN OFFENCE, LIABLE ON CONVICTION TO A FINE UP TO LEVEL 5 ON THE STANDARD SCALE, UNDER SECTION 158 OF THE LICENSING ACT 2003 TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION.

Part 3 – Signatures (please read guidance note 4)

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

Signature:	Jena Roofarzaus	**Date:**	02/04/2014
Capacity:	Police Licensing officer		

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

Post town:	Romford	**Post code:**	RM1 3BJ

Telephone Number (if any):

01708 432781.

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.

Have you made an application for review relating to this premises before?	☐ (Please tick yes)		
	Day	**Month**	**Year**
If yes, please state the date of that application:			

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

PROTECTIVE MARKING

METROPOLITAN POLICE

TOTAL POLICING

Form 693

Form for Applying for a Summary Licence Review

Application for the review of a premises licence under section 53A of the Licensing Act 2003

(premises associated with serious crime, serious disorder or both)

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 the 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.

Insert name and address of relevant licensing authority and its reference number:

Name:	London Borough of Havering		
Address:			
Mercury House, Mercury Gardens, Romford, ESSEX, RM1 3SL			
Post town:	ROMFORD	**Post code:**	RM1 3SL
Ref. No.:			

I Pc Jason ROSE 282KD (Borough Licensing Officer)

on behalf of the chief officer of police for the Metropolitan Police area apply for the review of a premises licence under section 53A of the Licensing Act 2003.

1. Premises details

Postal address of premises or club premises, or if none, ordnance survey map reference or description:

Alderman Arms Public House, 46 Chippenham road, Romford, RM3 8HX

Post town:	ROMFORD	**Post code:** (if known)	RM3 8HX

2. Premises licence details

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

Cubitt Taverns Ltd, The Alderman Arms, 46 Chippenham Road, Romford, RM3 8HX

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

002095

3. Certificate under section 53A(1)(b) of the Licensing Act 2003 (Please read guidance note 1)

I confirm that a certificate has been given by a senior member of the police force for the police area above that in his opinion the above premises are associated with serious crime or serious disorder or both, and the certificate accompanies this application.

Please tick the box to confirm: ☒

4. Details of association of the above premises with serious crime, serious disorder or both
(Please read guidance note 2)

On Monday 31st MARCH 2014 at approx 2250hours serious violent disorder occurred in the venue whereby a male sustained injuries consistent with grievous bodily harm, crime report 5404734/14 refers. On the date in question it is alleged a 19 year old male (Victim of GBH) and a 42 yr old male (Suspect to offence) were in The Alderman Arms Public House. Both had been drinking alcohol and socializing during the evening. Shortly before going outside an altercation occurred between the two males, the suspect later alleges the victim had robbed him of £200 cash during this flash point. (Logged under separate crime reference, 5404735/14). The males ended up outside the exit doors and have begun to fight. During this fight suspect produced an item from his pocket which has now been confirmed as a knife. He then made two slash/stabbing motions towards the VIW1 face, connecting with both. This in turn caused a deep cut to his face from his eyebrow down to his nose. He also suffered a puncture wound from his nose into the upper mouth pallet.

Suspect then left the scene he then called police by phone stating that he had stabbed a male at The Alderman Arms, he also confirmed he was still in possession of the knife used. It was later established he called police as he feared for his safety so much that calling police was a safer option than awaiting retribution from the victim and any acquaintances. He explained he regularly sees the person he stabbed at the Alderman Arms and it is his belief that he will try to kill him. Suspect was later arrested by police after admitting to stabbing / slashing victim with a knife. Police attended venue and due to the seriousness of offence a crime scene was placed around The Alderman Arms. Suspect later stated he had drunk 10 pints during the evening, 2 prior to attending The Alderman Arms and then 6-8 whilst inside. Police officers on scene refer to the male as "Drunk"

Victim was initially treated for his injuries by members of the public within the public house. Later being taken to Queens Hospital for treatment of his injuries, hospital staff discovered his wound had gone through to the inside of the mouth. Victim was also arrested for the allegation of robbery against suspect at the venue.

CCTV from the venue shows the following -
Both males are seen in the bar area and appear agitated with each other, shortly after they both leave the premises, believed to go to the shops and get money from a cash point nearby. The males return from the shops area and re-enter the pub, both parties spend time at the bar buying a further drink. Victim plays the fruit machine and Susp talks to him whilst he does this. They get close several times and at one point they appear to cuddle, as this happens victim searches through the pockets of suspect. Victim appears to take hold of something with-in suspects pocket and suspect tries to grab the item back, as he does this victim pushes him away and picks something up from the floor, believed to be money and there is a short tug of the item between the parties. Both males are then seen to come outside of the pub, they appear to be having some words and after about a minute victim throws a punch at suspect which does connect, they are soon cuddling each other again although suspect appears to be going to his pocket. Suspect removes his hand from his pocket and swings at victim and connects with his head on a couple of occasions, almost instantly what appears to be blood is visible on the floor, they then get into a scuffle during which suspect goes to the floor, as this happens victim kicks suspect in the head on several occasions. Suspect replaces what is believed to be the knife into his right hand trouser pocket as he re-enters the venue, staff stop him and ask him to leave.

Serious questions must be asked in relation to the amount of alcohol served to the suspect during the evening, it is alleged by officers present on scene that he was DRUNK. This leads to a question of who is controlling the venue? Staff or customers?. By suspect own admissions he had consumed too much alcohol to fully recall the events a day later. Employees did not identify any flash points between the two males that lead to this violent offence. It is suggested at this stage that no emergency services were called by the venue employees; police were called direct by the suspect.

On top of this serious incident described the venue has had similar offending history over the past 12 months.

5406087/13 - GBH 24/04/2013 - 2030 hours
Victim was inside venue for a drink. He went for a cigarette and was walking towards the exit both suspects then walked up to him (he had not seen them before). Suspects 1 and 2 were armed with a golf club and a baseball bat. Both suspects then began hitting victim with the weapons. Note on report states "The Alderman pub has not saved footage as requested".

5409472/13 - ABH - 30/06/2013 - 0045hrs
Police were called to the venue to an abandoned call at the location. On arrival victim 1 and 2 were in the car park of the premises. Both males had been drinking and were quite drunk. Victim 1 had substantial swelling to the right hand side of his face and Victim had reddening / graze to the bridge of his nose. The males stated that they were in the pub drinking when a group of males (unknown how many) got out of a cab and entered the pub. They asked to be served and were told that the pub was closed. Apparently victim 2 made some kind of comment to one of the group and they turned and started to punch the victims causing the injuries consistent with ABH.
On speaking to the DPS, Mr. Stephen McIIROY, he stated that as the pub was apparently closed the CCTV was not working

5416058/13 - Theft Employee - 28/10/2014
The suspect is alleged to have removed £651 from a safe at the premises which he alone had access to and has also removed £200 from a charity collection tin. This male was employed as DPS at the time. This alleged theft was completed 2 weeks after police had issued him a warning letter about breaches to the licence conditions.

5416394/13 - Common assault - 02/11/2013 - 2200hrs
Victim1 was in venue with Victim 2. Suspect kept coming up to the couple and making small talk throughout the evening. Nothing was said to Victim 1 that made him concerned. At about 2200hrs suspect came up shoved his hand into the victims face and pushed his neck down onto the bar nothing was said prior to the assault. Victim 2 saw the assault and she attempted to get the Suspect off of the victim and there is suggestion she was shoved in the face. CCTV can not be obtained. On each time of attending there was no member of staff that could burn it off or let me view it.

5419221/13 - GBH - 26/12/2013 - 1500hrs
Victim called police after being assaulted. On arrival, Victim 1 had blood on his face, hands and clothes. He stated he was having a drink in venue. He stated that several people inside the pub referred to him as a woman beater. VIW1 got up and went to the toilet. Victim entered the toilet, as he washed his hands in the sink he heard voices behind him. When he turned around, he noticed suspect and a few other men now inside the toilet. Suspect then walked towards him swinging a red, 14 inch object, which he believed was a metal bar. He stated suspect went to hit him over the head with the red object, but he blocked it with his arm. This happened again causing a 1.5cm cut, the victim was also punched several times. Police attempted to view CCTV however there was constant breaks in the CCTV

.

Further to the crime and disorder concerns listed, police have identified a lack of due diligence by the venue operators on recent visits, culminating in a warning letter sent out to the venue after identifying several breaches to their licence conditions (Letter attached). Two of the identified issues were - No written drugs policy or No written dispersal policy in place. Requests were made for these to be submitted by 01/11/2013, these documents have still not been received to date. This letter was also served to the new DPS as of 05/11/2013, a Mrs Jane PHILLIPS at Mercury House on Friday 6th December at 1300hrs. Still no policies have been received to date, this again displays a clear lack of operating responsibility. During this meeting Ms PHILLIPS re assures officers that there are no issues and it will be run differently now she is DPS and her sister Lisa PHILLIPS is barmaid. This has clearly not materialised

This premise has a clear history of clientele who are in possession of or prepared to use weapons. The latest incident was of a very serious nature involving a knife and could have lead to more serious, if not fatal injuries. The concern regarding fear of retribution for the suspect and indeed the venue remains extremely high. The suspect's family has contacted custody to request their son not be released as they fear for his safety. The male remains on remanded bail for this very reason as he has openly indicated he fears the patrons at the venue may seek a violent retribution.

It is for these reasons police recommend the immediate suspension of the premises licence. A decision to suspend the licence in the interim will only assist with the safety of the venue, staff members and customers alike. This is clearly necessary to prevent any further incidents at the premise. Police fear that if suspension is not administered further serious incidents and offences will naturally take place

Signature of applicant			
Signature:		**Date:**	02/04/2014
Capacity:	Pc Jason ROSE (Borough Licensing Officer)		
Contact details for matters concerning this application			
Surname:	ROSE	**First Names:**	Jason
Address:			
Romford Police station, 19 Main Road, ROMFORD, ESSEX RM1 3BJ			
Post town:	ROMFORD	**Post code:**	RM1 3BJ
Tel. No.:	01708 432781	**Email:**	jason.rose@met.pnn.police.uk

Notes for guidance

1. A certificate of the kind mentioned in the form must accompany the application in order for it to be valid under the terms of the Licensing Act 2003. The certificate must explicitly state the senior officer's opinion that the premises in question are associated with serious crime, serious disorder or both.
   Serious crime is defined by reference to section 81 of the Regulation of Investigatory Powers Act 2000. In summary, it means:
   - conduct that amounts to one or more criminal offences for which a person who has attained the age of eighteen and has no previous convictions could reasonably be expected to be sentenced to imprisonment for a term of three years or more; or
   - conduct that amounts to one or more criminal offences and involves the use of violence, results in substantial financial gain or is conduct by a large number of persons in pursuit of a common purpose.
   Serious disorder is not defined in legislation, and so bears its ordinary English meaning.

2. Briefly describe the circumstances giving rise to the opinion that the above premises are associated with serious crime, serious disorder, or both.

PROTECTIVE MARKING

TOTAL POLICING

Form 693A

Certificate under Section 53A(1)(b) of the Licensing Act 2003

Metropolitan Police Service | New Scotland | Yard 8-10 Broadway | London | SW1H 0BG

I hereby certify that in my opinion the premises described below are associated with: serious crime

Premises (Include business name and address and any other relevant identifying details):

Postal address of premises or club premises, or if none, ordnance survey map reference or description:

The Alderman Arms, 46 Chippenham Road, Harold Hill, Essex

Post town:	Romford	**Post code:** (if known)	RM3 8HX

Premises licence number (if known):

002095

Name of premises supervisor (if known):

Jane PHILLIPS

I am a Superintendent * in the Metropolitan Police Service.

*Insert rank of officer giving the certificate, which must be superintendent or above.

I am giving this certificate because I am of the opinion that other procedures under the Licensing Act are inappropriate in this case because:

(Give a brief description of why other procedures such as a standard review process are thought to be inappropriate, e.g. the degree of seriousness of the crime and/or disorder, the past history of compliance in relation to the premises concerned)

At around 22:51 Hours on Monday 31st March 2014 serious violent incident occurred at this premises involving two people, which resulted in one victim sustaining GBH injuries.

The incident started by one of these males robbing another of his money. Both males leave the venue and once outside the victim of the robbery produces a knife and slashes the male across the face twice the first being between his eyebrow and his nose and the second puncturing the roof of his mouth.

On the night the manager and staff showed their inability to manage this venue, despite enquries there is no record of a phone call from the venue to police or ambulance about this incident

The premise has a history of violent incidents involving weapons within the last year and the clientel that attend the venue clearly have no conerns about carrying weapons. It is feared that if immediate actiuon is not taken to address these issues a more serious or potentially fatel incident may occur

Taking into consideration the gravity of the incident, the recent track record of the premises and the failure of the management to deal appropriately on the night, this matter is not felt appropriate for a standard review which could take around two months to come before the licensing sub-committee for consideration. It is important that immediate steps are put in place now to prevent a reoccurrence of such unacceptable violence.

As a result of this extremely serious incident, police have lost faith in the management of this venue. The MPS believes that the immediate suspension of the premises licence is necessary to protect the premises and staff and to prevent further incidents of this nature occuring

Signature			
Signature:		**Date:**	2-4-14.

Retention Period: 7 years
MP 147/12

METROPOLITAN POLICE

Working together for a safer London

Pc 282KD Jason ROSE
Romford Police Station
19 Main Road
Romford,
Essex
RM1 3BJ

Telephone: 01708 432781

Email: Jason.Rose@met.pnn.police.uk

Date: 14th October 2013

Mr Stephen McILROY
Alderman P/H
46 CHIPPENHAM ROAD
ROMFORD
RM3 8HX

CC - James CUBITT
CC - Mr Paul JONES (Local Authority)

Dear Stephen,

Pc Richard CLAY and I attended your venue earlier today and we spoke at length in relation to complaints about persons congregating outside the premises. I'd firstly like to take this opportunity to thank you for our meeting but I must however write to you formally in relation to my concerns raised when speaking about the current conditions on your premise licence.

I must say, I was alarmed by the lack of awareness in relation to these conditions and the obvious breaches that are taking place on a daily basis. When I asked you about the licensing objectives you could not answer or explain. This letter is sent to you as a ***WARNING*** of my concerns. I will expect to see vast improvements immediately, especially in the areas we spoke about. It is your duty to promote the licensing objectives and at present the venue is failing.

I have highlighted the main points of concern -

Condition 3 annex 2 - Drugs

"The licensee shall maintain a policy of zero tolerance to use of illegal drugs ensuring staff are aware of and react to the policy, recording each incidence in the incident book and reporting facts to the appropriate authority". Upon my inspection no such policy was in place. As agreed this will commence immediately.

Condition 7 annex 2 - Signage

"Signs shall be displayed in the premises and frontage instructing patrons to recognise the residential nature of the area and conduct their behaviour courteous manner with a notice clearly visible from outside the premises showing the telephone number where to make complaints". Upon my inspection of the outside area's no such signage was present. As agreed signage will be displayed immediately.

Condition 12 annex 2 - Staff Training

"All staff shall be suitably trained for their job function for the premises. The training shall be written into a programme ongoing and under constant review and must be made available to a relevant responsible authority when called upon". No training programme was present, no written policy for me to review.

Condition 13 annex 2 - Incident Log

"A premises daily register shall be kept at the premises. This register shall be maintained and kept for a

minimum of 12 months. This register should record the name of the person responsible for the premises on each given day. The premises daily register shall record all calls made to the premises where there is a complaint made by a resident or neighbour of noise nuisance or anti-social behaviour by persons attending or leaving the premises. This shall record the details of the caller, the time and date of the call, the time and date of the incident about which the call is made and any actions taken to deal with the call. The premises daily register shall be readily available for inspection by an authorised person throughout the trading hours of the premises. The premises daily register shall also record all incidents in relation to the use of any force by staff or door supervisors (if any) in the removal of persons from the premises. It shall record the time and date of the occurrence, name or brief description of the person removed and details of the staff members involved." No written register was in effect for me to review.

Condition 14 annex 2 - Written Drugs Policy

"The premises licence holder shall implement a written drugs policy. This shall detail the strategies to Minimise the use and supply of illegal drugs within the premises. The drugs policy shall include a structured training programme covering the issues relevant to the misuse of drugs in relation to licensed premises which shall be delivered to all staff. This policy shall be approved in writing by Havering DAAT." No written policy has been created by the premises / operators. There was no written policy for me to review.

Condition 16 annex 2 - Written Dispersal Policy

"The premises licence holder shall implement a written dispersal policy to move customers from the premises and the immediate vicinity in such a way as to cause minimum disturbance or nuisance to neighbours both residential and business and to make the minimum impact upon the neighbourhood in relation to potential nuisance, anti-social behaviour, crime and disorder. The policy shall be approved in writing by the Licensing Authority." Once again, no written policy created by the premises / operators. There was no written policy for me to review.

As I am sure you will agree this is a long list of conditions that are not being adhered to. I would expect implementation immediately of conditions 3, 7, 12 & 13 and submission of condition 14 & 16 to me by 01/11/2013 so I can make any amendments and finalise the documents. I will continue to visit your premises un-announced over the forthcoming weeks and will expect all the points I have raised above to be implemented.

In addition to the above, I must bring your attention to the following 2 conditions on your licence. I urge you to work hard around these issues to relay the concerns raised by your safer neighbourhood team.

Condition 4 annex 2 - Outside Checks
"There shall be regular checks of the outside of the premises."

Condition 11 annex 2 - Outside Checks
"The premises licence holder shall undertake external patrols to monitor noise levels."

I would also expect to see a current refusals log for all underage refusals; this should show details of the refusal, age, date and staff member refusing.

If I can be of any further assistance in this matter please do not hesitate to contact me in the licensing office. I shall await your reply.

Yours sincerely

Pc Jason ROSE

Licensing Officer - Metropolitan Police - Havering
Direct **01708 432781** | Fax **01708 432554**
Address - **ROMFORD POLICE STATION 19 MAIN ROAD, ROMFORD, ESSEX RM1 3BJ** or **5th Floor, Mercury House, Mercury Gardens, RM1 3SL**

E mail - **Jason.Rose@met.pnn.police.uk | Jason.Rose@havering.gov.uk**

The Metropolitan Police as a Responsible Authority under the Licensing Act 2003 reserve the right to initiate a Review of your Premises License relating to the Licensing Objectives and to seek prosecution in relation to any offences committed under the Licensing Act 2003.

WITNESS STATEMENT

CJ Act 1967, s.9; MC Act 1980, ss.5A(3)(a) and 5B; Criminal Procedure Rules 2005, Rule 27.1

Statement of **Jason ROSE (Police Licensing Officer)** .....URN: | **N/A** | | | |

Age if under 18 **Over 18**..... (if over 18 insert 'over 18') Occupation: **Police Officer 194898** .....

This statement (consisting of: .... **3**..... pages 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 anything in it which I know to be false, or do not believe to be true.

Signature: ..... Date: 02/04/2014.....

Tick if witness evidence is visually recorded ☐ *(supply witness details on rear)*

I am a serving Police Officer employed by the Metropolitan Police Service with 20 years experience in various posts. I am currently attached to the Havering borough employed as Police Licensing Officer dealing with many allegations relating to licensing premises throughout the borough. I have carried out this role since 13th May 2013.

I have prepared an expedited review application in relation the The Alderman Public House, 46 Chippenham Road, Romford, RM3 8HX and submitted to the local authority on Wednesday 2nd APRIL 2014. I have enclosed the contents of this that report below in statement format.

On Monday 31st MARCH 2014 at approx 2250hours serious violent disorder occurred in the venue whereby a male sustained injuries consistent with grievous bodily harm, crime report 5404734/14 refers. On the date in question it is alleged a 19 year old male (Victim of GBH) and a 42 yr old male (Suspect to offence) were in The Alderman Arms Public House. Both had been drinking alcohol and socializing during the evening. Shortly before going outside an altercation occurred between the two males, the suspect later alleges the victim had robbed him of £200 cash during this flash point. (Logged under separate crime reference, 5404735/14). The males ended up outside the exit doors and have begun to fight. During this fight suspect produced an item from his pocket which has now been confirmed as a knife. He then made two slash/stabbing motions towards the VIW1 face, connecting with both. This in turn caused a deep cut to his face from his eyebrow down to his nose. He also suffered a puncture wound from his nose into the upper mouth pallet.

Suspect then left the scene he then called police by phone stating that he had stabbed a male at The Alderman Arms, he also confirmed he was still in possession of the knife used. It was later established he called police as he feared for his safety so much that calling police was a safer option than awaiting retribution from the victim and any acquaintances. He explained he regularly sees the person he stabbed at the Alderman Arms and it is his belief that he will try to kill him. Suspect was later arrested by police after admitting to stabbing / slashing victim with a knife. Police attended venue and due to the seriousness of offence a crime scene was placed around The Alderman Arms. Suspect later stated he had drunk 10 pints during the evening, 2 prior to attending The Alderman Arms and then 6-8 whilst inside. Police officers on scene refer to the male as "Drunk"

Victim was initially treated for his injuries by members of the public within the public house. Later being taken to Queens Hospital for treatment of his injuries, hospital staff discovered his wound had gone through to the inside of the mouth. Victim was also arrested for the allegation of robbery against suspect at the venue.

CCTV from the venue shows the following -
Both males are seen in the bar area and appear agitated with each other, shortly after they both leave the premises, believed to go to the shops and get money from a cash point nearby. The males return from the shops area and re-enter the pub, both parties spend time at the bar buying a further drink. Victim plays the fruit machine

Signature: ..... Signature witnessed by: .....

and Susp talks to him whilst he does this. They get close several times and at one point they appear to cuddle, as this happens victim searches through the pockets of suspect. Victim appears to take hold of something with-in suspects pocket and suspect tries to grab the item back, as he does this victim pushes him away and picks something up from the floor, believed to be money and there is a short tug of the item between the parties. Both males are then seen to come outside of the pub, they appear to be having some words and after about a minute victim throws a punch at suspect which does connect, they are soon cuddling each other again although suspect appears to be going to his pocket. Suspect removes his hand from his pocket and swings at victim and connects with his head on a couple of occasions, almost instantly what appears to be blood is visible on the floor, they then get into a scuffle during which suspect goes to the floor, as this happens victim kicks suspect in the head on several occasions. Suspect replaces what is believed to be the knife into his right hand trouser pocket as he re-enters the venue, staff stop him and ask him to leave.

Serious questions must be asked in relation to the amount of alcohol served to the suspect during the evening, it is alleged by officers present on scene that he was DRUNK. This leads to a question of who is controlling the venue? Staff or customers?. By suspect own admissions he had consumed too much alcohol to fully recall the events a day later. Employees did not identify any flash points between the two males that lead to this violent offence. It is suggested at this stage that no emergency services were called by the venue employees; police were called direct by the suspect.

On top of this serious incident described the venue has had similar offending history over the past 12 months.

5406087/13 - GBH 24/04/2013 - 2030 hours
Victim was inside venue for a drink. He went for a cigarette and was walking towards the exit both suspects then walked up to him (he had not seen them before). Suspects 1 and 2 were armed with a golf club and a baseball bat. Both suspects then began hitting victim with the weapons. Note on report states "The Alderman pub has not saved footage as requested".

5409472/13 - ABH - 30/06/2013 - 0045hrs
Police were called to the venue to an abandoned call at the location. On arrival victim 1 and 2 were in the car park of the premises. Both males had been drinking and were quite drunk. Victim 1 had substantial swelling to the right hand side of his face and Victim had reddening / graze to the bridge of his nose. The males stated that they were in the pub drinking when a group of males (unknown how many) got out of a cab and entered the pub. They asked to be served and were told that the pub was closed. Apparently victim 2 made some kind of comment to one of the group and they turned and started to punch the victims causing the injuries consistent with ABH.
On speaking to the DPS, Mr. Stephen McIIROY, he stated that as the pub was apparently closed the CCTV was not working

5416058/13 - Theft Employee - 28/10/2014
The suspect is alleged to have removed £651 from a safe at the premises which he alone had access to and has also removed £200 from a charity collection tin. This male was employed as DPS at the time. This alleged theft was completed 2 weeks after police had issued him a warning letter about breaches to the licence conditions.

5416394/13 - Common assault - 02/11/2013 - 2200hrs
Victim1 was in venue with Victim 2. Suspect kept coming up to the couple and making small talk throughout the evening. Nothing was said to Victim 1 that made him concerned. At about 2200hrs suspect came up shoved his hand into the victims face and pushed his neck down onto the bar nothing was said prior to the assault. Victim 2 saw the assault and she attempted to get the Suspect off of the victim and there is suggestion she was shoved in the face. CCTV can not be obtained. On each time of attending there was no member of staff that could burn it off or let me view it.

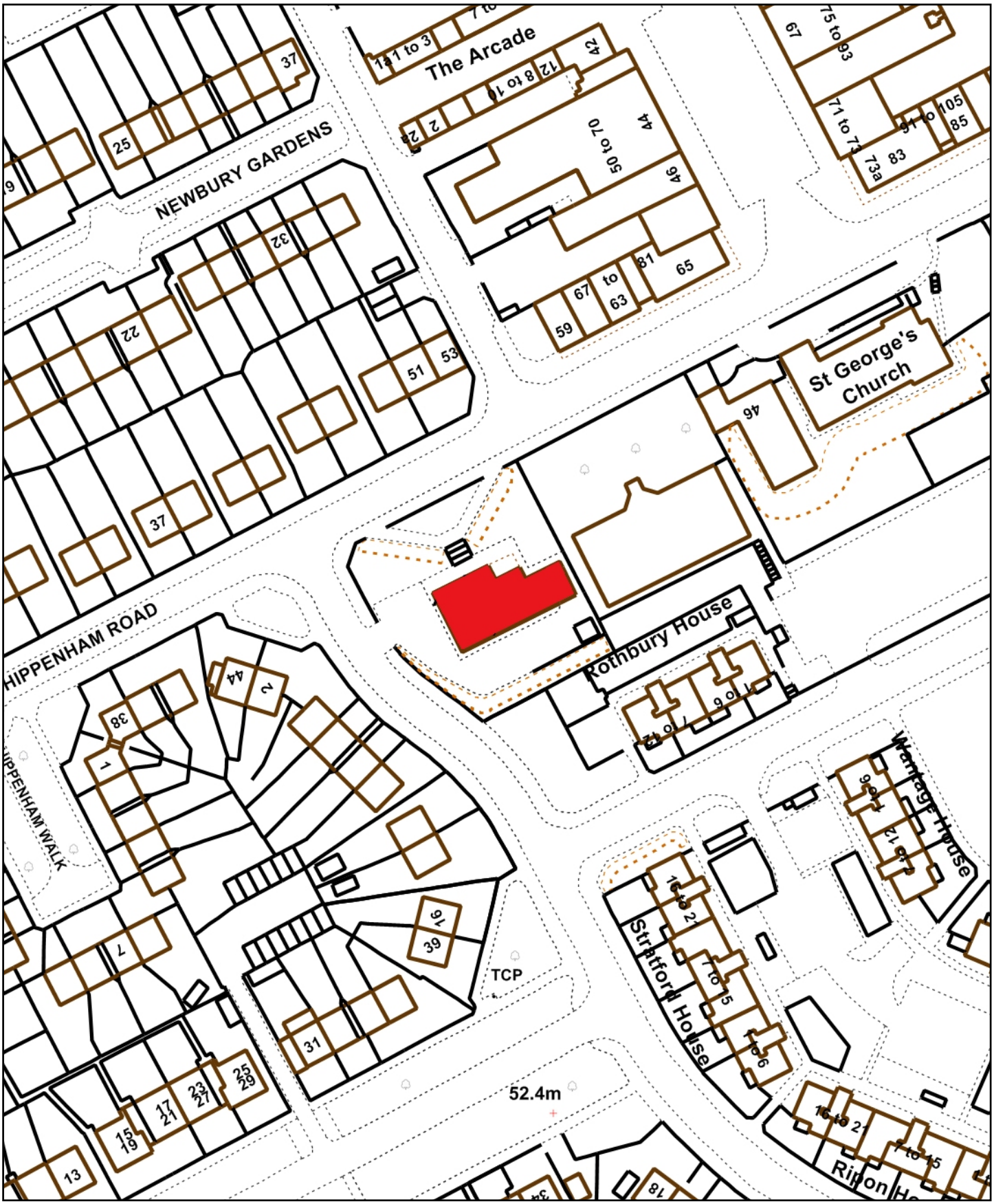
5419221/13 - GBH - 26/12/2013 - 1500hrs
Victim called police after being assaulted. On arrival, Victim 1 had blood on his face, hands and clothes. He stated he was having a drink in venue. He stated that several people inside the pub referred to him as a woman beater. VIW1 got up and went to the toilet. Victim entered the toilet, as he washed his hands in the sink he heard voices behind him. When he turned around, he noticed suspect and a few other men now inside the toilet. Suspect then walked towards him swinging a red, 14 inch object, which he believed was a metal bar. He stated

suspect went to hit him over the head with the red object, but he blocked it with his arm. This happened again causing a 1.5cm cut, the victim was also punched several times. Police attempted to view CCTV however there was constant breaks in the CCTV.

Further to the crime and disorder concerns listed, police have identified a lack of due diligence by the venue operators on recent visits, culminating in a warning letter sent out to the venue after identifying several breaches to their licence conditions (Letter attached). Two of the identified issues were - No written drugs policy or No written dispersal policy in place. Requests were made for these to be submitted by 01/11/2013, these documents have still not been received to date. This letter was also served to the new DPS as of 05/11/2013, a Mrs Jane PHILLIPS at Mercury House on Friday 6th December at 1300hrs. Still no policies have been received to date, this again displays a clear lack of operating responsibility. During this meeting Ms PHILLIPS re assures officers that there are no issues and it will be run differently now she is DPS and her sister Lisa PHILLIPS is barmaid. This has clearly not materialised

This premise has a clear history of clientele who are in possession of **or** prepared to use weapons. The latest incident was of a very serious nature involving a knife and could have lead to more serious, if not fatal injuries. The concern regarding fear of retribution for the suspect and indeed the venue remains extremely high. The suspect's family has contacted custody to request their son not be released as they fear for his safety. The male remains on remanded bail for this very reason as he has openly indicated he fears the patrons at the venue may seek a violent retribution.

It is for these reasons police recommend the immediate suspension of the premises licence. A decision to suspend the licence in the interim will only assist with the safety of the venue, staff members and customers alike. This is clearly necessary to prevent any further incidents at the premise. Police fear that if suspension is not administered further serious incidents and offences will naturally take place.



The Alderman, 46 Chippenham Road

N

Scale: 1:1000

Date: 09 April 2014

0 5 10 15 metres

nlpg The National Land & Property Gazetteer

NSG NATIONAL STREET GAZETTEER

Ordnance Survey Licensed Partner

Havering LONDON BOROUGH

London Borough of Havering
Town Hall, Main Road
Romford, RM1 3BD
Tel: 01708 434343

METROPOLITAN POLICE

TOTAL POLICING

Territorial Policing

KD - Havering Borough
KD - Romford Police Station

Romford Police Station
19 Main Road
Romford
RM1 3BJ

Telephone: 01708-432781
Facsimile:
Email: Lee.Davies3@met.police.uk
www.met.police.uk

Your ref: The Alderman
Our ref:

17 April 2014

Mr Paul JONES
Licensing Authority
Mercury House
Mercury Gardens
Romford
Essex
RM1 3SL

Dear Mr JONES

On Wednesday 2nd April 2014 Police instigated an expedited review of the premises licence for The Alderman Public House, Chippenham Road, Harold Hill, Essex, The review was necessary and was prompted by a serious violent disorder at the venue.

Police are making the following representations under two of the four licensing objectives.

1, The prevention of crime and disorder
2, Public safety.

On Monday 31st MARCH 2014 at approx 2250 hours serious violent disorder occurred in the venue whereby a male sustained injuries consistent with grievous bodily harm, crime report 5404734/14 refers. On the date in question it is alleged a 19 year old male (Victim of GBH) and a 42 yr old male (Suspect to offence) were in The Alderman Arms Public House. Both had been drinking alcohol and socializing during the evening. Shortly before going outside an altercation occurred between the two males, the suspect later alleges the victim had robbed him of £200 cash during this flash point. (Logged under separate crime reference, 5404735/14). The males ended up outside the exit doors and have begun to fight. During this fight suspect produced an item from his pocket which has now been confirmed as a knife. He then made two slash/stabbing motions towards the VIW1 face, connecting with both. This in turn caused a deep cut to his face from his eyebrow down to his nose. He also suffered a puncture wound from his nose into the upper mouth pallet.

Suspect then left the scene he then called police by phone stating that he had stabbed a male at The Alderman Arms, he also confirmed he was still in possession of the knife used. It was later established he called police as he feared for his safety so much that calling police was a safer option than awaiting retribution from the victim and any acquaintances. He explained he regularly sees the person he stabbed at the Alderman Arms and it is his belief that he will try to kill him. Suspect was later arrested by police after admitting to stabbing / slashing victim with a knife. Police attended venue and due to the seriousness of offence a crime scene was placed around The Alderman Arms. Suspect later stated he had drunk 10 pints during the evening, 2 prior to attending The Alderman Arms and then 6-8 whilst inside. Police officers on scene refer to the male as "Drunk"

Victim was initially treated for his injuries by members of the public within the public house. Later being taken to Queens Hospital for treatment of his injuries, hospital staff discovered his wound had gone through to the inside of the mouth. Victim was also arrested for the allegation of robbery against suspect at the venue.

CCTV from the venue shows the following -
Both males are seen in the bar area and appear agitated with each other, shortly after they both leave the premises, believed to go to the shops and get money from a cash point nearby. The males return from the shops area and re-enter the pub, both parties spend time at the bar buying a further drink. Victim plays the fruit machine and Susp talks to him whilst he does this. They get close several times and at one point they appear to cuddle, as this happens the victim searches through the pockets of suspect. Victim appears to take hold of something with-in suspects pocket and suspect tries to grab the item back, as he does this victim pushes him away and picks something up from the floor, believed to be money and there is a short tug of the item between the parties. Both males are then seen to come outside of the pub, they appear to be having some words and after about a minute victim throws a punch at suspect which does connect, they are soon cuddling each other again although suspect appears to be going to his pocket. Suspect removes his hand from his pocket and swings at victim and connects with his head on a couple of occasions, almost instantly what appears to be blood is visible on the floor, they then get into a scuffle during which suspect goes to the floor, as this happens victim kicks suspect in the head on several occasions. Suspect replaces what is believed to be the knife into his right hand trouser pocket as he re-enters the venue, staff stop him and ask him to leave.

Serious questions must be asked in relation to the amount of alcohol served to the suspect during the evening, it is alleged by officers present on scene that he was DRUNK. This leads to a question of who is controlling the venue. Staff or customers? By the suspects own admissions he had consumed too much alcohol to fully recall the events a day later. Employees did not identify any flash points between the two males that lead to this violent offence. It is suggested at this stage that no emergency services were called by the venue employees; police were called direct by the suspect.

On top of this serious incident described the venue has had similar offending history over the past 12 months.

5406087/13 - GBH 24/04/2013 - 2030 hours
Victim was inside venue for a drink. He went for a cigarette and was walking towards the exit both suspects then walked up to him (he had not seen them before). Suspects 1 and 2 were armed with a golf club and a baseball bat. Both suspects then began hitting victim with the weapons. Note on report states "The Alderman pub has not saved footage as requested". There was no call received from the premises,

5409472/13 - ABH - 30/06/2013 - 0045hrs
Police were called to the venue to an abandoned call at the location. On arrival victim 1 and 2 were in the car park of the premises. Both males had been drinking and were quite drunk. Victim 1 had substantial swelling to the right hand side of his face and Victim 2 had reddening / grazes to the bridge of his nose. The males stated that they were in the pub drinking when a group of males (unknown how many) got out of a cab and entered the pub. They asked to be served and were told that the pub was closed. Apparently victim 2 made some kind of comment to one of the group and they turned and started to punch the victims causing the injuries consistent with ABH.
On speaking to the DPS, Mr. Stephen McIIROY, he stated that as the pub was apparently closed the CCTV was not working

5416058/13 - Theft Employee - 28/10/2013
The suspect is alleged to have removed £651 from a safe at the premises which he alone had access to and has also removed £200 from a charity collection tin. This male was employed as DPS at the time. This alleged theft was completed 2 weeks after police had issued him a warning letter about breaches to the licence conditions.

5416394/13 - Common assault - 02/11/2013 - 2200hrs
Victim 1 was in venue with Victim 2. Suspect kept coming up to the couple and making small talk throughout the evening. Nothing was said to Victim 1 that made him concerned. At about 2200hrs suspect came up shoved his hand into the victims face and pushed his neck down onto the bar nothing was said prior to the assault. Victim 2 saw the assault and she attempted to get the Suspect off of the victim and there is suggestion she was shoved in the face. CCTV can not be obtained. On each time of attending there was no member of staff that could burn it off or let me view it. Call to the police came from the victim no call received from the venue

5419221/13 - GBH - 26/12/2013 - 1500hrs
Victim called police after being assaulted. On arrival, Victim 1 had blood on his face, hands and clothes. He stated he was having a drink in venue. He stated that several people inside the pub referred to him as a woman beater. VIW1 got up and went to the toilet. Victim entered the toilet, as he washed his hands in the sink he heard voices behind him. When he turned around, he noticed suspect and a few other men now inside the toilet. Suspect then walked towards him swinging a red, 14 inch object, which he believed was a metal bar. He stated suspect went to hit him over the head with the red object, but he blocked it with his arm. This happened again causing a 1.5cm cut, the victim was also punched several times. Police attempted to view CCTV however there was constant breaks in the CCTV. There was no record of a call from the premises, the call to police came from the victim's mother

Further to the crimes that have been reported, a letter from Mrs Anne CUBITT the wife of the premises supervisor was received by police on 21st February 2013 which states "We own the Alderman in Harold Hill and we have lost our third manager in so many months due to some very intimidating customers. We would like to set up a meeting with the licensing officer and the superintendent in the area to get this problem resolved, We would hope to include the area manager from the brewery at the meeting, if someone could please call me. At the time of the letter being sent to police Mr James CUBITT was shown as the designated premises supervisor at the venue.

Further to the crime and disorder concerns listed, police have identified a lack of due diligence by the venue operators on recent visits, culminating in a warning letter sent out to the venue after identifying several breaches to their licence conditions (Letter attached). Two of the identified issues were - No written drugs policy or No written dispersal policy in place. Requests were made for these to be submitted by 01/11/2013, these documents have still not been received to date. This letter was also served to the new DPS as of 05/11/2013, a Mrs Jane PHILLIPS at Mercury House on Friday 6th December at 1300hrs. Still no policies have been received to date, this again displays a clear lack of operating responsibility. During this meeting Ms PHILLIPS re assures officers that there are no issues and it will be run differently now she is DPS and her sister Lisa PHILLIPS is barmaid. This has clearly not materialized.

This premise has a clear history of clientele who are in possession of **or** prepared to use weapons. The latest incident was of a very serious nature involving a knife and could have lead to more serious, if not fatal injuries. The concern regarding fear of retribution for the suspect and indeed the venue remains extremely high. The suspect's family has contacted custody to request their son not be released as they fear for his safety. The male remains on remanded bail for this very reason as he has openly indicated he fears the patrons at the venue may seek a violent retribution.

It is for these reasons police recommend the suspension of the premises licence. A decision to suspend the licence in the interim will only assist with the safety of the venue, staff members and customers alike. This is clearly necessary to prevent any further incidents at the premise. Police fear that if suspension is not administered further serious incidents and offences will naturally take place.

Police ask that if the licence is suspended then the following areas of concern need to be addressed during the suspension period

1,In that a minimum of three (3) SIA door supervisors to be on duty each night from 1900 hrs until close.

2, Written Search policy to be adopted by premises and supplied to local authority and metropolitan police licensing departments.

3, Premises completing searching of persons shall have door supervisors of both sexes on duty at all times.

4, All door supervisors shall enter their full details in the premises daily register at the commencement of work. This shall record their full name, home address, contact telephone number, SIA registration number and the time they commenced and concluded working. If the door supervisor was supplied by an agency details of that agency shall also be recorded including the name of the agency, the registered business address and a contact telephone number.

5, All door supervisors working outside the premises or whilst engaged in the dispersal of patrons at the close of business shall wear 'high visibility clothing'.

6, Drinks shall be served in containers made from toughened glass (tempered glassware).
Note. Weights and measures legislation requires the use of "stamped glasses" where "meter-measuring equipment" is not in use.

7, Decanter of all drinks from glass bottles at point of sale into toughened glassware.

8, All staff shall be suitably trained for their job function for the premises. The training shall be written into a programme ongoing and under constant review and must be made available to a relevant responsible authority when called upon.

9, All staff shall be trained in dealing with persons who are incapacitated through the use of drugs or the combined effect of drugs and alcohol.

10, Challenge 25 to be introduced, this provides an extra prompt for the staff at the venue.

Yours sincerely,

Lee Davies

Havering
LONDON BOROUGH

Public Protection

London Borough of Havering
Mercury House, Mercury Gardens
Romford RM1 3SL

Telephone: 01708 432692
Fax: 01708 432554
email: paul.jones@havering.gov.uk
Textphone : 01708 433175

The Appropriate Officer
Licensing Authority
London Borough of Havering
Town Hall
Main Road
Romford
RM1 3BD

Date: 15th April 2014

My Reference: PJJ/13666

Dear Sir

Licensing Act 2003
The Alderman Chippenham Road Romford RM3 8HX
Expedited premises licence review

Please be advised that Havering's licensing authority makes representation in support of the s.53A expedited review application submitted by the Metropolitan Police referred to above. This representation is based upon the licensing authority's concerns in relation to the promotion of the licensing objectives at the premises.

This licensing authority's fundamental concerns relate to the premises' apparent failure to promote the prevention of crime and disorder, the prevention of public nuisance and public safety licensing objectives. It is this licensing authority's view that the premises' proprietors have, over a sustained period, failed to address ongoing and long-term concerns at the premises which have resulted in repeated failures to promote the aforementioned licensing objectives. This sequence of failures has culminated in the violent incident at the premises on 31st March 2014 which has prompted this expedited review.

The licensing authority is a part of the borough's environmental health service. A series of complaints regarding The Alderman has been made to the environmental health service over a period of time although not all of the complainants have been prepared to go on record with their concerns. Telephone calls made to the licensing authority complaining about activities at the premises have been made by a number of residents in the vicinity of the premises who indicated that they did not wish to make a formal complaint as they were frightened of reprisals from certain members of the premises' clientele. As these complaints have been effectively anonymous and informal it has inhibited the action responsible authorities have been able to take.

Attached is a list of the recorded complaints received with a brief summary of the nature of each. The complaint received on 21st May 2010 included a log sheet provided to the complainant by our environmental health service, details of which have been transcribed as provided to Havering.

The first complaint subsequent to the Licensing Act 2003 coming into force was made in May 2008 and related to noise nuisance. No further complaints were received until March 2010. Five recorded complaints were made during spring/summer 2010 with one each year since then.

The Alderman's premises licence came into force in November 2005. The same DPS remained in place from this time until January 2010 at which point she contacted the licensing authority to advise that she was no longer prepared to undertake that role. Mr Cubitt, whose company holds the premises licence, became the DPS in January 2010 and remained as such until November 2013 when a third individual took over the role. Apart from the May 2008 complaint the eight other complaints were made during Mr Cubitt's tenure as DPS at the premises. Subsequent to this expedited review having been submitted Mr Cubitt has been reinstated as DPS at the premises.

The s.182 Guidance to the Act indicates the following in relation to the role of DPS at paragraph 10.27:

> *The 2003 Act does not require a designated premises supervisor or any other personal licence holder to be present on the premises at all times when alcohol is sold; however, the designated premises supervisor and the premises licence holder remain responsible for the premises at all times including compliance with the terms of the 2003 Act and conditions attached to the premises licence to promote the licensing objectives.*

This paragraph indicates that the DPS and premises licence holder remain responsible for the premises at *all times*. This means that even though managers and other staff may be employed to run the premises at times when the premises licence holder and DPS are not present, the operation of the premises is still the responsibility of the individual(s) who hold those positions. Clearly, as the DPS and premises licence holder at The Alderman were effectively one and the same from January 2010 until September 2013 the responsibility for the successful operation – or otherwise – of the premises and the attendant promotion of the licensing objectives must reasonably have rested with the individual occupying those two roles.

In March 2011 *Cubitt Taverns Ltd* applied to vary the premises licence to remove a number of existing conditions. In response to a Police representation against the application *Cubitt Taverns Ltd* agreed to adopt a series of conditions thus mitigating Police concerns. The representation was withdrawn and the application was granted. Two of the conditions *Cubitt Taverns Ltd* accepted in March 2011 (annex 2 conditions 14 and 16) were to implement and have approved by appropriate responsible authority a dispersal policy and a drugs policy. These two policies were submitted for approval today, more than three years after the conditions' imposition.

Havering's Licensing Policy

Section 4 of the Act requires that a licensing authority must carry out its functions with a view to promoting the licensing objectives. To this end section 5 requires that a licensing authority must determine a licensing policy with respect to the exercise of its licensing functions. Havering's licensing policy is preceded by its 'vision statement' which declares:

> *We want to make sure that Havering offers a wide choice of quality and well managed entertainment and cultural venues within a safe and attractive environment valued by those who live, work and visit here.*

We can see that the licensing authority places emphasis on certain expectations of its licensed premises, not the least being that premises in Havering should be *well managed* and *safe*.

To aid crime reduction licensing policy 002 provides:

> *The LLA seeks to encourage the highest standards of management in licensed premises. Where representations have been received the LLA will use appropriate licence conditions to support the prevention of crime and disorder in the borough and the work of the community safety partnership.*

Havering's licensing authority has a specific policy aimed at the reduction and prevention of crime and disorder which seeks to encourage the *highest standards of management in licensed premises*. This licensing authority is not convinced that the premises' management has fulfilled this expectation for an extended period.

All of the complaints environmental health received include concerns in relation to noise nuisance. In relation to this, licensing policy 008 provides:

> *The LLA is committed to protecting the amenity of residents and businesses in the vicinity of licensed premises. Where relevant representations are received, the LLA may attach appropriate conditions to licences, necessary to support the prevention of undue noise disturbance from licensed premises.*

As is made clear by this policy, Havering recognises its duty to protect the amenity of residents and businesses in the vicinity of licensed premises. Again, this licensing authority questions whether the operation of this premises has contributed to the amenity of its neighbours.

In addition to this specific policy the overall policy expands upon these expectations at paragraph 4.20:

> *The LLA expects licensed premises to operate in ways consistent with community interests as expressed earlier in this statement of licensing policy and not to undermine the licensing objectives. In exchange for allowing greater freedom for businesses to sell and supply alcohol, provide entertainment or supply hot food and drink after 11pm, the LLA expects businesses to comply with legal requirements, licence conditions and the premises operating schedule.*

If we accept that the premises' neighbours have often felt too intimidated to make on-the-record complaints can it be reasonably argued that The Alderman has operated in ways consistent with community interests?

The Alderman's premises licence has been held by *Cubitt Taverns Ltd* since November 2005 when the Act came into force. The director of this company, whose home and other business interests are in Northern Ireland, was the DPS at the premises from January 2010 to September 2013 when the majority of the complaints about the premises were received. It might therefore seem difficult to see how reinstating Mr Cubitt as the DPS would serve to provide compelling reassurance that the premises will not revert to previous management practices given that Mr Cubitt's home, family life and other business interests appear to be located elsewhere.

Clearly there are only so many hours in a day. If an individual is operating separate businesses in different countries it is reasonable to assume that that same individual will be unable to devote 100% of his attention to each business. Havering's concern is that the Northern Ireland business concerns will outweigh those at The Alderman and the cycle of management failures will have the potential to repeat itself.

Havering's licensing authority therefore requests that these concerns are taken into consideration by the licensing sub-committee when determining this application under the provisions of section 53C(3).

Yours faithfully

Paul Jones
Licensing Officer

The Alderman – Environmental Health complaints/allegations

20th May 2008
Noise nuisance until early hours most days

24th March 2010
Customer noise outside pub and premises' music too loud

25th March 2010
Increased customer noise and drug abuse outside pub

21st May 2010
Noise – music and shouting past 11pm. Log sheets provided alleging the following:

Date	From	To	Comments
05/06/10	17:00	20:45	Outside noise. Massive fight outside all in the street
05/06/10	20:45	21:25	Police called. All on corner of street
05/06/10	22:00	23:50	Loud karaoke noise outside and music
06/06/10	13:00	23:00	People outside shouting, being noisy
11/06/10	All day till 00:00		Loud karaoke noise outside
12/06/10	All day till 00:00		Loud karaoke noise outside
11/06/10	All day till 01:00		Loud karaoke noise outside
19/06/10	All day		Shouting, music too loud
21/06/10	22:00	00:00	Noisy outside, music too loud
23/06/10	20:00	21:00	Police called, noisy disturbance
23/06/10	21:00	22:00	Music too loud, hear words perfectly
16/07/10	All day till 01:00		Music too loud
17/07/10	All day till 01:00		Karaoke too loud
18/07/10	All day till 01:00		Shouting, fighting / music
06/08/10	All day till 00:00		Karaoke too loud
13/08/10	All day till 01:00		Music / fighting / karaoke
20/08/10	All day till 01:00		Shouting, swearing / fireworks

I could go on for ever. Every week the same.

5th July 2010
Noise – speaker by door which is open weekdays as well, very noisy

25th August 2010
Noise from pub, music and shouting past 11pm

25th July 2011
Resident complaint made via ward councillor. The premises had a 'lock in' until 05:00 on Friday night. Last night there was a large fight outside where locals' cars were damaged. The locals are too frightened to contact the Police directly due to the known identities of the premises' patrons. One resident is too frightened to leave his house as he has things thrown at him and has had his car smashed up.

27th March 2012
Complaint alleging deafening music coming from cars parked in the car park of the Alderman Arms during the day

Contd.

4th September 2013

Music every day all day in the summer, in the winter the noise occurs at weekends. The landlord of the pub is not taking control. There is glass, empty bottles on the road, people shouting, fights, the music is too loud (can hear it with windows shut)

Havering
LONDON BOROUGH

Public Protection

Mercury House, Mercury Gardens
Romford RM1 3SL

Please call: Marc Gasson
Telephone: 01708 432777
Fax: 01708 432554
email: environmental.health@havering.gov.uk
Textphone : 01708 433175

memo

From: Marc Gasson-Noise Specialist

To: Paul Jones-Licensing Officer

My Reference : MDG/013666

Your Reference :

Date: 10 April 2014

Licensing Act 2003-Section 53A Application For An Expedited Premises Licence Review
Alderman Arms, 46 Chippenham Road, Harold Hill, Romford, Essex.

I refer to the application made by PC Jason Rose, Metropolitan Police Licensing Officer, on the 3rd April 2014 and would make the following comments in support of his application with regards to the historical noise/ASB issues with the premises:-

1. The Public Protection Service has dealt with noise complaints from the Alderman Arms over a significant number of years. Our current database went online in 2001 and the first complaint recorded on the system was 1/9/2001 see SRU000228 attached (Exhibit MDG1).
2. The complaints principally concerned loud music arising from the Alderman Arms affecting residents living in nearby premises in Dartfields, Chippenham Road and Kings Lynn Drive.
3. The Alderman Arms is situated in a predominantly residential area.
4. The main source of the noise problems experienced by nearby residents was music arising from the bar area to the rear of the premises, particularly in warmer weather when the external doors were open to allow for ventilation. This increased the noise disturbance experienced by nearby residents.
5. Residents, particularly during the warmer weather, also experienced noise from patrons talking loudly/shouting outside the premises.
6. The following list shows the complaints registered on this Service's database as a service request and the date it was received.

    - 000228-1/9/2001 (see exhibit MDG1)
    - 000241-1/9/2001 (see exhibit MDG2)
    - 000607-1/9/2001 (see exhibit MDG3)
    - 001002-4/10/2001
    - 017448-13/1/2004
    - 049687-20/5/2008 (see exhibit MDG4)
    - 062819-24/3/2010
    - 064008-21/5/2010
    - 064968-5/7/2010

- 066296-25/8/2010
- 069936-1/3/2011
- 086193-4/9/2013 (see exhibit MDG5)

7. Although there have been a number of complaints this Service has experienced severe difficulty in progressing this case as the complainants have, due to the fear of reprisals, been unwilling for officers to carry out observations from their premises or provide documented evidence to the Council, particularly for those latter complaints received.
8. The residents have detailed that noise emanating from the Alderman causes them severe sleep disturbance and stress. There are also issues with fighting at the premises, rubbish left by patrons within the vicinity. It is the opinion of residents that the landlord does not have sufficient control of the premises and its patrons to ensure that there are no noise/ASB issues.

I trust this clarifies my position

Marc Gasson
Noise Specialist

LONDON BOROUGH OF HAVERING

Exhibit MDG 1

SRU V8.2.x.1 REPORT PREPARED ON 10/ 4/14 AT 17:09

Request reference number: 000228

NAME OF PERSON COMPLAINED AGAINST

PREMISES REF: C01G**CHIP/1
NAME: Alderman
LA REF: 930870
Courage Ltd

ADDRESS COMPLAINED AGAINST

Chippenham Road
Harold Hill
Romford

AREA: Codes commencing with HH

DETAILS OF SERVICE REQUEST

music - see att

COMPLAINT CATEGORY: NDA - Noise - Domestic - Music
UNIT: PHN - Public Health North
INVESTIGATING OFFICER: MAW - Maureen White
RECEIVING OFFICER: MMP - Maureen Paton

DATES

DATE RECEIVED: 01/09/2001 TIME: 20.55
DATE OF FIRST RESPONSE: 01/09/2001 TIME: 20.55
DATE CLOSED: 01/09/2001
TARGET RESPONSE DATE: 10/09/2001

COST AND TIME CHARGED

PAYMENT RECEIVED: No

RESULT AND FURTHER ACTION

ACTION TYPE: AAA - Action Required
Action record initiated under record number 3182

1 A05 Telephone complainant 01/09/2001

NAME OF CLIENT

[redacted]

CLIENT DETAILS

[redacted]
TELEPHONE NUMBER: [redacted]
CLIENT OSAPR: APB3H18Y50K4CCL09K
CLIENT EASTING: 05536851
CLIENT NORTHING: 01919096

FULL DETAILS OF CLIENT

[redacted]

[redacted]
POSTCODE [redacted]
TELNO: [redacted]
CLIENT OSAPR: APB3H18Y50K4CCL09K
CLIENT EASTING: 05536851
CLIENT NORTHING: 01919096
WARD: HHL - Action Required
HOW RECEIVED: T - Telephone
DATE SERVICE REQUEST RECEIVED : 01/09/2001

TEXT TEMPLATE

ASSOCIATED NAMES AND ADDRESSES

TYPE: Service Request Client (EH)
NAME: [redacted]
ADDRESS: [redacted]
[redacted]
[redacted]
TEL NOS: [redacted]
OSAPR: APB3H18Y50K4CCL09K
EASTING: 05536851
NORTHING: 01919096

26/ 9/2001 17:03 MMP

Another complaint dated 22/09/01 22.52 from Control room
Another complaint from Control Room [redacted] 3/20/01 22.45

LONDON BOROUGH OF HAVERING

Exhibit MDG2

SRU V8.2.x.1 REPORT PREPARED ON 10/ 4/14 AT 10:35

Request reference number: 000241

NAME OF PERSON COMPLAINED AGAINST

PREMISES REF: C01G**CHIP/1
NAME: Alderman
LA REF: 930870
Courage Ltd
OSAPR: APWLA78B50P5CC0GVU
EASTING: 05537585
NORTHING: 01919455

ADDRESS COMPLAINED AGAINST

Chippenham Road
Harold Hill
Romford

AREA: Codes commencing with HH

RM3 8YF WARD: Codes commencing with HHL
OSAPR: APWLA78B50P5CC0GVU
EASTING: 05537585
NORTHING: 01919455

DETAILS OF SERVICE REQUEST

music - see att

COMPLAINT CATEGORY: NCA - Noise - Commercial - Music
UNIT: PHN - Public Health North
INVESTIGATING OFFICER: ARP - Andrew Pickup
RECEIVING OFFICER: MMP - Maureen Paton

DATES

DATE RECEIVED: 01/09/2001 TIME: 20.55
DATE OF FIRST RESPONSE: 01/09/2001
DATE CLOSED: 26/09/2001
TARGET RESPONSE DATE: 10/09/2001

COST AND TIME CHARGED

PAYMENT RECEIVED: No

RESULT AND FURTHER ACTION

ACTION TYPE: AAA - Action Required
Action record initiated under record number 3784

NAMES OF CLIENTS

[redacted]

NAMES OF CLIENTS

Unknown (2)

NAMES OF CLIENTS

[redacted] (3)

NAMES OF CLIENTS

[redacted] (4)

NAMES OF CLIENTS

Unknown (5)

CLIENTS DETAILS

[redacted]

TELEPHONE NUMBER: [redacted]
CLIENT OSAPR: APB3H18Y50K4CCL09K
CLIENT EASTING: 05536851
CLIENT NORTHING: 01919096

CLIENTS DETAILS

Unknown (2)
CLIENT OSAPR: APB3H18Y50K4CCL09K
CLIENT EASTING: 05536851
CLIENT NORTHING: 01919096

CLIENTS DETAILS

[redacted]

TELEPHONE NUMBER: [redacted]
CLIENT OSAPR: APB3H18Y50K4CCL09K
CLIENT EASTING: 05536851
CLIENT NORTHING: 01919096

CLIENTS DETAILS

[redacted]

TELEPHONE NUMBER: [redacted]
CLIENT OSAPR: APB3H18Y50K4CCL09K
CLIENT EASTING: 05536851
CLIENT NORTHING: 01919096
ACCESS: ref 16. call taken at 22.20

CLIENTS DETAILS

Unknown (5)

LONDON BOROUGH OF HAVERING

Exhibit MDG 3

SRU V8.2.x.1 REPORT PREPARED ON 10/ 4/14 AT 10:30

Request reference number: 000607

NAME OF PERSON COMPLAINED AGAINST

Alderman P.H.
OSAPR: APWLA78B50P5CC0GVU
UPRN/USRN: 000000082696
EASTING: 553758.5
NORTHING: 191945.5

ADDRESS COMPLAINED AGAINST

Chippenham Road
Harold Hill
Romford
RM3 8YF WARD: Gooshays
OSAPR: APWLA78B50P5CC0GVU
UPRN/USRN:000000082696
EASTING: 553758.5
NORTHING: 191945.5

DETAILS OF SERVICE REQUEST

loud music from pub, and people in car park

COMPLAINT CATEGORY: NCA - Noise - Commercial - Music
UNIT: PHN - Public Health North
INVESTIGATING OFFICER: MAW - Maureen White
RECEIVING OFFICER: MMP - Maureen Paton

DATES

DATE RECEIVED: 01/09/2001 TIME: 22.10
DATE OF FIRST RESPONSE: 01/09/2001 TIME: 22.10
DATE CLOSED: 01/09/2001
TARGET RESPONSE DATE: 10/09/2001

COST AND TIME CHARGED

PAYMENT RECEIVED: No

RESULT AND FURTHER ACTION

ACTION TYPE: AAA - Action Required
Action record initiated under record number 3523

1 A05 Telephone complainant 01/09/2001 01/09/2001 MAW

received on ooh party patrol

NAME OF CLIENT

[redacted]

CLIENT DETAILS

[redacted]

TELEPHONE NUMBER: [redacted]
CLIENT OSAPR: APB3H18Y50K4CCL09K
CLIENT EASTING: 05536851
CLIENT NORTHING: 01919096

FULL DETAILS OF CLIENT

[redacted]

POSTCODE: [redacted]
TELNO: [redacted]
CLIENT OSAPR: APB3H18Y50K4CCL09K
CLIENT EASTING: 05536851
CLIENT NORTHING: 01919096
WARD: HHL - Action Required
HOW RECEIVED: B - From Control Room
DATE SERVICE REQUEST RECEIVED : 01/09/2001

TEXT TEMPLATE

ASSOCIATED NAMES AND ADDRESSES

TYPE: Service Request Client (EH)
NAME: [redacted]
ADDRESS: [redacted]
TEL NOS: [redacted]
OSAPR: APB3H18Y50K4CCL09K
EASTING: 05536851
NORTHING: 01919096

15/10/2001 11:13 LH
Music used to be only Wed evenings but is now every night

LONDON BOROUGH OF HAVERING

Exhibit MDG 4

SRU V8.2.x.1 REPORT PREPARED ON 10/ 4/14 AT 11:33

Request reference number: 049687

NAME OF PERSON COMPLAINED AGAINST

PREMISES REF: C01C**46CH/1
NAME: Alderman Arms
TELNO: 01708 345359
UPRN/USRN: 100021366228
EASTING: 553732
NORTHING: 191927
LPIKEY: 5480L000065700

ADDRESS COMPLAINED AGAINST

The Alderman
46 Chippenham Road
Romford
RM3 8HX WARD: Gooshays
TELNO: 01708 345359
UPRN/USRN:100021366228
EASTING: 553732
NORTHING: 191927
LPIKEY: 5480L000065700

DETAILS OF SERVICE REQUEST

noise until early hours of morning, most days

COMPLAINT CATEGORY:	N08	- People Noise(i.e Talking/Shout
COMPLAINT TYPE:	N2G	- Licensed Premises-egPubs/Clubs
COUNTRY OF TRADE:	GB	- UNITED KINGDOM
UNIT:	PHU	- Public Health Section
INVESTIGATING OFFICER:	MDG	- Marc Gasson
RECEIVING OFFICER:	JAK	- Jennifer Kingaby

DATES

DATE RECEIVED:	20/05/2008	TIME: 13.48
DATE OF FIRST RESPONSE:	27/05/2008	TIME: 10.46
DATE CLOSED:	02/10/2008	
TARGET RESPONSE DATE:	28/05/2008	

COST AND TIME CHARGED

PAYMENT RECEIVED: No

RESULT AND FURTHER ACTION

ACTION TYPE: AAA - Action Required
Action record initiated under record number 100139

1	ACD	EHS Service Code Leaflet sent	27/05/2008 JAT
2	ENA	Noise - Noise01 sent(comp/ant)	27/05/2008 JAT
3	ENB	Noise - Noise05 sent(perp/tor)	27/05/2008 JAT
4	ABC	Communication - E-Mail IN from Publican of Alderman Arms	29/05/2008 JAT
5	ABF	Communication - Phone call OUT-to [redacted] mobile unobtainable, left message on landline for them to contact me	29/05/2008 MDG
6	ABF	Communication - Phone call OUT-Ann Tomlin 346288 advuised her nature of complaint her pub is only open til 23:00. Drug issues in area which occurs until early hours of the morning. Advised her to monitor noise from patrons outside	29/05/2008 MDG
7	ABM	Communication - Phone call IN- 'e' mailed M G to contact [redacted] or 0[redacted]) regarding the noise from the pub is still occurring it is very loud shouting and talking from outside the pub during the day and late evenings she would like the perp to be told	25/07/2008 SRH
8	ABF	Communication - Phone call OUT-to [redacted] no problems for a while agreed to case being closed	02/10/2008 MDG
9	AEI	Work completed informally	02/10/2008 MDG
10	ABY	Case Closed	02/10/2008 MDG
11	AES	Successful outcome	02/10/2008 MDG
12	AEO	Client Advised of Outcome	02/10/2008 MDG

NAME OF CLIENT
[redacted]

CLIENT DETAILS

[redacted]
TELEPHONE NUMBER: [redacted]
CLIENT OSAPR: APU1H18Y50L4CDLG8K
CLIENT UPRN/USRN: 000000081503
CLIENT EASTING: 553709.0
CLIENT NORTHING: 191971.0

FULL DETAILS OF CLIENT

[redacted]

[redacted]
Romford
POSTCODE: [redacted]
TELNO: [redacted]
CLIENT OSAPR: APU1H18Y50L4CDLG8K
CLIENT UPRN/USRN: 000000081503
CLIENT EASTING: 553709.0
CLIENT NORTHING: 191971.0
WARD: GOO - Gooshays
HOW RECEIVED: T - Telephone
DATE SERVICE REQUEST RECEIVED : 20/05/2008

TEXT TEMPLATE

ASSOCIATED NAMES AND ADDRESSES

TYPE: Service Request Client (EH)
NAME: [redacted]
ADDRESS: [redacted]
TEL NOS: [redacted]
OSAPR: APU1H18Y50L4CDLG8K
UPRN/USRN: 000000081503
EASTING: 553709.0
NORTHING: 191971.0

TYPE: Service Request Client (EH)
NAME: [redacted]
ADDRESS: [redacted]
TEL NOS: [redacted]
OSAPR: APU1H18Y50L4CDLG8K
UPRN/USRN: 000000081503
EASTING: 553709.0
NORTHING: 191971.0

LONDON BOROUGH OF HAVERING

Exhibit MDS 5

SRU V8.2.x.1 REPORT PREPARED ON 10/ 4/14 AT 11:54

Request reference number: 086193
LA reference number : ENQ-0119211

NAME OF PERSON COMPLAINED AGAINST

PREMISES REF: C01C**46CH/1
NAME: Alderman Arms
TELNO: 01708 345359
UPRN/USRN: 100021366228
EASTING: 553732
NORTHING: 191927
LPIKEY: 5480L000065700

ADDRESS COMPLAINED AGAINST

The Alderman
46 Chippenham Road
Romford
RM3 8HX WARD: Gooshays
TELNO: 01708 345359
UPRN/USRN:100021366228
EASTING: 553732
NORTHING: 191927
LPIKEY: 5480L000065700

DETAILS OF SERVICE REQUEST

See Text Box concern on noise and behavior from PH

COMPLAINT CATEGORY: N09 - Music
UNIT: EPU - Environmental Protection Unit
INVESTIGATING OFFICER: WLC - Wendy Clark
RECEIVING OFFICER: CAL - Call Centre

DATES

DATE RECEIVED: 04/09/2013 TIME: 13.55
DATE OF FIRST RESPONSE: 04/09/2013 TIME: 14.26
DATE CLOSED: 07/10/2013
TARGET RESPONSE DATE: 11/09/2013

COST AND TIME CHARGED

PAYMENT RECEIVED: No

RESULT AND FURTHER ACTION

ACTION TYPE: AAA - Action Required

Action record initiated under record number 164094

1	ABR	Referred to another Officer	04/09/2013	04/09/2013	PJJ
2	LQO	Monitor visit		07/09/2013	PJJ
3	ENA	Noise - Noise01 sent(comp/ant) - call centre requested		04/09/2013	WLC
4	ENL	Noise - Log sheets returned closing case nothing further received WLC 07/10/2013			
5	ABY	Case Closed no evidence or logs		07/10/2013	WLC

NAME OF CLIENT

[redacted]

CLIENT DETAILS

[redacted]

MOBILE NUMBER: [redacted]
CLIENT UPRN/USRN: 100021366096
CLIENT EASTING: 553681
CLIENT NORTHING: 191952

FULL DETAILS OF CLIENT

[redacted]

POSTCODE: [redacted]
MOBILE: [redacted]
CLIENT UPRN/USRN: 100021366096
CLIENT EASTING: 553681
CLIENT NORTHING: 191952
WARD: GOO - Gooshays
HOW RECEIVED: T - Telephone
DATE SERVICE REQUEST RECEIVED : 04/09/2013

TEXT TEMPLATE

ASSOCIATED NAMES AND ADDRESSES

TYPE: Service Request Client (EH)
NAME: [redacted]
ADDRESS: [redacted]

UPRN/USRN:100021366096
EASTING: 553681
NORTHING: 191952

Type of request?: Other
What type of noise is it?: Music
How often is the noise happening?: Every day all day in the summer in the winter the noise occurs at weekends. The landlord of the pub is not taking control. There is glass, empty bottles on the road, people shouting, fights, the music is too loud (can hear it with windows shut)
Land Type?: Commercial
What is the impact the issue is having on customer: Lack of sleep, stressing gentleman out, and its suffering his family also, young children are being woken up by this pub (it needs shutting down)
Awaiting log sheets (made a preivous complaint however it has not been followed up)
Is it an Environment Agency Site?: No
Is it a recurring issue?: Yes
Is it occurring now?: No

The Alderman – Environmental Health complaints/allegations

20th May 2008
Noise nuisance until early hours most days

24th March 2010
Customer noise outside pub and premises' music too loud

25th March 2010
Increased customer noise and drug abuse outside pub

21st May 2010
Noise – music and shouting past 11pm. Log sheets provided alleging the following:

Date	From	To	Comments
05/06/10	17:00	20:45	Outside noise. Massive fight outside all in the street
05/06/10	20:45	21:25	Police called. All on corner of street
05/06/10	22:00	23:50	Loud karaoke noise outside and music
06/06/10	13:00	23:00	People outside shouting, being noisy
11/06/10	All day till 00:00		Loud karaoke noise outside
12/06/10	All day till 00:00		Loud karaoke noise outside
11/06/10	All day till 01:00		Loud karaoke noise outside
19/06/10	All day		Shouting, music too loud
21/06/10	22:00	00:00	Noisy outside, music too loud
23/06/10	20:00	21:00	Police called, noisy disturbance
23/06/10	21:00	22:00	Music too loud, hear words perfectly
16/07/10	All day till 01:00		Music too loud
17/07/10	All day till 01:00		Karaoke too loud
18/07/10	All day till 01:00		Shouting, fighting / music
06/08/10	All day till 00:00		Karaoke too loud
13/08/10	All day till 01:00		Music / fighting / karaoke
20/08/10	All day till 01:00		Shouting, swearing / fireworks

I could go on for ever. Every week the same.

5th July 2010
Noise – speaker by door which is open weekdays as well, very noisy

25th August 2010
Noise from pub, music and shouting past 11pm

25th July 2011
Resident complaint made via ward councillor. The premises had a 'lock in' until 05:00 on Friday night. Last night there was a large fight outside where locals' cars were damaged. The locals are too frightened to contact the Police directly due to the known identities of the premises' patrons. One resident is too frightened to leave his house as he has things thrown at him and has had his car smashed up.

27th March 2012
Complaint alleging deafening music coming from cars parked in the car park of the Alderman Arms during the day

Contd.

4th September 2013

Music every day all day in the summer, in the winter the noise occurs at weekends. The landlord of the pub is not taking control. There is glass, empty bottles on the road, people shouting, fights, the music is too loud (can hear it with windows shut)

BY EMAIL AND POST

Licensing, Public Protection
London Borough of Havering
c/o Town Hall
Main Road
Romford
RM1 3BD

Our ref: RJT/MJM/98454-19737-4
Your ref:

Date: 11th April 2014

E-Mail: rjt@gosschalks.co.uk
Direct Fax: 0870 600 5958

Dear Sirs,

re: <u>Aldermans Arms, Chippenham road, Harold Hill, Essex</u>
<u>Licensing Act 2003 - Review Proceedings 25.4.2014</u>

We confirm that we act for Enterprise Inns Plc. Our client is the freehold owner of these premises and has just received information that these premises are the subject of expedited Review proceedings. Our client understands that the Premises Licence is currently suspended pending the Review hearing on the 25th April 2014.

We would be grateful if you would accept letter as a formal representation in respect of the review proceedings on behalf our client.

Enterprise Inns PLC owns around 6000 public houses in England and Wales. It does not, however, operate any of these premises. Every premises that is open and trading is subject to a lease/tenancy agreement by which each tenant runs his/her/its own business out of our clients premises. Each lease/tenancy agreement requires that the tenant operates the premises in accordance with Licensing Act 2003 and is clear that the tenant is wholly responsible for the lawful operation of the premises.

As our clients business is the leasing of licensed premises, it is possible that any decision made by the Licensing Committee could seriously prejudice our clients interest.

These premises are the subject of a 30 year Lease in favour of Cubitt Taverns Limited and have been operated by this company since April 2001.

Our clients takes a wholly neutral stance with regard to the allegations. The representation on behalf of Enterprise Inns is that it would support any application for suspension of the Premises Licence in the interests of public safety. It would also support the imposition of any conditions relating to stronger management at the premises. Our clients believes that the licensing objectives can be promoted in these ways rather than by the revocation of the Premises Licence which would be seriously detrimental to its interests. In the circumstances, we would urge the Committee to deal

with the matter by way of the imposition of conditions and if the Committee deems it appropriate for the promotion of the licensing objectives, a further period of suspension.

We would be grateful if you would acknowledge receipt of this letter and confirm that it is accepted as a representation to the Review proceedings and forward any further papers to us. In addition we would be grateful if you could confirm details of the hearing as our client may seek to expand upon this representation when the matters appears before the Licensing Committee on the 25th April 2014.

We look forward to hearing from you.

Yours sincerely

RICHARD TAYLOR
SOLICITOR

47 Glenleslie Road

Clough

Ballymena

Co Antrim

BT44 9RQ

Mr Paul Jones

Licensing Officer

London Borough of Havering

Mercury House, Mercury Gardens

Romford RM1 3SL

15/04/2014

Dear Paul,

Ref:- The Alderman, Harold Hill, Romford

Further to forthcoming review regarding the Alderman, please find attached our further representation in support of the Alderman, together with documentation & support to be read in conjunction with our statement on 4th April.

Yours faithfully

Anne Cubitt

c.c. Stephen Thomas

Jason Rose

We Anne & Cubitt & James Cubitt make this statement further to our statement on 03 Aril 2014.

At the outset we would like to make it clear that our intention always have & always will be to comply with the licensing objectives. We have already indicated that we felt let down during the course of last year placing our trust in people, we thought were competent. We accept, we are the Premises Licence Holders and ultimately the responsibility lies with us, but we thought we had taken reasonable precautions to avoid issues arising. We would like to add that we had an additional personal difficulty last year. Jim is an only child, his ninety year old mother was diagnosed with pancreatic cancer in July with weeks to live, and we brought her home & nursed her until she died in October 2013. Because of this we were unable to visit the pub as often as we should have because of this.

Subsequently we appointed a recognised competent person to be our DPS, as she was already an existing DPS for a premises in Harold Hill. She assured us that she would be able to run our premises without any problems, sadly this proved not to be the case. We were devastated at the decision to grant the suspension of the licence in April 2014. We were advised that we could apply for a full hearing to request the licensing committee to reconsider this original decision. We took the view that the sensible thing would not be to take this course of action but work with the police and others to ensure that if we can re-open the premises it is with a firm base and solid foundations to build on as we proceed.

Our track record shows that prior to last year, we have run a successful business at the Alderman & have met the licensing objectives.

Having considered the concerns raised by the police we took the view that we did not want the type of customers that had been attracted to our premises. We think at this stage we should formally put on record that we had instructed Lisa Phillips, the DPS's sister, who was running the premise's, that we did not want itinerants coming into the premise. That had been our practice for many years. It is clear to us that she did not comply with this request. As a result we have now suffered hugely financially, as a result of what will be a 3 week closure.

We took the view as responsible licences, that everyone needed time to allow the situation to die down & an opportunity for us to reset the operation. During this interim period we have applied to vary the DPS. Jim will be resident at the premises to ensure stable management is put in place. It is clear to us that itinerants came to our premises in the evening, we therefore propose closing at 19.00hrs. We would like to suggest this would be for a period of 3 months, additionally on bank holiday weekends, we are happy to engage door staff to supervise admission from 14.00 – 19.00hrs. We have a successful pub which appeals to the local regulars, we wish to resume that operation as soon as possible

Additionally both of us & two senior staff members have taken & passed the DPS exam. We have reviewed the conditions on the licence and lodged the relevant policies with the authorities (dispersal policy on 14/04/2014 & drugs policy on 15/04/2014). We have checked the position with the CCTV company and are advised that there is no reason why it would ever be switched off.

Attached is a letter from CCTV supplier confirming the high quality of the system in place at the Alderman.

In the light of the training given, we have revised & updated our systems & attached is the Alderman's Licensing manual.

In summary we wish;

1 To return to the trading pattern we have successfully established for many years with our regular customers.

2. To work with the police

3. Have trained all staff in use of CCTV system

4. Have improved the training knowledge of the key personnel involved in running the business.

We are confident with the steps we now wish to put in place that the licensing objectives can be met

Yours faithfully,

James & Anne Cubitt

c.c Jason Rose

Stephen Thomas

List of Contents

THE ALDERMAN PUBLIC HOUSE

CCTV Policy

The Alderman recognises that CCTV is essential in the safe operation of the premises. It is for the security of both staff & customers

DPS and Bar Staff

DPS to train staff how to operate the CCTV, they must be able to playback any incidents & record them for the police.

DPS must appoint a Data Controller, Louise Fowler is the current Data Controller

DPS to ensure there is a maintenance contract for the CCTV & that it is serviced as per the contract.

DPS to instruct staff to cooperate with the police any time they request a CD.

DPS to ensure instructions for operating the CCTV to be kept near the unit.

DPS to ensure there are blank tapes in the office drawer

30 days backup must be available at all times

Any tampering with the unit must be reported to the DPS & recorded in the incident book

THE ALDERMAN PUBLIC HOUSE

Drugs Policy

The Alderman recognises that the taking of drugs is a general issue in society. Licensed Premises are vulnerable at all times.

Our aim is to make the Premises as safe as possible for customers & staff and to prevent drugs being brought into the premises, but if this fails positively tackle any drug issues that may arise.

We recognise that all members of staff have a duty in implementing this policy & are aware of their role in preventing any abuse of drugs on the premises.

Roles & Responsibilities

DPS and Bar Staff

DPS to liaise with Licensing Authority & the Police

DPS to make staff aware of the drugs policy & ensure they implement it on a daily basis.

If a customer is suspected of being in possession of drugs or dealing in drugs all members of staff are instructed to keep the person under observation, complete the incident reporting book, ensure the DPS is made aware of their suspicions. He will call the police and in his absence a senior member of staff will call the police and make them aware of their suspicions.

The DPS/Staff will then endeavour to keep the person on site until police arrive. Failing that DPS/Staff will endeavour to obtain his contact details.

The DPS/Staff should avoid being placed in a conflict situation. At their discretion and subject to police advice they can seize any drugs and place in a plastic bag or drugs box awaiting the arrival of the police. Wherever possible try to handle any drugs incident on site

All drug related incidents will be reported to the authorities

The DPS will ensure the incident Book is completed after a drugs incident by the all members of staff who observed the incident.

To ensure no dealing goes on within the grounds of the premises, checking the garden & car park every 30 minutes

No person will be served any alcohol to intoxicated customers (drugs or alcohol).

Free cold tap water is available free of charge as a mandatory condition on the licence,

DPS/Staff to check the toilets & outside areas during a shift.

Be observant at all times

Cleaner

As our cleaner works every morning, her duties are:-

To report any drugs or signs of drugs found on the premises to the DPS immediately.

Preventing Drug Related Incidents

Zero Tolerance notices displayed at the three entrances to the pub & behind the two bars.

To provide staff with drug awareness training

Supervision of toilets, car park & garden

Complete the incident book of all drug related incidents

Proper maintenance of the CCTV equipment.

When Drugs are found on the premises:-

To place in a plastic bag or drugs box which will be kept in a safe place.

The DPS or in his absence staff will contact the police.

To ensure there are needle proof gloves for the handling of any needles or sharps

Any needles or sharps to be brought to the attention of the DPS and placed in a Sharps box.

Contact the authorities with any drug related items & store them in self sealing bags until the police advise on what to do.

Supply/Dealing of Any Drug

Any employee found in possession of drugs or dealing drugs commits an act of gross misconduct and will warrant immediate dismissal.

Any person found supplying or dealing in drugs will be reported to the police immediately.

The procedure set out above applies to anyone suspected of dealing in drugs.

THE ALDERMAN PUBLIC HOUSE

Age Verification Policy

The Alderman recognises that underage drinking can be a problem in public houses.

Our aim is to ensure that no member of the public under the age of 18 is served alcohol or tobacco products.

We recognise that all members of staff have a duty in implementing this policy & are aware of their role in preventing underage drinking on our premises.

DPS and Bar Staff

DPS to train staff on ID required when young people on the premises

DPS to make staff aware of the over 21 policy

DPS & Staff to make visual checks of the young person

Check ID, blind selling is not allowed

One ID, one drink, nobody to sell drink to a person they haven't seen.

To keep a record in the incident book where they have refused service on the grounds of underage.

Preventing Underage on the Premises

Over 21 signs in the bar & on the entrance doors

Ask the customer questions regarding the details on the ID

No ID - no alcoholic drink

Checking outside on a regular basis, watching any groups of young people gathered together

All children must be out by 7PM

THE ALDERMAN PUBLIC HOUSE

Anti Violence Policy

The Alderman recognises that violence can be an issue in public houses.

Our aim is to make the Premises as safe as possible for customers & staff and to prevent anybody getting hurt as a result of violence.

We recognise that all members of staff have a duty in implementing this policy & are aware of their role in preventing any violence in the premises

DPS and Bar Staff

DPS to liaise with Licensing Authority & the Police & instruct staff to call the police if violence breaks out

DPS to make sure staff are aware of any people barred from the premises & update them on a daily basis.

Ensure the CCTV is serviced on a regular basis

Be aware of the main stages of a person getting drunk

Check ID, blind selling is not allowed

Preventing Violence on the Premises

The premises must be kept tidy at all time, no empty bottles or glasses to be left lying around at any time

Staff are not allowed to serve anybody that is drunk

The outside areas & toilets to be checked on a regular basis

When violence breaks out

Call the police immediately

Do not intervene

Record all incidents, no matter how small in the incident book

If possible to seize weapons & hold for the police

The Alderman Public House General Dispersal Policy

Cubitt Taverns operates a "good neighbour" policy. We have always tried to build & maintain close relationships with local residents and the premises are run and managed accordingly. The DPS is expected to deal with any complaints from local residents quickly and effectively. If complaints cannot be resolved on a premises basis, then they are done so with the involvement of Jim Cubitt.

In addition, the company ensures that it enjoys close working relationships with the statutory authorities including the police and the local authority to ensure that we are aware of local issues.

In relation to dispersal:-

1 Effective management of customer behaviour whilst in the premises. This is achieved through:

- Enough staff for the number of customers
- Management presence at all times
- Staff training

2 A 30 minute drinking up time which is incorporated into the licence for the purposes of the licensing act 2003 which assists with gradual dispersal of all customers in the premises at the end of the evening

3 Appropriate signage will be placed at exit doors

4 A strong management and staff presence in the customer area during the closing time period to ensure all customers leave quietly

5 Providing appropriate information to customers who require a taxi

6 Doors will be monitored and kept closed where appropriate during the evening to ensure that neighbours are not disturbed, this also means there is no risk of disturbance caused by music breakout

7 External disposal of bottles refuse at a reasonable time

8 Getting strangers out before regulars

9 No children after 7pm

10 Management to supervise the outside area on a regular basis during the evening

11 Any incidents to be logged correctly in the incident book

12 Signs asking the customers to respect the neighbourhood & a telephone number for complaints

I have read & understood the policies for the Alderman Public House:-

Name	Signature	Date

The Alderman Public House

Staff training manual – module one

Prevention of the Sale of Alcohol to Underage Drinkers

The sale of alcohol is age restricted by law, the minimum age allowed under the law for someone to legally buy alcohol at the The Alderman Public House is 18 years old. The restriction does not stop there it is also illegal for anyone over the age of 18 to buy or attempt to buy alcohol for someone who is under 18.

Shandy is Alcohol and cannot be served to under 18's.

It is therefore illegal for any member of staff to sell alcohol to anyone who is under 18 or knowingly sell alcohol to someone who is over 18 but is intending to supply that alcohol to someone who is under 18.

Before any sale of alcohol takes place you must be satisfied that the sale will comply with the law.

There are a series of checks that must be performed before any alcohol is sold.

Firstly, a visual check of the person ordering the first drink, do they look to be obviously over the age of **21**, if so they may be served if not then they must be asked for identification, (we only accept these forms of identification, Photographic Driving licences, Pass cards, Military ID cards and Passports), if they don't have any of these forms of identification on them then you should refuse to serve them there and then and ask them to leave.

If they pass the visual check and proceed to order more than one drink and you cannot see the people the other drink(s) are for then you should ask to see the people the additional drinks are for and the visual check should be performed on each person and any that do not pass should be asked for identification **before** their drink is poured.

See Blind selling and checking identification for more information.

The over 21 visual check should include checks for obvious signs of age, grey hair, skin condition etc but it should also check for the customers persona, are they nervous or showing signs of discomfort or inexperience for example not being able to give confident answers to basic questions. Some people, practically younger women will go to great lengths to make themselves appear older than they actually are in order to enjoy a night out with their friends – what will often give them away is lack of "pub experience" or how they display their body language, blushing, standing at the back of a group, shaking hands or looking around (as if looking for support) when asked questions by you.

If you are in any doubt as to anyone's age then you should ask for identification and once identification has been requested **you must be presented with it** and be satisfied that the person in question is over 18. Do not be tempted to give in to assertions by other customers that the person without ID is indeed over 18, it is not them that are accepting the sale and it is not them that will be fined should things go wrong.

The simple rule is once asked for; **No ID = No Service.**

Acceptable forms of ID

We only accept these forms of ID these are **Photographic Drivers Licenses, Pass cards,** and **Passports**.

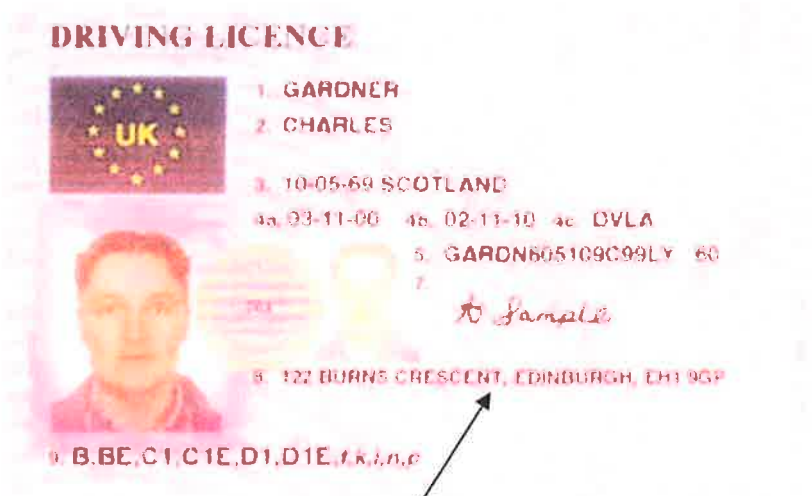
Photographic Drivers Licenses Old Style

The above style is the old style of a full British Driving Licence

Items 1 & 2 are the holders names, Surname first and given names second.

Item 3 is the holders date of birth and place of birth

Item 5 is the drivers number which also contains the holders date of birth in code, shown here between the markers is a six digit number, the first and last make up the year of birth, in this case 6&9 = 1969 the 2nd and 3rd numbers give month of birth, 0 & 5 so 05 or may and the 4th and 5th numbers give the day of birth 1 & 0 so it is the 10th the coded version matches the date shown i.e. 10-05-69.



Item 7 is the holders signature.

Item 8 is the holders address

Validating the ID

Always ask that the licence be handed to you and that it is removed from any wallet, purse or any other card holder.

All staff should follow the required checks as given in the order below.

1. Check that it is a valid UK driving licence.
2. Check that the picture resembles the person
3. Check that the date of birth shown makes the holder over 18 (the minimum date of birth to make anyone over 18 should be written down and kept behind the bar at the start of every shift) please refer to this date – any doubts ask a colleague to verify the date with you.
4. Check that the coded date in item 5 matches the date shown.

If any of the above checks are failed then service should be refused.

Then ask the following questions, whilst hiding the information on the licence from the potential customer.

- Ask them to confirm their full name and check it with what is stated on the licence.
- Ask them their age (sometimes they become confused and give you the wrong age for the date of birth shown on the ID)
- Ask them to confirm their date of birth.
- Ask them their star sign and check it matches with the list displayed in this manual or on the poster (often the person will learn their false date of birth but they will forget to learn the star sign that goes with it)
- Ask them to confirm their address as stated on the licence.

These verbal checks are a vital part of the verification process and should help detect borrowers of other peoples ID or people using fake ID.

If they hesitate, get an answer wrong or receive prompts or reminders from friends then service should be refused.

Provisional licences Old Style

The UK driving licence is in the middle of changing its design so two types of licence are currently in existence here we look at the new style and some of the fake ID sites are currently selling. The first thing you may notice is the amount of information and the number of security features that have been built into the licenses to help you detect fake ID, one reason serving underage is now so frowned upon - the government has done its bit and you must do yours. You have no excuse not too.

Here is the new Uk Driving licence both front and back view.

Details of the information found on the licence.

Their personal details (1,2 and 3)

Fields 1, 2 and 3 of their photocard licence record their surname, first names, date and place of birth.

Date of licence issue, photo expiry, issuing authority (4)

The date shown in 4a is the date the photocard was issued. 4b shows either the date the photo expires (driving entitlement is valid until 70th Birthday) or the date entitlement expires (medically restricted and over 70 licences). The authority that issued the licence is shown in 4c i.e. DVLA.

Driver number (5)

A	B	C	D	E
MORGA	657054	SM	9IJ	**

A - First five characters of surname. If the surname is less than five characters the remaining spaces will be made up using the figure 9. (e.g. MAN99)

B - The first and last numbers are the year of birth. The second and third numbers are the month of birth. **If they are a woman, '5' is added to the second number and the total used as the second digit e.g. if they are born in October the second and third numbers would be 60. The fourth and fifth digits show the day of your birth.**

C - The first two initials of their forenames. If they have only one initial then the second will be a '9'.
D - Computer check digits.

E - Licence issue number.

Holder's photograph (6)

The new photocard licence has a black and white photo. This is because the laser technology used to burn the image onto the card producing a black and white photo is more secure.

Holder's signature (7) This is digitally reproduced and burned into the photocard from the signature they provided on the application form.

Holder's address (8)

This shows the driver's permanent address in Great Britain.

Entitlement categories (9)

The letters in capitals show the categories of entitlement covered by the European Community Directive. National categories are shown in smaller letters.

Holographic feature (10)

This feature is similar to a hologram but is clearer because it has definite lines and brilliant colours. It contains a steering wheel that appears to turn as you tilt the card in different directions.

Changing images (11a and 11b)

a. This security feature is an image that changes both shape and colour depending on how you tilt the licence. On full (pink) licences it's a blue road sign changing to a black triangle, on a provisional (green) it's a red road sign changing to a black triangle.

b. This security feature is personalised according to the data on the card. It contains the last five characters of the driver number changing to the month and year of the photo expiry which appear and disappear depending on how you tilt the licence.

Unique identifier (12)

Cards are to be pre numbered by the card manufacturer. This number is laser engraved onto the card prior to delivery to DVLA and is unique on every card.

Not used (13 and 14)

Pictograms (15)

These illustrations are representations of types of vehicles in those categories shown.

Category validity periods (16)

These are the dates when entitlement to drive each category begins and ends.

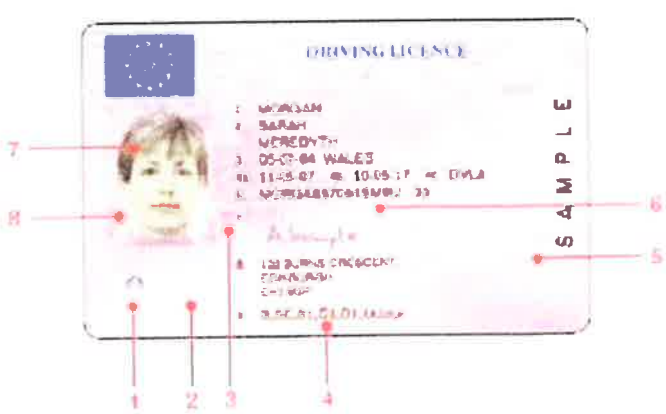
Information codes (17)

The code numbers printed in this area indicate what (if any) restrictions to which the entitlement is subject.

Steering wheel security feature (18)

This is a security feature in the shape of a steering wheel. The colour of the wheel changes from green to gold depending on how you tilt the licence.
The style of driving licences will be changing in 2013 with new one being issued from Oct 2012 it is believed they will look something like these examples.

<u>Now we look at the security features of the licence</u>.



1 & 2 Changing Images

1. This is an image that changes both shape and colour depending on how you tilt the licence. On full (pink) licences it is a blue road sign changing to a black triangle, on a provisional (green) it is a red

road sign changing to a black triangle.

2. This security feature is personalised according to the data on the card. It contains the last five characters of the driver number changing to the month and year of the photo expiry which appear and disappear depending on how you tilt the licence.

3. Holographic Feature

This feature is similar to a hologram but is preferred as it can be seen much more clearly due to its definite lines and brilliant colours. It contains a steering wheel which appears to turn as you tilt the card in different directions.

4. Tactile Engraving

This process involves burning the data into the card for a longer period than normal, and results in the text raising up above the surface of the card. The driving licence has 'Field 1 (Surname)' and 'Field 9 (Categories)' printed in raised characters as part of the laser engraving process.

5. Complex Background Pattern

A design made up of an interlocking pattern of small irregular shapes, printed in two colours and requiring very close register printing in order to preserve the integrity of the image.

6. Tactile Feature

Raised tactile steering wheel placed in the centre of the card. It can be felt when a finger is run across the card and can be seen when viewed at an angle. It also contains the words "Driving Licence" in microlettering.

7. Laser Engraved Photograph

Laser engraving technology is highly secure as the image is burnt into different layers of the card and it cannot be changed without serious damage to the card. This results in a highly secure black and white photograph.

8. Security Background Design Overlapping With Photograph

This security feature has the rainbow print lines and the complex background pattern converging over the area where the photograph is engraved. This further protects the photo image by the integration of security elements.

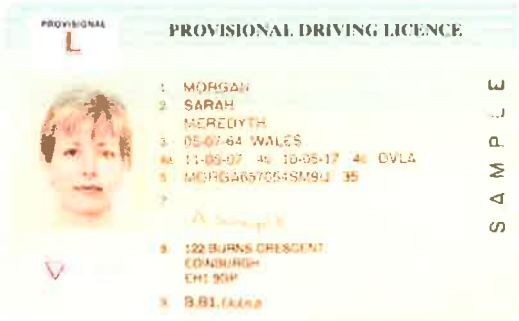
9. Optically Variable Ink (OVI)

Optically Changing Colours is a printing feature that changes in colour depending on the angle of inspection. When the card is tilted, the element printed with Colour Change Printing will show deviations in colour tone clearly visible to the naked eye i.e. gold to green.

10. Unique Number

Cards are to be pre numbered by the card manufacturer. This number is to be laser engraved onto the card prior to delivery to DVLA and is unique on every card

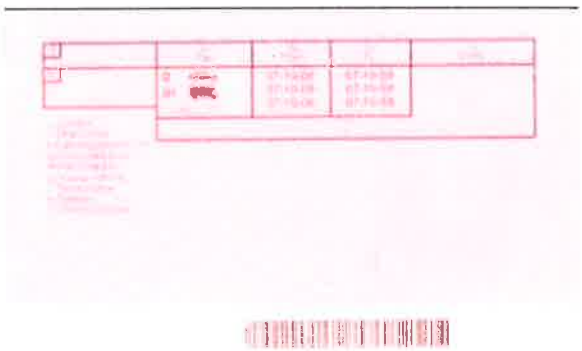
Here's how the new provisional license looks



The security features of the provisional licence are identical to the full driving licence.

lets look at one or two examples of the common fake driving licenses available.

The International/European Driving Permit



o Made to look like a driving licence.

o **International and European Driving Permits do not exist.**

o The European Driving Permit looks almost identical to a driving licence. The only noticeable difference being the writing at the top and the symbol on the back. The steering wheel symbol on a driving licence is replaced with "EDP" surrounded by stars in the European Driving Permit. You can use the security features detailed above to identify fakes.

- The International Driving Permit has more noticeable differences detailed below:

- The International Driving Permit features 2 photographs rather than one;

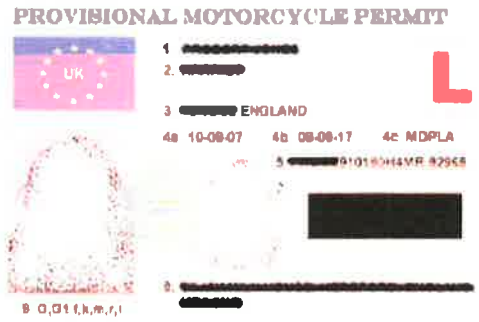
- International Driving Permit is written at the top left rather than top centre;

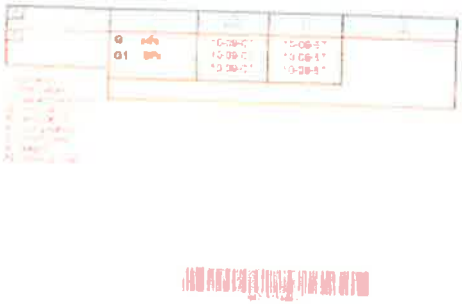
- The top portion of the driving licence has "driving licence" written in different languages. The international Driving Permit card has the same patterned surface all round;

- The hologram on the front of the International Driving Permit is "IDP" written in a circle rather than a steering wheel; and

- The International Driving Permit is missing the golden steering wheel on the back.

Provisional Motorcycle Permit





o Made to look like a provisional driving licence.

o **The Provisional Motorcycle Permit does not exist.**

o These appear almost identical to the International Driving Permit listed above, **differences include the red L on the top left**, the colour of the card and the letters in the hologram say MDP.

<u>National Identification card</u>

And

- Made to look like a driving licence.
- The flag in the top left differs to that in a driving licence as it contains GB or nothing in the middle rather than UK.

• Some versions of the National Identification have alphabetised and numbered lines as used on a driving licence.
• "National Identification" appears at the top left instead of "Driving Licence" at the top centre.
• The top portion of a driving licence has the words "driving licence" written in different languages. The National Identification card has the same patterned surface all round.
• Some come with a small Union Jack under the EU flag which does not feature on the driving licence.
• Some will have the photographs in the wrong place and not include signatures on the front.

Other cards offered by false ID websites which should not be accepted as proof of age:

o International Student Card

o University Library Card

o Age Card

o British Students Union Card

o European Identity Card

o European Works Permit Card

o Freelance Reporter Licence

o Proof of Age Card

o Student Offers Card

o Student Union Card

o United Kingdom Entitlement Card

o United Kingdom Identity Card

o International Age Card

o National Registry Card

o European Union Travel Card

o ID Check Card

When checking forms of ID it is vital that you check the whole of the ID and not just the date of Birth if you are in doubt then service must be refused.

Under the law as it stands today only certain categories of person (for example, a police officer) have legal powers to seize false ID However, any member of staff presented with false ID may ask for it to

be handed over. If they refuse to hand over the ID individual that if they fail to hand over the false ID, the police may be called to investigate the possible committing of an offence relating to the use of the false ID See below for details of the offences that they may be committing by using false ID.

Passports

Example of old style passport (though still in use)

The date of birth is repeated in the long passport number at the bottom of the information page following the letters GBR the next two digits give the year of birth, the two after the month of birth and the next two the day of birth.

<u>You should always check that these match.</u>

All staff should perform the following checks whilst in possession of the passport.

1. Check that the picture resembles the person (A typical passport lasts ten years, people will age from the original picture and may change their appearance, different hair style, shave off a beard etc.)

2. Check that the date of birth shown makes the holder over 18 (the minimum date of birth to make anyone over 18 should be written down and kept behind the bar at the start of every shift) please refer to this date – any doubts ask a colleague to verify the date with you.

3. Check that the coded date of birth in the long passport number matches the date of birth shown.

If any of the above checks are failed then service should be refused.

Then ask the following questions, whilst hiding the information on the passport from the potential customer.

- Ask them to confirm their full name and check it with what is stated on the passport.
- Ask them their age (some times they become confused and give you the wrong age for the date of birth shown on the ID)
- Ask them to confirm their date of birth.
- Ask them their star sign and check it matches with the list displayed in this manual or on the poster (often the person will learn their false date of birth but they will forget to learn the star sign that goes with it)

These verbal checks are vital part of the verification process and should help detect borrowers of other peoples ID or people using fake ID.

New Passport design

New UK passport designs are introduced through a phased roll-out. Older style passports were issued after the introduction of this design, and these passports will continue to be valid until their stated expiry date.

Key information

Validity

- **Adults, normally 10 years up to a maximum of 10 years 9 months.**

- **Children, normally 5 years up to a maximum of 5 years 9 months.**

Size
- **Approximately 125 x 88 mm.**

Number of pages
- **Standard issue book is 32 pages.**
- **Business book is 48 pages.**

Location of the biodata page
- **Page 2.**

Laminate
- **Page 2 contains a thin film patch that is clear in colour but has UV visible printing and holograms contained**
within it. Page 3 is not laminated.

Photograph
- **Digitally printed on pages 2 and 3.**

Numbering
- 9 digits, printed on page 1. These are entered on the biodata page (page 2) in the same style as the personal details.
- The serial number is perforated from page 1 through to the rear cover of the passport.
- The thin film patch contains a unique serial number which consists of 3 alpha characters and 4 numeric followed by a check symbol. This number is located beneath the holder's image should not be confused with the 9 digit passport number.

Observations
- Passport visa pages feature a cross-page security printed design.
- A secondary image of the passport holder is located on page '3' of the passport.
- Additional information about the passport holder is written on page '3' of the passport.
- A check symbol is included within the laser perforated passport number. This symbol is not replicated within the printed serial number of the book on pages 1 and 2 and differs to the check symbol that is present for each thin film patch.
- Observation data is bounded above and below by lines consisting of a unique character.
- The passport stitching method utilises a process that is different to any previous UK passport.
- The gold foil on the front cover is more lustrous than that of the previous UK passport.
- Where the passport holder does not require any additional data to be inserted into the passport, the passport observations page (page 3) will read "There are no official observations"

Laminate
- Page 2 contains a thin film patch that is clear in colour but has UV visible printing and holograms contained
within it. Page 3 is not laminated.

Note
- The biodata (personal details) page is at the front of the passport and located on page 2.

- The passport chip is located in the cover of the passport.
- The invisible printing of the laminate fluoresces strongly.
- The laser perforated number consists of variable hole shapes (circle, square and triangle).

All staff should perform the following checks whilst in possession of the passport.

4. Check that the picture resembles the person (A typical passport lasts ten years, people will age from the original picture and may change their appearance, different hair style, shave off a beard etc.)

5. Check that the date of birth shown makes the holder over 18 (the minimum date of birth to make anyone over 18 should be written down and kept behind the bar at the start of every shift) please refer to this date – any doubts ask a colleague to verify the date with you.

6. Check that the coded date of birth in the long passport number matches the date of birth shown.

If any of the above checks are failed then service should be refused.

Then ask the following questions, whilst hiding the information on the passport from the potential customer.

- Ask them to confirm their full name and check it with what is stated on the passport.
- Ask them their age (sometimes they become confused and give you the wrong age for the date of birth shown on the ID)
- Ask them to confirm their date of birth.
- Ask them their star sign and check it matches with the list displayed in this manual or on the poster (often the person will learn their false date of birth but they will forget to learn the star sign that goes with it)

<u>If they hesitate, get an answer wrong or receive prompts or reminders from friends then service should be refused.</u>

<u>PASS Card scheme</u>

<u>Examples of PASS Cards</u>

<u>PASS Card Recognition Guide – 5 step checking process</u>

As is apparent from the sample images above, the designs of PASS approved cards do differ. Hence, PASS suggests this five step checking process:

<u>Step 1 – check the PASS hologram</u>

- Look for the 3D effect in the background of the hologram
- Make sure it has the characteristic tick on the "A" in the PASS lettering
- The hologram must be flush with the plastic of the card – NOT stuck on top of the plastic

Step 2 – check the photograph

- Ensure that the photograph is of the person presenting the card
- The photograph must be printed directly onto the plastic of the card – NOT stuck on top of the plastic

Step 3 – check the date of birth

- Calculate the age of the person from the date of birth
- If a person is purchasing alcohol or tobacco, look for the 18+ symbol on the card
- Otherwise make sure they are old enough to buy the goods or services
- Calculate the age of the person from the date of birth
- The date of birth must be printed onto the plastic – NOT handwritten or stuck on top of the plastic

Step 4 – check the card

- Ensure the card has not been tampered with or altered
- Feel the card – it should be completely smooth

Step 5 – check the person

- Ask them to confirm their full name and check it with what is stated on the card.
- Ask them their age (some times they become confused and give you the wrong age for the date of birth shown on the ID)
- Ask them to confirm their date of birth.
- Ask them their star sign and check it matches with the list displayed in this manual or on the poster (often the person will learn their false date of birth but they will forget to learn the star sign that goes with it)

Blind selling

Blind selling is the selling of alcohol to a customer who is buying for customers that are not present at or in sight of the bar and is not permitted, it is a common ploy used by people wishing to buy alcohol for people who are under age.

For example a person enters the bar alone and asks for three alcoholic drinks, one for themselves and two for people who are "on their way" or following. You will have no idea of the ages of the people who are following so service should be refused until the "following" people actually arrive at the bar and you are satisfied that they are over 18.

Another example is a group of people arrive all at once and all but one or two sit out of sight of the bar the ones who come to the bar then attempt to buy drinks for the entire group. You must refuse service until you are satisfied that you have seen the entire group and that they are all over 18.

The easiest way to achieve this is to adopt a one ID one drink policy, in other words insist that each member of the group comes to the bar and provides their ID before a drink is poured for them.

If the **one ID = one drink** policy is adopted then quite often any underage members of the group will opt for a soft drink option on the hope that another member of the group will buy them an alcoholic drink at a later stage. To help prevent that happening, make a note of the round they buy, and only allow members of the group to have a new drink on the production of an empty glass. Be very weary of a member of the group approaching the bar for a "refill" within a very short space of time. If need be visit the area the group is located and verify that the customer does indeed require a refill.

Make regular checks on the area the group is located checking who is drinking what and the group numbers and alert other members of staff as to where the group is.

Tobacco and tobacco products

The law prevents the sale of Tobacco and Tobacco products to persons under the age of 18 and the sale of such products should be treated exactly the same way as the sale of alcohol – **proof of age is required.**

Lighters, filters, cigarette papers and matches plus any other smoking related materials are age restricted and ID is needed before any sale can be made. The law is not just restricted to cigarettes, tobacco and cigars!

Children and under 18's

Children or under 18's accompanied by an adult are allowed in the The Alderman Public House up to 7pm, after which they must leave.

During their visit they are not allowed to play the fruit machines or be at the bar or in the bar area – within 6ft of the bar.

UNDER NO CIRCUMSTANCES ARE THEY TO BE SERVED WITH ANY ALCOHOLIC DRINK AND THIS **INCLUDES SHANDYS**, NO MATTER HOW WEAK THEIR GUARDIAN SUGGESTS IT IS MADE!

Younger children must have their drink placed in a plastic glass.

All children must be well behaved and supervised by their guardian at all times – unruly or unsupervised children should be asked to leave with their guardian(s).

Staff must ensure that all children leave by 7pm – this includes all persons under the age of 18. You are advised to give them 20 minutes warning that they will have to leave at 7pm and a follow up warning (if needed 10 minutes before pm) if they still have drinks to finish this includes their guardians.

Keeping records

All staff should keep a written record of all incidences where they have refused service on the grounds of underage selling these records should be entered into the incident book, kept behind the bar.

Please include an accurate time of the incident (a CCTV check can then be made), a description of the persons involved, the type of ID they tried to use (if any). Your reason for refusal and the action you took – who else was informed etc.

Please inform all members of staff ASAP that an incident has occurred.

Only certain categories of person (for example, a police constable) have legal powers to seize false ID. However, any member of staff presented with false ID may ask for it to be handed over. Further, they may advise the individual that if they fail to hand over the false ID, the police may be called to investigate the possible commission of an offence relating to the use of the false ID.

- Ask the person for their date of birth – this can lead to them mixing their own with the one on the ID or not being able to recite the date on the ID on the spot.
- Ask the person for their star sign – a young person may have memorised the date of birth on the ID which they are using but are unlikely to know the corresponding star sign.
- Ask for another form of ID, such as a bank or student card. If someone steals or borrows another person's ID, they are unlikely to take other forms and their purse/wallet will have their own ID in it.
- Ask for the postcode on the ID; a person using borrowed ID may know the first line of the address but may have difficulty remembering the postcode under pressure.
- Ask for their age – someone with borrowed ID may accidentally give their own age or 18 as this is the legal drinking age.

Dealing with false ID where door staff are not operating

It is strongly advised that staff who sell alcohol are given training on age verification policies, as well as how to spot false ID. This guidance can give them an idea of what to look for and empower them to ask that false ID be handed over. Whenever staff take possession of false ID, it should be recorded in the incident book and treated in the same way as described in the door staff section. Whether or not the ID is handed over, if the member of staff is not satisfied that the ID is genuine, the sale should be refused and the person asked to leave the premises.

The signs are in date order from January as best it can be.

December 22 - January 19	**Capricorn**
January 20 - February 18	**Aquarius**
February 19 - March 20	**Pisces**
March 21 - April 19	**Aries**
April 20 - May 20	**Taurus**
May 21 - June 21	**Gemini**
June 22 - July 22	**Cancer**
July 23 - August 22	**Leo**
August 23 - September 22	**Virgo**
September 23 - October 23	**Libra**
October 24 - November 21	**Scorpio**
November 22 - December 21	**Sagittarius**

Fines and Penalties.

The law on underage drinking is very clear – it is not allowed and the penalties for those found to be breaking it are high.

The member of staff who is caught selling to underage can expect to receive at fixed penalty notice (or fine) of £80, they also run the risk of being prosecuted depending on the severity of the offence this would involve an interview under caution and a much larger fine being imposed by a court.

In addition to the legal penalties they will be subject to disciplinary proceedings which could lead to summery dismissal for Gross Misconduct.

The law also allows that the The Alderman Public House owners or management to be prosecuted for the same offence and if convicted, depending on the circumstances, could face a fine of up to £20,000 and / or the loss of its licence.

IF YOU ARE IN ANY DOUBT WHATSOEVER AS TO THE AGE OF A PERSON ATTEMPTING TO BUY ALCOHOL YOU SHOULD REFUSE SERVICE, UNDER NO CIRCUMSTANCES SHOULD YOU DECIDE TO "CHANCE IT" AND SERVE.

Your immediate supervisor will conduct test with you on your understanding of this module and you should sign your recorded sheet confirming that you have read and understood this module.

All staff should read this module on a regular bases checking for revisions and updates.

The Alderman Public House

Staff training manual – module Two

A guide to common illegal drugs

Below is a guide to the more common illegal drugs used in the UK today it should not be taken as a complete list and is for information only.

You will note that many of the symptoms of use are very similar to those presented by a person who is Drunk. This module also shows you signs of how to spot drug dealers.

Cocaine

Cocaine Effects:

Impaired thinking, confused, anxious, depressed, short tempered, panic attacks, suspiciousness, dilated pupils, sleeplessness, loss of appetite, decreased sexual drive, restlessness, irritability, very talkative, scratching, hallucinations, paranoia.

How Is Cocaine Used?

Answer: The principal routes of cocaine administration are oral, intranasal, intravenous, and inhalation. The slang terms for these routes are, respectively, "chewing," "snorting," "mainlining," "injecting," and "smoking" (including freebase and crack cocaine).

Snorting is the process of inhaling cocaine powder through the nostrils, where it is absorbed into the bloodstream through the nasal tissues. Injecting releases the drug directly into the bloodstream, and heightens the intensity of its effects.

Smoking involves the inhalation of cocaine vapour or smoke into the lungs, where absorption into the bloodstream is as rapid as by injection. The drug can also be rubbed onto mucous tissues. Some users combine cocaine powder or crack with heroin in a "speedball."

LSD

LSD is sold in pills, capsules or in liquid form. The liquid is soaked into specially prepared blotting paper that is often imprinted with cartoon characters and perforated. Each tiny square is one dose of LSD. The blotting paper is held in the user's mouth until all the drug has been absorbed.

Within an hour or so of consuming this drug, a person's perceptions and sense of reality begin to change. This may frighten the person going through it for the first time or someone who is emotionally unstable. But to a person who knows what is coming, this is considered a desirable change.

LSD creates sensory perception that is interpreted as an expansion of consciousness or a religious experience that transcends the normal boundaries of awareness and existence.

A person using LSD may feel relaxed and more sociable. Going through the experience of using LSD is called a "trip." On the other hand, "bad trips" are quite possible, meaning that the person becomes frightened and panicky. But if the person panics, there is no escape from the altered universe the he finds himself in.

Physical signs of LSD use can be:

Dilated pupils, Salivation or dry mouth, Tingling fingers or toes, Weakness.

Negative effects include emotional distress including anxiety, depression, disorientation or paranoia, Dizziness, nausea, rapid heart rate and convulsions, Sweating or chills, Blurred vision, Inability to perform complex task like driving or operating machinery.

Cannabis, also known as weed, Hash, hashish, skunk and marijuana

Marijuana or weed can be consumed as a shredded, dry leafy product or as marijuana oil and resin. These last two are sold under the names "hash" or "hashish." Hash may be found in flat cakes or calls. Hash oil will be amber or brown and may be sold in small glass bottles. When you're looking for signs of weed use, you would be looking for small bags of brownish-green leaves that look like herbs, small chunks of powdery brown substance or very small bottles of brown liquid.

The most immediate signs of smoking weed are dilation of the blood vessels in the eyes, making them bloodshot, increased heart rate, increased appetite and memory impairment along with difficulty paying attention or solving problems. But the real reason people abuse the drug is for the euphoria that may last three to six hours.

When monitoring for symptoms of weed use, there may be anxiety, fear or

panic reactions, especially if they are new to the drug or taking it in an unsettling location. Hallucinations, paranoia and delusional behaviour can be symptoms of weed use that is very potent, or consumption of a large amount.

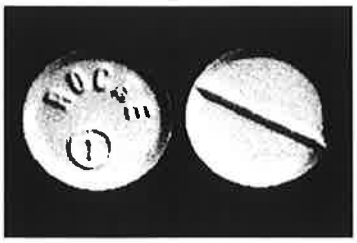
Heroin

Heroin is a fast-acting opiate. When it's injected, there is a surge of euphoria that arrives within seconds. Those using the drug other ways may not feel this surge as sharply.

The user will get a dry mouth and his or her skin will flush. The user's pupils will be constricted. He will feel heavy and dopy and may fade in and out of wakefulness. Heroin users may nod off suddenly. Breathing will be slowed, which is how an overdose kills.

When awake, the person's thinking will be unclear. They will tend to lose some of their memory. Their decision-making and self-control are likely to deteriorate.

GHB and Rohypnol



GHB types Rohypnol Tablets

GHB and Rohypnol are club drugs, that is, they are drugs used by people who go to nightclubs, raves, music festivals or parties. They are both dangerous drugs that cause euphoria and amnesia and can disable a person from resisting a sexual attack or even from taking care of themselves while they are under the influence.

A person, who is high on Rohypnol experiences euphoria, reduced inhibitions and reduced ability to make judgements. He or she may also get aggressive and excited, confused, sleepy or sedated. They may not be able to think clearly. They may slur their speech, feel weak and have a hard time breathing. They may develop headaches and weakness.

Ironically, Rohypnol may also be used by cocaine addicts who want to take the edge off their irritability and agitation during a long binge. A person drinking alcohol may add Rohypnol to the mix to result in an exaggerated intoxication.

Especially if a person mixes this drug with alcohol, prescription opiates or heroin, they can run into trouble from central nervous system depression. The outcome can be unconsciousness, slow heart rate, slowed breathing and even death.

Other signs that someone has used Rohypnol:

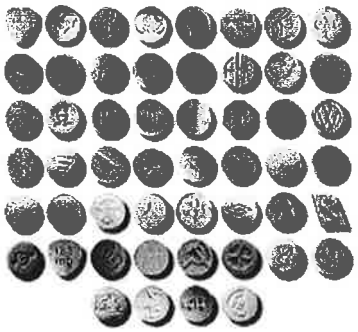
Loss of control over movements, Feeling drunk without having drunk very much, Difficulty talking, Nausea, Unconsciousness, Difficulty with vision, Dizziness, Confusion.

Signs of GHB Use

GHB is usually sold as a liquid that is drunk by the capful or small vial. It too can be added to an unsuspecting person's drink as an aid to sexual assault as it also causes amnesia of the events that took place while the person was high. GHB is normally clear and only has a slightly salty taste so may be undetectable in a cocktail.

A person who has taken too much of this drug becomes a hazard to himself and others around him. Since GHB is manufactured in small illicit labs, there is no way of being in control of the potency of the drug.

Ecstasy (MDMA)



People take the drug for the euphoric, intoxicating effects. Signs of ecstasy use include heightened sensory perception, for example, the tactile sense may be exaggerated. A person may want to be touched or want to touch things that feel nice to him or her. A person going to clubs to dance will have his energy increased so that he can dance all night.

But the user may experience nausea, chills, or involuntary teeth clenching. Muscles may cramp and vision may blur or be otherwise disturbed. It could be a sign of ecstasy use if a young person comes home after an all-night party and seems excited and energetic, but perhaps a little confused. They may also be sweating but have chills and nausea. They may have a dry mouth and dilated pupils. Muscles may be tense and the person may seem overly alert for the circumstances.

When use of the drug becomes heavy, signs of ecstasy use may include paranoia, depression, confusion and aggression. Immediate signs of ecstasy use generally last around five hours, but some signs may persist for weeks.

Ketamine

Ketamine can be found as a white powder to snort, a tablet or as an injectable liquid.

Use can cause confusion, disorientation, anxiety, panic attacks, insomnia and can also be linked to mental health problems.

Street name: Special K, Vitamin K, Kitkat, K

Magic Mushrooms

Magic Mushrooms will not normally be used in a public house they are more likely to be sold in your premises, they are now a Class A drug.

The high obtained from magic Mushrooms is very similar to the high obtained from LSD.

The picking season in the UK is generally August to late October though growing kits can now be bought on the internet.

Alcohol Abuse - Drunkenness

Physical Signs and Symptoms

An intoxicated person may display several physical signs and symptoms. Common physical symptoms include smelling of alcohol, involuntary eye movements, bloodshot eyes, difficulty standing, swaying and staggering, vomiting, making inappropriate sexual advances, bumping into things, falling down, inability to sit straight, violent behaviour, carelessness, clumsiness and sleepiness.

Verbal Signs and Symptoms

Verbal signs and symptoms are often the first indication that a person is drunk. Common verbal signs and symptoms include talking loudly, slurred speech, rambling conversations, foul language, complaining, arguing and being overly aggressive or obnoxious.

Emotional Signs and Symptoms

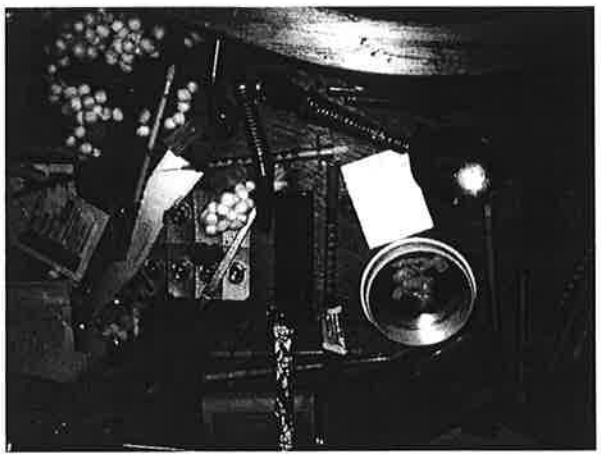
Although intoxication can affect the emotions of people differently, it often causes a rollercoaster of emotions within a short period. A person who is drunk can be overly happy and showing bravado, and turn crude and argumentative without warning.

You will have noted that many of the symptoms of drug abuse are similar to the symptoms of someone who is drunk.

<u>What to Look For drug use;</u>

Signs of drug use - Materials

- Torn-up beer mats/cigarettes packets/bits of cardboard left on table or in ashtrays
- Foam stuffing taken from seats/bits of foam left around
- Roaches (home-made filter tips from cannabis cigarettes)
- Small packets made of folded paper, card or foil
- Empty sweet wrappings left in toilets
- Payment with tightly rolled banknotes or notes that have been tightly rolled
- Traces of blood or powder on banknotes
- Drinking straws left in toilets
- Traces of powder on toilet seats or other surfaces in toilets - or obviously wiped-clean surfaces
- Syringes (danger of infection - do not touch with bare hands)
- Spoons left in toilets
- Pieces of burned tinfoil



A couple of tips for helping stop drug use in your establishment, if you sell tea and coffee never leave teaspoons where the public can freely help themselves to them, and when serving customers tea or coffee count the spoons both as they go out and when they come back.

Spray all flat surfaces in your toilets with WD40 before you open and top up regularly during the day, anyone trying to do a line will find their cocaine dissolves away in the thin oil.

Cannabis quite simply stinks, if you smell it then challenge those nearest to the smell and ask them to leave.

Never tell the customers that you have tried drugs always put over an anti drug message whenever the subject turns up in conversation.

You will not spot drug users from behind the bar get out from behind it and mix with the customers as often as you can.

• Frequent glass-collecting, emptying ashtrays (in smoking shelters) or wiping tables provides "cover" for surveillance

• Combine careful monitoring with sociability, get to know customers, make sure they know you

• Make regular checks on toilets (ladies as well), car park and garden

• Train all staff in unobtrusive monitoring techniques and the signs to look out for

• Ensure that other staff inform you immediately, but discreetly, if they see or

hear anything suspicious

• Remember: frequent tidying, high-profile presence and alertness act as very powerful deterrents to users and dealers.

Look out for signs of dealing.

• A person "holding court with a succession of "visitors" who only stay with him/her a short time

• A person making frequent visits to the toilet, garden or car park followed by a different person/people each time

• People exchanging small packages or cash, often in secretive manner, but may be quite open (to avoid suspicion)

• Furtive, conspiratorial behaviour,¬ huddling in corners and whispering

• Conversation includes frequent references to drugs (slang names)

• Remember: **dealers are not identifiable by appearance, they often look highly respectable**

Also be mindful that other staff members can also be drug dealers.

If you spot anyone using or dealing drugs then you must inform your immediate superior and refuse service. The police should always be called.

See following pages for The Alderman Public House Drugs Policy

Home office guide to the classification of drugs

Class	Drug	Possession	Dealing
A	Ecstasy, LSD, heroin, cocaine, crack, **magic mushrooms**, amphetamines (if prepared for injection)	Up to seven years in prison or an unlimited fine or both.	Up to life in prison or an unlimited fine or both.
B	Amphetamines, Cannabis, Methylphenidate (Ritalin), Pholcodine.	Up to five years in prison or an unlimited fine or both.	Up to 14 years in prison or an unlimited fine or both.
C	Tranquilisers, some painkillers, Gamma hydroxybutyrate (GHB), Ketamine.	Up to two years in prison or an unlimited fine or both.	Up to 14 years in prison or an unlimited fine or both.

All of the drugs on the list above - whether Class A, B or C - are designated as controlled drugs under the Misuse of Drugs Act 1971.

Class A drugs are considered to be the most likely to cause harm.

The Misuse of Drugs Act states that it is an offence to:

- possess a controlled substance unlawfully
- possess a controlled substance with intent to supply it
- supply or offer to supply a controlled drug (even if it is given away for free)
- allow a house, flat or office to be used by people taking drugs

Drug trafficking attracts serious punishment, including life imprisonment for Class A offences.

The Alderman

Staff training manual – module Three

Understanding the law on Measures.

Selling alcohol is a restricted practice and one of the main restrictions is the quantities or measures it is sold in. For example draft beers can only be sold in one third of a pint, half pints or multiples thereof. A new schooner size for beers and lagers of two thirds of a pint has been introduced.

Whisky, Gin, Vodka and Rum should normally be sold in measures of either 25ml of 35ml or again multiples thereof. Whatever the measure size these four spirits should always be measured. However if they are sold in cocktails that contain three or more liquids (water is not counted as a liquid for the purposes of cocktail ingredients) then they do not have to be measured.

In this module we look at your legal responsibilities regarding measuring alcohol.

Measures should always be the size stated.

The customer should always be supplied with size of measure stated on the price list or in the list stated at the end of this module. The measure should never be "short" or under that stated and equally it should not be greater than the measure stated.

Draft Products

The size of the measure is normally dependant on the glass used, so if a customer orders a pint of beer then a pint glass should be used. This glass must display the Government stamp of approval any unstamped glasses should not be used.

All staff are required to check the glasses in stock to insure that need to be are government stamped, from time to time customers may arrive with their own glasses, from parties or bar-b-ques and this glasses need to be filtered out.

The grey area of the law is the size of the head or froth that is allowed to make up a pint the industry's acceptable size for this portion of the pint is 5%, however should a customer request that their pint be "topped up" then their request should not be refused.

If a lined glass is used then the liquid part should reach at least to the line, there is then no requirement to provide a top up.

If the draft products are dispensed via a pre-metered system, that is a system that delivers the exact quantity required automatically then stamped glasses do not need to be used nor a top up offered.

The same rules apply for half-pints as do for pints.

A customer who requests a half pint be added to the contents already in their pint glass should receive a measured half pint which is then poured into their glass – you should not attempt to guess what constitutes a half pint by free pouring it into the glass.

Should a customer request a "dash" normally of lemonade, blackcurrant or lime, then they should be charged no more that the price of a normal measure of the draft product. "shandy's" are charged at the normal price for a full measure of the draft product the customer is ordering. For instance if a customer orders a lager shandy then they are charged for the full price of the lager they request the shandy be made from.

You may add ice before you pour any post-mix products in to a glass provided the customer asks for it.

If a customer requests a mixture of two drafts products such a pint of lager a cider mix (Snakebite) or lager and bitter (Mickey mouse) then they should be charged for half a pint of each of the two products ordered.

Never handle the rim of any glass it is unhygienic and off putting to customers.

The top half of any glass is the customers the bottom half is yours.

Spirits

Whisky, Gin, Vodka and Rum should normally be sold in measures of either 25ml of 35ml or again multiples thereof but never a mixture of the two measures.

The The Alderman base measure is 25ml and doubles are therefore 50ml.
No customer should be served more than a double in a single glass.

Optics

Many of the The Alderman spirits are measured via optics and the correct use of them is vital.

Though we do not have to measure spirits other than those stated above, we in many cases choose to do so.

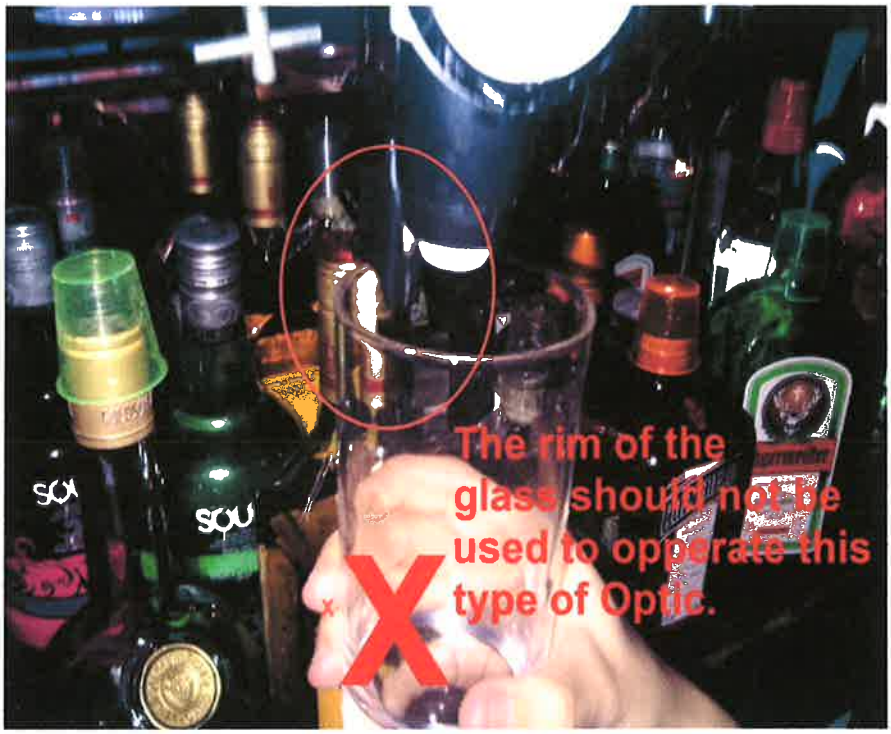
When using Optics it is vital that you check that the Optic is full before you use it, change empty bottles as you go. It is also vital that if a double is being served that you wait long enough for the Optic to refill before you attempt to pour the second measure. Always wait for the bubbles that occur in the bottle to stop forming before using the Optic.

The house doubles Optics are already set to 50ml measure so a single operation will produce the correct measure. It is not possible to supply a customer with a 25ml (single measure) if they ask for a "house" spirit.

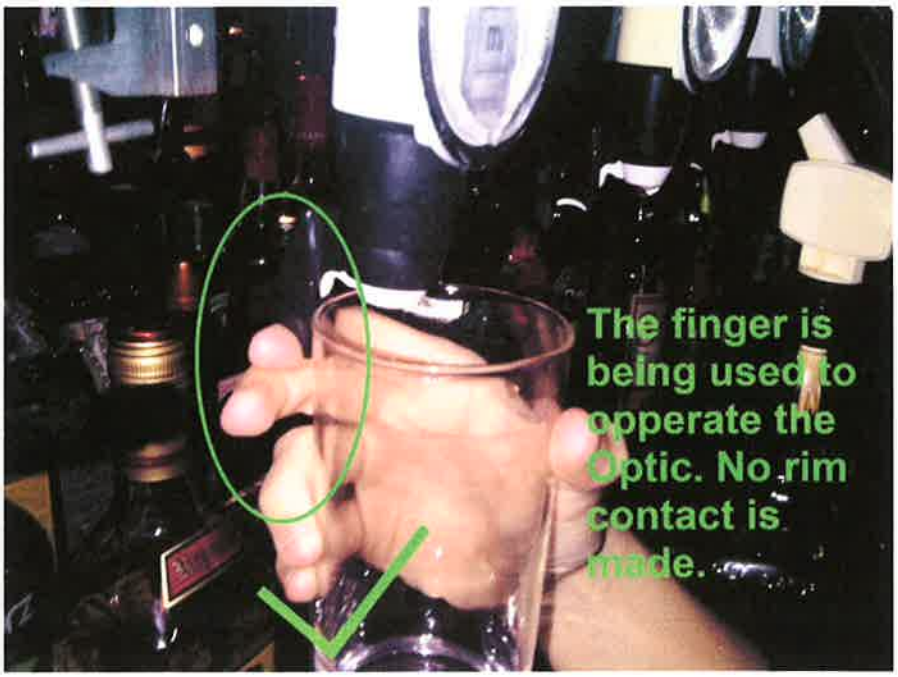
The The Alderman uses two types of Optic, the finger operated and the old style push up Optic both are legal to use provided that the rim of the glass does not come into contact with the Optic.

See below for more details on to correctly operate the Optics.

Finger operated optic;

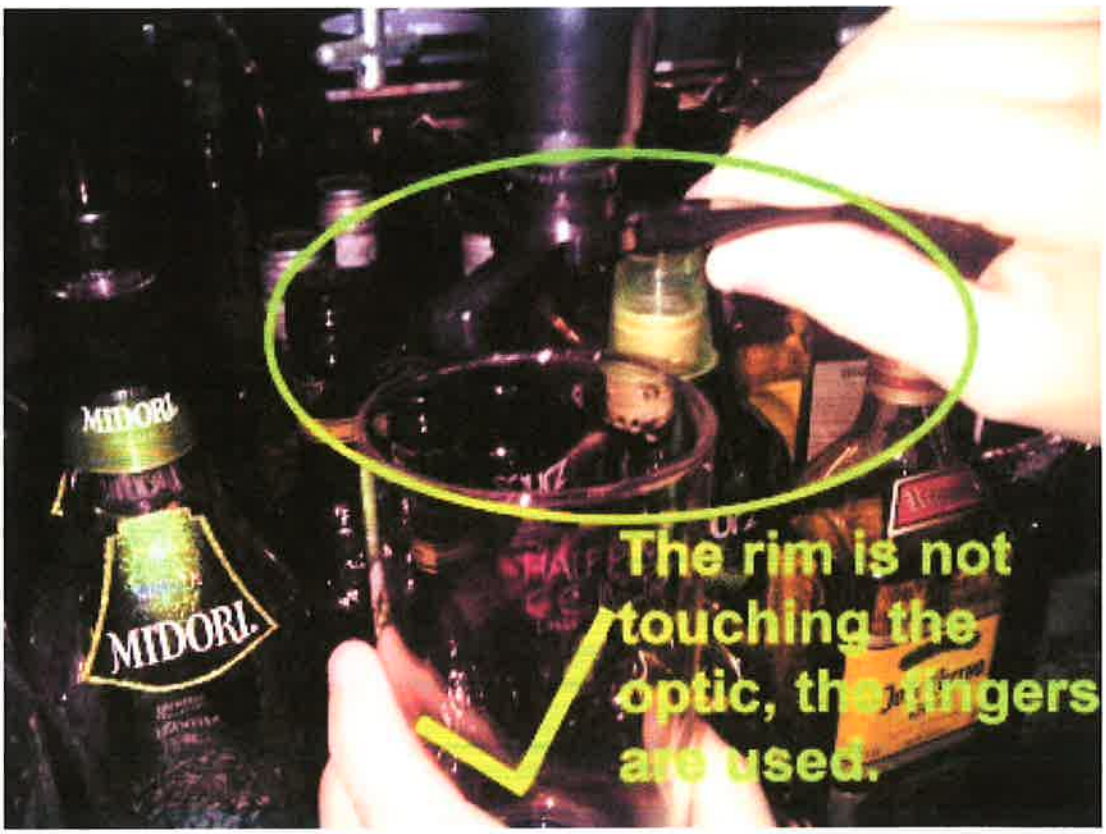


The correct method



The push up Optic

The correct method;



Thimble measures

The Alderman has a selection of thimble measures and these should always be used when serving a customer with the four controlled spirits; Whisky, Gin, Vodka and Rum plus all or other individual spirits and liquors.

Sample of thimble measures.

When using these measures a full measure is achieved when the measure is filled to the rim. Care should be taken when pouring the measure into a glass to ensure that the customer receives the full measure.

Plastic shot glasses may be used for all shots and spirits except the four controlled spirits; Whisky, Gin, Vodka and Rum. Again a full measure is to the rim. The real glass shot glasses should have the spirit shot measured using a thimble measure as these glasses hold more than a single measure.

Wine

Some of the wine glasses have a line showing the correct measure; if these are used then fill the glass to the line only; ensure that the wine reaches the line. Being below or above the line is an incorrect measure.

If the wine glass does not have a line then the thimble measures should be used.

The Alderman Offer wines for sale in sizes of 125ml, 175ml, 250ml and a whole 750ml bottle.

The law now allows us to sell so called sample measures of wine in sizes of less than 75ml but at the moment The Alderman chooses not to do so.

Packaged products

If a customer orders a pre-packaged product then the size of the packaged product should match the size stated on the price list and the customer should receive the entire contents of the packaged product.

This relates to Ready to Drink (RTD) products such as VK, WKD and Smirnoff Ice. Bottled beers lagers and ciders. If a glass is requested then in these circumstance a Government Stamped glass is not required with these products.

Advising the customer

When offering a product to a customer the smallest size measure should always be offered first.

If you are asked by a customer how much alcohol then can drink and still drive legally your reply must always be none. Zero intake is the only safe limit.

No customer should be allowed more a double measure in a single drink and the sale of so called "dirty pints" is not allowed – a dirty pint is when a glass is filled with a large selection of shots and spirits – often the customer is then encourage to down the whole lot in one go.

No member of staff should ever pour alcohol directly into any customer's month it is illegal to so.

Tap water is free for all customers and should be provided up on request it is a legal requirement to do so.

Measures

Whisky, Gin, Vodka and Rum are normally sold in 25ml measures unless they are the "House" products then they are sold as doubles and the optics are set to 50ml.

Most other products are sold in 25ml or single measures with the following exceptions.

The stated measure below is the standard measure for the products listed below and constitute a "single measure" of the product.

Bailey's Irish cream 50ml
Martini dry and Rosso 50ml
Ginger wine 50ml
Port 50ml
Sherry (all brands) 50ml
Advocaat 50ml
Cinzano 50ml

Never "spike" a customer's drink with a spirit bought by another customer – spiking is adding a shot normally Vodka to a pint – if they are going to do it let them pour the shot into the pint themselves.

If you are not certain you should ask The General Manage or another senior member of staff and if they are not available you should state to the customer the size of the measure you are intending to use before you serve the drink.

Penalties for failing to supply the correct measure.

The maximum penalty upon conviction is £2,000 for failing to notify customers of the size of measure used and £5,000 for failing to use the correct size of measure.

The Alderman

Module 4 – Dealing with Violence.

The Alderman has a zero tolerance policy towards violence which includes threats of violence, verbal abuse and assaults. This policy applies to both members of staff and customers.

Any member of staff experiencing any breaches of this policy should report such incidents to their manager as soon as possible.

Staff members who, assault, verbally abuse, threaten violence or bully any other member of staff or customer will be considered to have committed an act of gross misconduct and will be dismissed.

All staff members have a duty to help prevent any incidents of violence occurring.

Violent customers

Customers who commit acts of violence including verbal abuse, threats or assaults on any members of staff or other customers will be banned for life. They may also be liable to prosecution by the police.

Drunkenness

It is vital that you understand the five main stages of becoming drunk and they are shown here in a humorous way to help you remember them this is none the less a serious guide to the main stages of getting drunk.

Stage 1 – SMART or CHATTY.

This is when they suddenly become an expert on every subject in the known Universe. They know they know everything and want to pass on their knowledge to anyone who will listen. At this stage they are always RIGHT. And of course the person they are talking to is very WRONG. This makes for an interesting argument when both parties are SMART.

They will become very chatty and more confident than normal.

Stage 2 - GOOD LOOKING

This is when they think that they are the BEST LOOKING person in the entire bar and that people want them. They often go up to perfect strangers thinking they want them and really want to talk to them. Bear in mind that they are still SMART, so they can talk to this person about any subject under the sun.

They will often move around the bar trying to talk to strangers often wanting to be everybody's friend it is at this stage other customers can be getting annoyed with this particular customer.

Stage 3 – RICH

This is when they suddenly become the richest person in the world. They will buy drinks for the entire bar because they have an armoured truck full of money parked behind the bar. They can also make bets at this stage, because of course; they are still SMART, so naturally they will win all their bets. It doesn't matter how much they bet because they are RICH. They will also buy drinks for everyone that they fancy, because now they are the BEST LOOKING person in the world.

They might have realised that they are not going to be the most popular person in the bar just by chatting to people alone so they often resort to offering complete strangers drinks. They are often quite insistent that people take drinks off them which can be quite annoying to other customers; especially strangers.

Stage 4 - BULLET PROOF

They are now ready to pick fights with anyone and everyone especially those with whom they have been betting or arguing. This is because nothing can hurt them. At this point they can also go up to the partners of the people who they fancy and challenge them to a battle of wits or money. They have no fear of losing this battle because they are SMART, they are RICH and they are BETTER LOOKING than the partners are anyway!

Confidence levels have grown to new heights at this stage; they are now friends with everyone in the bar, because they bought them drinks. They know what they are made of and will be looking to have a fight.

Stage 5 – INVISIBLE

This is the Final Stage of Drunkenness. At this point they can do anything because NO ONE CAN SEE THEM. They dance on a table to impress the people who they fancy because the rest of the people in the room cannot see them. They are also invisible to the person who wants to fight them. They can walk through the street singing at the top of their lungs because no one can see or hear them and because they're still SMART they know all the words.

At this stage inhibition is totally gone they think they can do anything a very dangerous stage indeed.

Delayed Effects of Alcohol

Alcohol has a lag time of about an hour when it comes to showing its effects, that is to say that what a person drinks does not take immediate effect it takes some time to get into the system and change things. So a person who has been drinking heavy for the first hour will on the whole appear to be reasonably sober then quite suddenly their mood can change often missing out a couple of stages.

As well as the signs illustrated in the stages above a person who is getting drunk will display physical signs such as slurred speech, laughing a lot, stumbling and forgetfulness.

Staff members are expected to monitor and control customers' different stages of getting drunk. Each stage has its own risk level for violence breaking out.

Staff should be firm and in control at all times, bad language should not be tolerated at anytime.

All staff has the power to refuse service and no member of staff should override a decision to refuse service made by another member staff. The law states that no drunken person should be served with alcohol.

Prevention is best achieved with good monitoring and anticipation with quick intervention.

Monitoring

All staff members are expected to monitor what is going on in the premises at all times.

Good monitoring is achieved by being alert as to what customers are doing including what they are talking about, how much they have had to drink and where they are in the premises.

A good way of monitoring is to get out from behind the bar walking around the premises collecting empty glasses and bottles as you go. You will be removing potential weapons whilst have the opportunity to monitor what is happening in areas not visible from behind the bar.

Team work is essential always share information with other members of staff especially at shift handovers.

Think; look, listen, learn.

Look – watch what is going on in the premises and not just the immediate bar area.

Listen – bad language, raised voices and threats are obvious signs that trouble may be about to break out. Slurred speech, excessive laughing or singing can be other signs someone is advancing through the stages of getting drunk.

What you hear can often tell you far more than what you see.

Learn – Always share information with other members of staff, check the incident book and banned list. Always update other staff at a shift handover.

Prevention

Service should be refused for customers who are displaying signs of being drunk and people who arrive in a drunken sate should not be served. Pre-loading or drinking heavily at home before visiting the pub is becoming an

increasing problem. You will have no way of telling which stage a person who arrives drunk has reached.

Anyone who appears to be under the age of 25 should be asked for ID and checks made. Blind selling is not allowed.

Early intervention is key to prevention if you see or hear something going on that could lead to a violent situation then you should try to stop it as soon as possible.

Be firm but not rude and take the offender to one side and explain your concerns to them and what you expect them to do or stop doing as the case may be. If they will not cooperate then you should ask them to leave.

By taking them to one side you prevent them from playing to a crowd and give them a chance to calm down without losing face. If they refuse to follow you to a quieter area then simply but politely ask them to drink up and leave – without explanation – then walk away to a quiet area they may be inclined to follow you. You can then explain why they are being asked to leave.

Inform other members of staff and your manager at the earliest possible moment of what is happening and what you intend to do. All staff should support each other.

If the customer becomes aggressive or verbally abusive then back away to a point of safety and summon help from either other members of staff or the police; always dial 999.

Never be afraid to call the police. It is an arrestable offence for a member of the public to remain on licensed premises once they have asked to leave.

If called the police will normally require that you to ask the person or persons in question to leave up to three times in front of them. If they still refuse to leave then they will normally arrest them a remove them from the premises. It is up to the police as to what, if anything, they charge them with.

So called horseplay can quickly lead to violent confrontations and should be stopped the people fooling around might think it to be funny the people around them may not.

Foul language should not be tolerated offenders should be ask to refrain from using it in the instance, and then if they do not stop using it, they should be asked to leave.

Raised voices and shouting (especially in arguments) is not allowed and offenders should be warned not to do it. If they continue to do so they should be asked to leave.

Parents should be made to keep their children under control and away from the bar area and fruit machines. Unruly children and their parents should be asked to leave.

All areas of the premises should be kept clean and tidy at all times – surprising as it may sound it has been found that dirty unkempt premises have higher incidences of violence then clean well maintained ones!

Extra care should be taken at certain moments in a shift.

Closing time

Once time has been called no customer should receive another drink all service should be refused unless the request is for tap water which should be freely given.

If you are being pestered for extra drinks then come out from behind the bar and start clearing the tables etc.

Always encourage strangers to leave before locals or known customers. Try to avoid being alone in the bar with just strangers at closing time.

Always check the toilets and other obscure areas once you think the premises are empty.

When refusing service

From time to time you will have to refuse service to a customer and ask them to leave this can be a variety of reasons. These situations can lead to violent incidences and extra care should be taken whilst carrying them out.

If other staff members are working pre-warn them of what you are about to do they should then be on hand to support you.

When asking a customer to leave always do so in a polite but firm manner, avoid raising your voice or showing signs of aggression and if possible away from as many customers as possible. Once you have asked them to leave back away from them for a short while avoiding further confrontation. If need be remind them to leave after a couple of minutes. Standing over a customer whilst waiting for them to leave can provoke a violent reaction.

Sporting events

When live sporting events such as football are being shown in the premises there is a heightened risk of violent incidents occurring. Team loyalty can invoke high emotions that are not normally displayed by customers; pack mentality can increase the risk as well.

Experience shows that the risk is at its highest immediately after the game has finished. Emotions are at their highest, there is no game to distract potential trouble makers and the winning team's supporters are more likely to try and provoke a reaction by mocking the losing team's fans.

Private Parties

The stages of getting drunk has shown you that the main stage that just precedes the stage at which violence is more likely is a state of happiness. Private parties are normally happy occasions therefore party goers are likely to reach the happy state more quickly.

Slow services at parties can be a big cause trouble at parties your manager may put on extra staff for such events. There is always a risk that an impromptu party's turn up during your shift if this happens, you should contact your manager as soon as possible.

When checking ID

When you are checking the ID of someone you think may be underage be mindful that the chances are that if the person you are asking for ID will not be the only person to be underage if they fail the ID check. This means they will

be with others and they may object to being ID and the risk of verbal abuse that will be directed at you will rise.

When asking for ID always be polite and if possible inject a bit of humour in the pre-ID conversation, whilst still fully checking the ID – this part is no laughing matter.

Recording Incidents

The Alderman has an incident records book which is kept behind the bar. In this book staff should record all incidents that involved violence, verbal abuse, service refusal, ID checks (whether they are passed or failed), drunkenness or assaults by customers or indeed staff.

The incident book is a vital reference sauce for all members of staff and should be checked by all staff at the start of their shift. All staff has a duty to maintain this book and record every incident they are involved in.

Making a record in the incident book

Every record should be dated and timed – this may assist the police in obtaining CCTV records of the incident particularly if they need to ask other CCTV operators for their recordings.

You should also record your name and the names of any other staff members that were on duty and witnessed the incident taking place.

The names of the offenders (if known) and description of what they looked like and what they were wearing at the time – make a special note of what they were wearing on their feet; they may change clothing in a bid to escape the police but they will rarely change what they have on their feet.

Detail what happened in the incident including the names of any other customers involved and the details of any police officers that attended. Take names and telephone numbers of any potential witnesses.

Leave room in the record for any updates.

You should always record any "service refusals" and "ID checks" that you make in the incident book.

What to do if violence breaks out.

Raise the alarm – inform other staff members and call the police.

Direct customers not involved to a place of safety.

Keep yourselves and colleague at a safe distance from the incident.

Verbally try to stop the incident – do not physically intervene.

Make observations and record them as soon as possible.

Stop service – close the bar until your manager gives the all clear to re-open.

Clear glasses and bottles both full and empty one from the immediate vicinity of the incident providing it is safe to do so.

Personal safety

The Alderman does not expect any member of staff to physically intervene in any violent incident involving other members of staff or customers.

Should you be the victim of an attack involving violence then you have the right to defend yourself using force. The force you use should be reasonable in the eyes of the law.

Reasonable force generally allows you to go one level higher than the force used against you. It does not allow you to continue using force once the assailant has been overpowered you may only restrain them then. If you continue using force, hitting, kicking the assailant once they have become submissive or been overpowered then you run the risk of being charged with assault or worse yourself.

If you are a victim of an assault then escape should be your main aim and not overpowering the assailant. If they want to leave let them leave. Your safety is the primary concern.

Many assailants will make a grab for the throat of their victims. If this happens then it is vital that you keep your airway open. This is best achieved by you

dropping you chin to your chest and gritting you your teeth, these actions will tense the muscles in your neck and should keep you airway open until help arrives. Think – Chin and Grin.

Prosecution

The Alderman will always seek to prosecute anyone who commits any violent act on any staff member or customer. You are require to assist in the prosecution process if called upon to do so this will include providing a witness statement and if necessary attendance at court.

Banned People

The Alderman has a banning policy which means that any customer who commits a violent act on or verbally abuses members of staff or other customers are banned for life.

Details of who is banned can be obtained from your manager and no one who is banned should be allowed on the premises and certainly not served

The Alderman

DRUGS NOT TOLERATED HERE

Anyone found using or selling drugs will be reported to the police and banned from the premises.

PLEASE KEEP

QUIET

WHEN LEAVING

THESE PREMISES

KEEP THE VOLUME DOWN

TO AVOID DISTURBING

THE LOCAL RESIDENTS

ANYBODY WISHING TO COMPLAIN ABOUT THE NOISE PLEASE CALL 01708 346288

Admission

POLICY

THE MANAGEMENT

RESERVE THE RIGHT

TO REFUSE ADMISSION

DRUNKEN BEHAVIOUR

Drunken behaviour and the use of bad language will not be tolerated on these premises. Staff suspecting anyone to be drunk or causing offence will not be served and may be asked to leave!

THE ALDERMAN

DATE	NAME OF PERSON RESPONSIBLE TODAY	INCIDENT TYPE:- Accident/theft/Ejection/Calls from neighbours	TIME & DATE OF INCIDENT	BRIEF DESCRIPTION OF INCIDENT	ACTIONS TAKEN TO RESOLVE THE INCIDENT	POLICE CALLED? If yes give incident no	INCIDENT LOGGED BY

Platinum Security

Electronic Security Specialists

125 Albany Road
Hornchurch
Essex
RM12 4AQ

Tel : +44 (0) 1708 733264
+44 (0) 1708 744868

Fax : +44 (0) 1708 744868

www.platinumsec.co.uk
office@platinumsec.co.uk

Find us on Facebook

Anne Cubitt
The Alderman Public House
46 Chipperham Road
Harold Hill
Essex
RM3 8HX

Our Ref: aldermanconfirmation

Site Ref: Alderman Public House

07/04/2014

Re: Confirmation of the Digital CCTV System installed within the Alderman Pub RM3 8HX

Dear Anne,

I am sorry to hear about the closure of your Public House. As requested please find below a more in depth description of the Digital CCTV System installed within the Alderman Public House.

Reference to the DVR
The Digital CCTV Video Recorder (DVR) installed on the 25.08.2009 within the Alderman Public House was a GeoVision EXPRO GV800 8 Channel System running on Windows 2007 Pro with a Seagate 1Tbyte storage capacity to give 31 days recording. It was manufactured on the 17th of August 2009 Serial No. 0000004017. The recording compression is MPEG at 100fps across all 8 CCTV Cameras, i.e. 12.5 frames per second per CCTV Camera. One retrieved, the CCTV footage can be played back on any PC by clicking on the Playback Log Icon automatically burned to the DVD Disc with the footage. This footage is watermarked also. Obviously if 240V AC Mains is removed, the DVR will not operate, as is the case with all DVR's or electrical equipment, otherwise the User is restricted from simply turning off the recording capability.

LCD Monitor
A 19" HANSSG LCD Monitor was installed adjacent to the DVR for the purpose of viewing live and previously recorded images.

Reference to the Lockable Dual Fan Cooled CCTV DVR Cabinet
The DVR was installed within a Lockable Dual Fan Cooled CCTV DVR Cabinet to restrict access to authorised personnel and training was given on the procedure to retrieve previous recordings.

Reference to the Dome type Infra-red CCTV Cameras
We installed 8 CP Dome Infra-red CCTV Cameras within the premises, 4 internally and 4 externally as per our site survey on the 05.06.2009. Each Camera was a Day Night Vision Infra-red Vandal Resistant Dome type CCTV Camera with a 520TVL High Resolution 3.6mm Lens.

Reference to the Dantech 8 channel 5Amp Camera PSU
A Dantech 8 channel 5Amp PSU was installed supplying 8 x 500mA to each CCTV Camera connected. Obviously if 240V AC Mains is removed, the PSU will not operate, as is the case with all PSU's or electrical equipment.

Continued.

Data Protection Kit
We provided you with a Data Protection Kit which contained an Incident Log book, Blank DVD's, Labels and a CD Marker Pen. CCTV Signage bearing our company name and who to contact in the event of an inquiry is also clearly printed.

Cable
The Cabling installed within the premises was RG59 & Pecan Video and Power Cables as standard.

Annual Maintenance Agreement
We currently maintain the Digital CCTV System installed within the premises, of which the last Maintenance Visit was carried out on the 12.3.2014 Worksheet reference 02851, Engineer A Walker of Platinum Security Limited. The CCTV System was fully operational, recording as should with no faults.

The next Maintenance Visit is due in **September 2014** as carried out twice a year under the terms of our Service Agreement.

Should you need any further assistance please do not hesitate to contact myself or our company.

Yours sincerely

Darren Bowers
Director
Platinum Security
Electronic Security Specialists

BIIAB

AWARDING QUALIFICATIONS *for* LICENSED RETAIL

This is to certify that

JAMES CUBITT

has been awarded the

BIIAB Level 2
Award for Designated Premises Supervisors

Qualification Accreditation Number: 500/3634/8

Date Achieved: 14 April 2014
Number: 1002519068

Ofqual

Tim Hulme
Chief Executive

Llywodraeth Cymru
Welsh Government

BIIAB
AWARDING QUALIFICATIONS *for* LICENSED RETAIL

cea
Rewarding Learning

BIIAB

AWARDING QUALIFICATIONS *for* LICENSED RETAIL

This is to certify that

ANNE CUBITT

has been awarded the

BIIAB Level 2
Award for Designated Premises Supervisors

Qualification Accreditation Number: 500/3634/8

Date Achieved: 14 April 2014
Number: 1003302625

Ofqual

Tim Hulme
Chief Executive

Llywodraeth Cymru
Welsh Government

BIIAB
AWARDING QUALIFICATIONS *for* LICENSED RETAIL

cea
Rewarding Learning

BIIAB

AWARDING QUALIFICATIONS *for* LICENSED RETAIL

This is to certify that

LOUISE FOWLER

has been awarded the

BIIAB Level 2
Award for Designated Premises Supervisors

Qualification Accreditation Number: 500/3634/8

Date Achieved: 14 April 2014
Number: 1003289660

Ofqual

Tim Hulme
Chief Executive

Llywodraeth Cymru
Welsh Government

BIIAB
AWARDING QUALIFICATIONS *for* LICENSED RETAIL

cea
Rewarding Learning

BIIAB

AWARDING QUALIFICATIONS *for* LICENSED RETAIL

This is to certify that

KIRSTY LEWIS

has been awarded the

BIIAB Level 2
Award for Designated Premises Supervisors

Qualification Accreditation Number: 500/3634/8

Date Achieved: 14 April 2014
Number: 1003289659

Ofqual

Tim Hulme
Chief Executive

Llywodraeth Cymru
Welsh Government

BIIAB
AWARDING QUALIFICATIONS *for* LICENSED RETAIL

cea
Rewarding Learning

Licensing.

G. Pearce
110 Chippenham Rd
Harold Hill
Rm3 8HR

13-4-14

Dear Sir/Madam

I have worked at the Alderman on and off for 16 years. I was serving people that I have seen growing up. I have never seen any violence in that time. The majority of our customers have used the pub for years, we all look out for each like a sort of family. I have worked behind bars and in pubs for 39 years and I can honestly say that the Alderman is quite unique. The people involved in that nasty and disgusting incident were not regulars, and they have spoilt it for everyone. I really miss it.

Yours Sincerely.

G. Pearce

DOB
6·11·71

D·SAXON
74 CHATTERIS AVE
HAROLD HILL
ROMFORD
ESSX· RM3 8

My Dad took me for a pint in the Alderman on my 18th birthday in 1989. I have used the Alderman on a regular basis since then + I have never regarded it as a violent pub but quite the opposite. They are mainly old boys in there. Its always been that way. Barely any strangers go in there, everyone knows everyone. I have never noticed the 2 blokes that started in there before + nor has my mates in there either. Its disgusting what they have done, + punishment should be for them, but innocent

friends have been made to suffer because of there nasty incident.
I often take my son with me + will continue to do so when/if the pub re-opens, as I know this was a rare incident + not from the locals.
Closing it down would probably be the worst thing that could happen for many people so I urge you to reconsider the closure

Sincerely

D. Saxon

D. Saxon

MISS RITA DAVIS
21, MAREBELL WAY
HAROLD HILL
ROMFORD ESSEX
RM3 8AS
01708 534418

Dear Sir/Madam

I have been drinking in the Alderman pub for the last 20 years I pop in most days and evenings and I have always found it a pleasure to drink in. My daughter Kirsty Lewis has been working there a while now and is very happy in her job. Kirsty's never felt threatened and neither have I. I heard there was a fight in the pub on the 31st March and I was shocked as this sort of thing rarely happens I don't no the person in question he's not a regular in the Alderman and im appalled that every one has had to suffer because of it. All the regulars are at a loss especially the old folk that drink in pub for the company that have been coming in for years its so sad as they now have nowhere to go. For the sake of all of us please keep the pub open
please dont let everyone suffer because of one person

Yours Sincerely
RITA DAVIS

I support the Application of The Alderman Public House

RECEIVE

LICENSING ACT 2003

REPRESENTATION FORM FROM INTERESTED PARTIES

This representation is made by an Interested Party of the premises to be licensed as detailed below:

Your name/organisation name/name of body you represent	MARTIN MATTHIAS
Organisation name/name of body you represent	CUSTOMER
Postal address	24 Mill Lane Chadwell Heath Romford RM6 6TU
Email address	
Daytime contact telephone number	07890 748167

Name of the premises you are making a representation about	The Alderman
Address of the premises you are making a representation about	Chippenham Road, Harold Hill, Romford, Essex, RM3 8HX

Your representation must relate to one of the four Licensing Objectives (see note 4)

LICENSING OBJECTIVE	Yes or No	Please detail the evidence supporting your representation or the reason for your representation. Please use separate sheets if necessary
Prevention of crime and disorder		I have been going this Pub for more years than I can remember, I no longer live in the area but still drink here because I love the people, and staff.
Public safety		I have never seen any Red Tubes in The Bar I use
Prevention of public nuisance		The pub always make new customers, welcome.
Protection of children from		

harm		
Please suggest any conditions that you think could be added to the licence to remedy your representations or other suggestions you would like the Licensing Sub Committee to take into account		

SIGNED:

DATED: 15 4 2014

NOTES

1. If you do make a valid representation you will be invited to attend a meeting of the Licensing sub Committee and any subsequent appeal proceeding. If you do **not** attend, the Committee will consider any representations that you have made.

2. This form must be returned within the Statutory Period, which is 28 days from the date the notice was displayed on the premises or the date specified in the Public Notice in the newspaper.

3. They can only relate to the four licensing objectives:

    1. Prevention of crime and disorder
    2. Public safety.
    3. Prevention of public nuisance
    4. Protection of children from harm

4. Your representation will be passed to the applicant, to allow them the opportunity of addressing your concerns. Your representations will be published in the report available to the Licensing Committee, which will be publicly available.

5. Please return this form when completed to:

    Licensing Team
    c/o Town Hall
    Main Road
    Romford
    RM1 3BD

I support the Application of The Alderman Public House

LICENSING ACT 2003

REPRESENTATION FORM FROM INTERESTED PARTIES

This representation is made by an Interested Party of the premises to be licensed as detailed below:

Your name/organisation name/name of body you represent	Alex Osborn
Organisation name/name of body you represent	
Postal address	11 STROUD HOUSE HAROLD HILL ROMFORD
Email address	
Daytime contact telephone number	07852916869

Name of the premises you are making a representation about	The Alderman
Address of the premises you are making a representation about	Chippenham Road, Harold Hill, Romford, Essex, RM3 8HX

Your representation must relate to one of the four Licensing Objectives (see note 4)

LICENSING OBJECTIVE	Yes or No	Please detail the evidence supporting your representation or the reason for your representation. Please use separate sheets if necessary
Prevention of crime and disorder		I go the Alderman a few times a week + take my son. I have never been worried for my son safety or mine. We all look out for each other.
Public safety		
Prevention of public nuisance		
Protection of children from		

harm		
Please suggest any conditions that you think could be added to the licence to remedy your representations or other suggestions you would like the Licensing Sub Committee to take into account		I have always been told that children have to leave by 7pm + have always done so.

SIGNED: A.G. Osborne

DATED: 12/4/14

NOTES

1. If you do make a valid representation you will be invited to attend a meeting of the Licensing sub Committee and any subsequent appeal proceeding. If you do **not** attend, the Committee will consider any representations that you have made.

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   2. Public safety.
   3. Prevention of public nuisance
   4. Protection of children from harm

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   Licensing Team
   c/o Town Hall
   Main Road
   Romford
   RM1 3BD

I support the Application of The Alderman Public House

LICENSING ACT 2003

REPRESENTATION FORM FROM INTERESTED PARTIES

This representation is made by an Interested Party of the premises to be licensed as detailed below:

Your name/organisation name/name of body you represent	MICHAEL BURFORD
Organisation name/name of body you represent	
Postal address	83 RETFORD RD HAROLD HILL RM3 9ND
Email address	
Daytime contact telephone number	

Name of the premises you are making a representation about	The Alderman
Address of the premises you are making a representation about	Chippenham Road, Harold Hill, Romford, Essex, RM3 8HX

Your representation must relate to one of the four Licensing Objectives (see note 4)

LICENSING OBJECTIVE	Yes or No	**Please detail the evidence supporting your representation or the reason for your representation. Please use separate sheets if necessary**
Prevention of crime and disorder		I HAVE BEEN A REGULAR IN THIS FOR 40 ODD YEARS I COME IN MOST DAYS I AM 61 YEARS OLD I CAN HONESTLY SAY IT IS MY SECOND HOME P.T.O.
Public safety		
Prevention of public nuisance		
Protection of children from		

PREVTION OF CRIME & DISORDER	I HAVE NEVER ONCE WITNESSED ANYTHING LIKE WHAT HAPPEND ON MONDAY 31 MARCH THESE PEOPLE ARE NOT REGULAR CUSTOMERS AND WE DONT WANT THEM IN OUR PUB. MY FAMERLY ALSO COME IN AND I WOLD NOT BRING THEM IN IF I THOUGHT THEY WOULD COME TO HARM

harm		
Please suggest any conditions that you think could be added to the licence to remedy your representations or other suggestions you would like the Licensing Sub Committee to take into account		IT IS A COMMUNITY PUB WHERE EVERY BODY KNOWS EACH OTHER A FAMERLY PUB. EVERYBODY LOOKS OUT FOR EACH OTHER AND THE BAR STAFF ARE WONDERFUL & ALWAYS MAKE YOU WELCOME P.T.O.

SIGNED:

DATED: 11-4-14

NOTES

1. If you do make a valid representation you will be invited to attend a meeting of the Licensing sub Committee and any subsequent appeal proceeding. If you do **not** attend, the Committee will consider any representations that you have made.

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   2. Public safety.
   3. Prevention of public nuisance
   4. Protection of children from harm

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5. Please return this form when completed to:

   Licensing Team
   c/o Town Hall
   Main Road
   Romford
   RM1 3BD

JIM TAKES INTREST AND THE GIRLS
BEHIND THE BAR BECAUSE
HE KNOWS THEY NEED THERE JOBS
AND A CHANGE WOULD CHANGE THE
RUNNING OF THIS GREAT PUPLIC HOUSE

I support the Application of The Alderman Public House

RECEIV

LICENSING ACT 2003

REPRESENTATION FORM FROM INTERESTED PARTIES

This representation is made by an Interested Party of the premises to be licensed as detailed below:

Your name/organisation name/name of body you represent	RAY RUGGLES
Organisation name/name of body you represent	16 PONTYPOOL WALK HAROLD HILL ROMFORD
Postal address	
Email address	—
Daytime contact telephone number	

Name of the premises you are making a representation about	The Alderman
Address of the premises you are making a representation about	Chippenham Road, Harold Hill, Romford, Essex, RM3 8HX

Your representation must relate to one of the four Licensing Objectives (see note 4)

LICENSING OBJECTIVE	Yes or No	Please detail the evidence supporting your representation or the reason for your representation. Please use separate sheets if necessary
Prevention of crime and disorder		I HAVE BEEN A REGULAR FOR 28 YEARS. I CAN HONESTLY SAY MYSELF NOW RETIRED THAT I WOULD MISS ALL MY MATE WHICH I'VE MADE FOR MANY YEARS.
Public safety		
Prevention of public nuisance		
Protection of children from		

harm		
Please suggest any conditions that you think could be added to the licence to remedy your representations or other suggestions you would like the Licensing Sub Committee to take into account		

SIGNED:

DATED:

NOTES

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    3. Prevention of public nuisance
    4. Protection of children from harm

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5. Please return this form when completed to:

    Licensing Team
    c/o Town Hall
    Main Road
    Romford
    RM1 3BD

I support the Application of The Alderman Public House

LICENSING ACT 2003

REPRESENTATION FORM FROM INTERESTED PARTIES

This representation is made by an Interested Party of the premises to be licensed as detailed below:

Your name/organisation name/name of body you represent	MRS LINDA FOWLER / MR TERRY HUCKSTEPP
Organisation name/name of body you represent	
Postal address	
Email address	
Daytime contact telephone number	

Name of the premises you are making a representation about	The Alderman
Address of the premises you are making a representation about	Chippenham Road, Harold Hill, Romford, Essex, RM3 8HX

Your representation must relate to one of the four Licensing Objectives (see note 4)

LICENSING OBJECTIVE	Yes or No	Please detail the evidence supporting your representation or the reason for your representation. Please use separate sheets if necessary
Prevention of crime and disorder		We have been customers of this pub for many years, and I can honestly say that we have never encountered any trouble. On the very few occasions it has arisen it has never been caused by the regulars
Public safety		In fact it is one of the few pubs where you can sit in comfort without fear of trouble. Fund raising for different causes is amazing for such a small pub. There has been many occasions
Prevention of public nuisance		where people who have just moved to the area, have said what a nice friendly place it is regardless of race and religion. So I hope for many reasons you decide to keep it open
Protection of children from		

harm		
Please suggest any conditions that you think could be added to the licence to remedy your representations or other suggestions you would like the Licensing Sub Committee to take into account		

SIGNED:

DATED:

NOTES

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    3. Prevention of public nuisance
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5. Please return this form when completed to:

    Licensing Team
    c/o Town Hall
    Main Road
    Romford
    RM1 3BD

I support the Application of The Alderman Public House

LICENSING ACT 2003

REPRESENTATION FORM FROM INTERESTED PARTIES

This representation is made by an Interested Party of the premises to be licensed as detailed below:

Your name/organisation name/name of body you represent	Kay Lewis
Organisation name/name of body you represent	
Postal address	Brentwood Essex CM15 9PL
Email address	Kay.Donovan@Sky.com
Daytime contact telephone number	

Name of the premises you are making a representation about	The Alderman
Address of the premises you are making a representation about	Chippenham Road, Harold Hill, Romford, Essex, RM3 8HX

Your representation must relate to one of the four Licensing Objectives (see note 4)

LICENSING OBJECTIVE	Yes or No	Please detail the evidence supporting your representation or the reason for your representation. Please use separate sheets if necessary
Prevention of crime and disorder		I have been a regular at this pub for many years and the atmosphere gets better and better due to old and new faces it almost would not take my children in this pub if they were likely to come to harm.
Public safety		
Prevention of public nuisance		
Protection of children from		

harm		
Please suggest any conditions that you think could be added to the licence to remedy your representations or other suggestions you would like the Licensing Sub Committee to take into account		the aldermen is very much a Community pub i would hate to see it go to waste due to a few silly individuals that are not even Regular i would not change the way this pub is Run in any way

SIGNED:

DATED: 11/4/14

NOTES

1. If you do make a valid representation you will be invited to attend a meeting of the Licensing sub Committee and any subsequent appeal proceeding. If you do **not** attend, the Committee will consider any representations that you have made.

2. This form must be returned within the Statutory Period, which is 28 days from the date the notice was displayed on the premises or the date specified in the Public Notice in the newspaper.

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5. Please return this form when completed to:

   Licensing Team
   c/o Town Hall
   Main Road
   Romford
   RM1 3BD

Ive been a regular at the Alderman for 20+years like a lot of my friends that drink there. Everybody knows everybody and i have no clue to who they are that had that fight on Monday. No one that i know drinks in the pub would do that we all get on great, even the younger ones join in with the banter. Some of us have had or are going through a time when we need our friends around to listen, to make you smile or even forget your troubles for a while. The Alderman is an important part of all our lives to us its the best pub so please keep it open.

Ray the Rat

I first drank in the Alderman in the 1980s having a family and working hard to provide for them my visits there stopped for 20years or so, but 3years ago i lost my beloved wife to cancer. Of course my family rallied round at first, but they have there own life to carry on with. I started to feel the loneliness and was down in the dumps so a mate of mine took me took the Alderman for a pint to cheer me up, and im so glad he did. I saw friends i havent seen in years and also made a lot of knew friends aswel. I havent looked backed since, i visit sometimes 4 or maybe more times a week, and have always felt that no one would cause harm in there as we all know each other. Closing this pub down would be devestating please re-open it

thanks

Micky Don M Donnon

Been drinking in the Alderman since the 70s like a lot of my mates there. Most of them if not all are good people with hearts of gold and a great sense of humour. The girls (barmaids) are sharp and joke with us all, always smiling and pleased to see us. Ive known Boo (barmaid) since she was born as me and her Dad grew up together. Kirsty and Jodie aswel brilliant always concerned i get home safe. The normal lads that come in the pub are not nasty or violent like them idiots on monday. In all my years drinking in the pub nothing like this has ever happened before. We all have a great time sometimes a bit of a jolly up but nothing bad. Please dont shut because of 2 stupid idiots that never come in our pub.

Gordon Sawyer

Ive been drinking in the Alderman for more than 20years because there is always a friendly face in there. The laughs we have aswel well as some tears we have shared we always pull together. After recently losing my wife the girls (staff) and my friends have supported me even helping with funeral after do. Even the lads in the other bar came to pay respects. Them other lads that had a fight on monday ive never seen and dont want to either. They have ruined lives not only us customers but the girls have been working hard to get things right there, please dont let it be for nothing, they are a good team and on the ball unlike others in the past. I always feel safe and have never felt threatened there, i love this pub its more like family than friends.

Thank you

Northern Alan

Ive been a regular at the Alderman for 2years and out of all the pubs ive drank in over the years its the only one ive ever felt comfortable and welcome in. Most days i go there, sometimes not even to have a beer but just because its great little pub with real people. Ive made some really good friends in there and ive never seen anything unruly going on in there. Even my boys pop in there with me at weekends and if there was bad behaved people in there i would take them. Ive always thought it was such a friendly pub, nothing like the picture painted of it.

Big Trev

I first did a shift at the Alderman 14years ago and knew i wanted to work there long term, so from 4years ago i started doing regular shifts every week. My Mum has worked there since 1982 and my Dad was a regular there so ive grown up around the pub and the people. When Dad died in 1995 it was heartbreaking especially for Mum. If it wasnt for the kindness and support of our friends at the pub things would have been a lot harder to deal with. They all rallied round together and organised his wake and would not take a penny from her as they had all pitched in together. Friends like them are hard to come by, but we are fortunate to have them drink in our pub. Its not just for my Mum these kind gestures are made but for all of us that need support in times of trouble. Most of our regulars are 55+years and a few recent widowers that come to the pub for companionship. Sometimes they have a sing song but thats as rowdy as it gets and it brightens there day. They are certainly not violent and aggressive and even the younger regulars are nothing like that either.

The horrific incident that happened on 31st March was between 2 men that are most definitely not our regular customers, 1 of them ive only seen in here once about a month or so ago. The few incidents that have happened over the years in our pub or outside it have always been amongst strangers that dont use our pub on a regular basis. Its very frustrating and upsetting to hear bad things about the place and people i have grown up around. If it was such a bad pub i would not take my children there let alone work there.

If you only knew the genuine, kind, funny poeple in our pub you would realise what a mistake closing it down would be. Its a pub like no other, full of laughter and banter, closing us would be like tearing a family apart heartbreaking. I could go on and on about the good things we do but the list would go on forever. I hope and pray you keep the Alderman open as life without it would seem pointless

Thank you

Boo (Louise Fowler)

04.12.1991

Hi Im a young lad only been going to the alderman for about two years not really a drinker I love a game of pool but whilst going to the alderman pub I've met some life-long freinds and some very genuine people when at the pub I feel I have about 5 diffrent grandads I get along so well with all the old boys and ladies we all have a right old crack as good freinds do. It might not be the greatest looking pub but its there life there local even mine and I really dont think its fair that certain individuals ruin it for everyone else and certainly do not agree in its closure and for it to be closed for good. Many young lads my age on drugs and like fighting but I come to the pub to get away from all that.

It will be a big shame for this pub to close as for all the old boys who dont have no family, This pub is there family.

ryan gabriel

R. Gabriel

THE ALDERMAN RHYME

I'LL START WITH OLD JOE
THE LOLLIPOP MAN
AND HIS MATE TREV WHO
MENDS OUR VAN
THERES MICKY NO TEETH
RAY THE RAT
MICKY DON AND BOB THE HAT
WHO ARGUE ALL DAY ABOUT THIS AND THAT

ANOTHER MATE NOW HE'S BIG TREVOR
WHO ALWAYS WEARS SHORTS
IN ANY WEATHER
ANOTHER FRIEND CALLED IRISH FIN
BETS EVERY DAY
BUT NEVER WINS

OUR GIRLS ARE BOO, JODIE AND KIRSTY
JUST TO LOOK AT THEM
AND YOU GET THIRSTY
ANOTHER ONE GILL WHO LOVES ANIMALS
ACCORDING TO HER WE ARE ALL CANNIBALS

ANOTHER ONES DAVE
EVRY SATURDAY AT TEN
GOES HOME FOR A WEEK
THEN BACK AGAIN
MART THE VALET
BOB THE RABBIT
THEY COME IN JUST OUT OF HABBIT

THERE'S GORDON, BART AND HE'S SON JOHN
WHO LUV TO DANCE + SING A SONG
TO LOOK AT THEM YOU WOULDNT THINK THERE ABLE
BUT YOU SHOULD SEE THEM DANCE ON A TABLE

THERE'S LIN AND TILER
AND JOHN THE BUS
NOW YOU KNOW JUST A FEW OF US

BY NOW YOU'LL THINK THIS IS BORING
AND I RECKON YOU MIGHT EVEN BE SNORING
BUT YOU SEE THIS LITTLE PUB
IS THE PLACE WE ALL LOVE

NO DRUG'S NO FIGHT'S
NOT EVEN A PILL
IN OUR LITTLE PUB ON HAROLD HILL

MACMILLAN NURSES
GREAT ORMOND STREET TO
WOULD MISS OUR MONEY
AND THE THINGS WE DO
SO I HOPE YOU TAKE NOTICE
OF THIS LITTLE RHYME
COS IF YOU SHUT THIS PUB
WOULD BE A CRIME

Terry TILER