

The Vestry
21-23 Southgate, Chichester, Sussex, P019 1ES

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Witness Statement

(CJ Act 1967, S.9 MC Act 1980, ss. 5A(3a) and 5B. MC Rules 1981, R.70)

Statement of: Nicholas Marshall

Age: **Over 18**

Occupation: Owner of The Vestry

This statement (consisting of [] 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 in it anything which I know to be false or do not believe to be true.

Dated: **19 August 2015**

Signature:

1. My name is Nicholas Marshall and I live at the Richmond situated on Stockbridge Road, Chichester. I took over the running of the Richmond in January 2012.
2. Before running the Richmond I operated a premises in Yeovil, Somerset and had been in the licensed business since I was 18 years of age. I have significant experience in running both pubs and hotels (pubs with integral facilities for residents).
3. Mr Richard Yonwin helped me find the premises in Yeovil. Richard is a type of business angel who also is involved in matching licensed premises with prospective operators.
4. In late 2011 Richard advised that the Richmond premises was coming up in Chichester and wished to know whether I was interested in operating that premises also under a tenancy. I agreed and took over the premises in January 2012. In the early months 2012 I was running both the premises in Yeovil and also the Richmond and it became clear that I wished to concentrate my efforts on the Richmond. In April 2012 I left the the premises in Yeovil and gave the site back to Mr Yonwin.
5. The Richmond at that time however operated under a company called Yewtree Limited which had been created as a trading instrument for the premises in Yeovil.

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Document Ref : 2145158076

6. Yewtree Limited name was maintained by Richard Yonwin and I created a further company with the assistance of Richard Yonwin called Richmond Arms Chichester Limited to run the Richmond premises. The Richmond was a sub-let from Sussex Inns and the deal was brokered through Richard Yonwin with the Director of Sussex Inns, Mr Alan Frith. At that time the operation of the Richmond Arms was purely as a sub-let from Sussex Inns who owned the lease for the premises.
7. On 11 September 2012 I obtained a direct lease from the freeholder to the premises and operated as a standalone premises with no need to deal with Sussex Inns. The freeholder for the premises took the lease from Sussex Inns which clearly annoyed the Director, Alan Frith, however I was able to deal with the freeholder and obtain a direct lease from them.
8. The Richmond is a very successful wet led premises, it opens until midnight at the weekend and operates with door supervisors on Friday and Saturday. Initial issues relating to noise from the premises had been resolved immediately after being brought to my attention. Discussions with Sussex Police identified the potential need for door staff at the premises on a Friday and Saturday evening and as a result of their suggestions and recommendations door staff were employed on a regular basis on Friday and Saturday evenings to remove any potential for issues relating to access of persons in Chichester who were inebriated.
9. Recently I was approached again by Richard Yonwin who had provided assistance to me in the past and Richard advised that the operator of The Vestry wished to get out of its operation. Richard brokered meetings with Gill Brown and myself and a sale from Gill Brown was agreed. Gill relinquished her directorship of Sussex Inns and I was named as a director and, a Companies Act Instrument (J30) was signed on 14 July 2015 transferring the stock in the company, Sussex Inns Limited to myself, Nick Marshall.
10. Originally Gill Brown was going to stay on for a period of 6-8 weeks to assist in the transfer of the premises to me however she is now only involved in tying up loose ends and has no day-to-day authority in respect of The Vestry. I have asked for her

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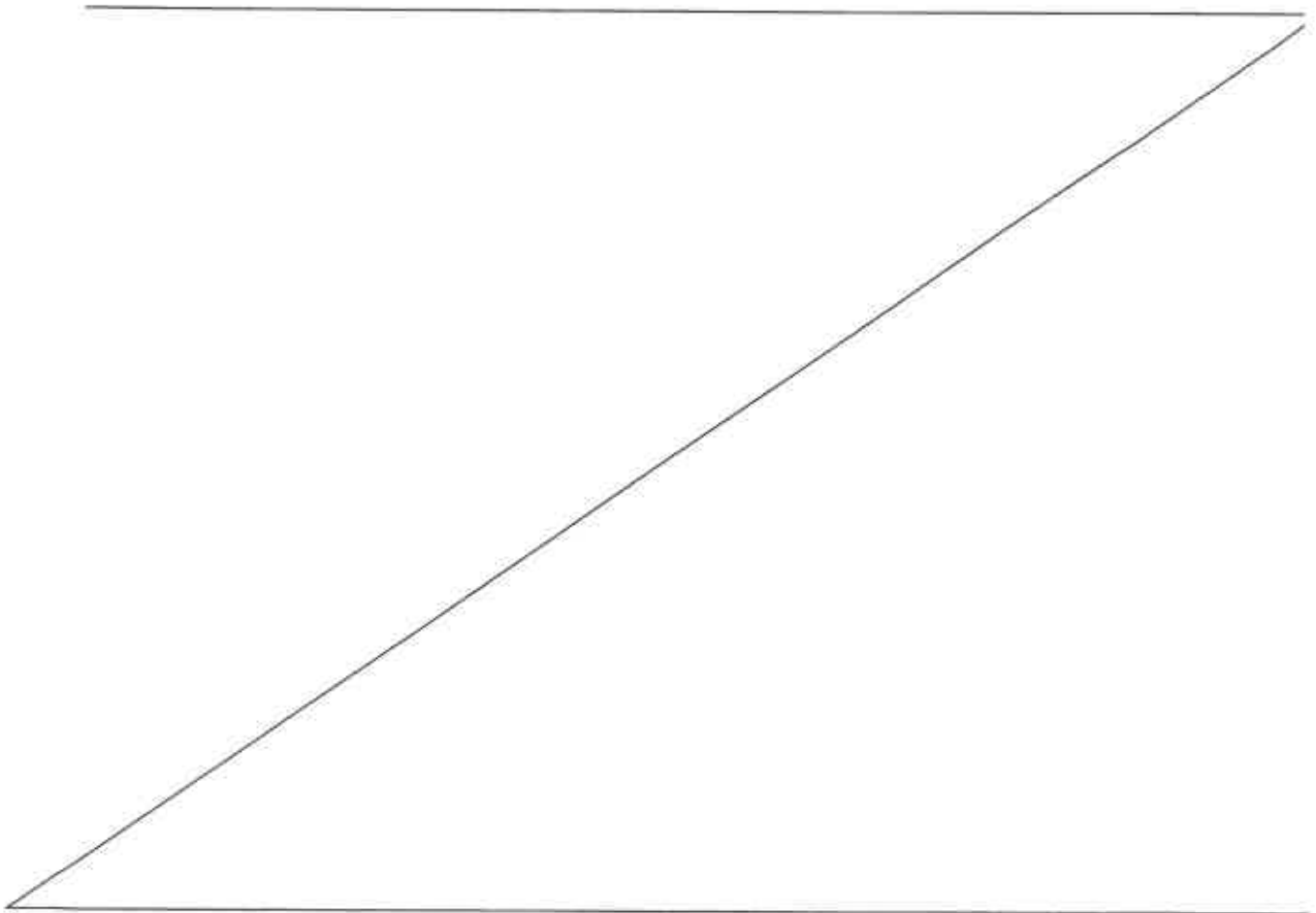
assistance on several occasions in respect of back office processes in particular in respect of the hotel which also operates within The Vestry.

11. Following the takeover of The Vestry I have revamped the training for all staff as I recognised immediately that there was a deficit in training records. I have changed the Challenge 21 Policy to a Challenge 25 Policy and have rewritten all of the training that staff receive and all staff have signed-off to say that they have received the training.
12. I have also engaged the services of Blayde Security to provide specific training in respect of conflict and conflict resolution and training took place at the premises on 18 August 2015 for all of the staff at The Vestry. Further training is scheduled by Blayde and the training content will include further training on Challenge 25 and also further training on recognition of conflict and conflict resolution.
13. I was aware of the Review by the Police during the negotiation period of the sale and purchase of the venue and am aware that one of the conditions that was requested by the Police was the operation of a scanner for ID for people entering into the premises on a Friday and Saturday evening. I have taken the necessary steps to have a scanner sourced and installed because I believe that a scanner is a very worthwhile instrument and assists significantly in being able to filter those persons who should not be in The Vestry.
14. I believe now that the premises has stabilised in terms of its operation and is operating reasonably efficiently. Further training will assist in ensuring that any ongoing issues are recognised by the staff and dealt with accordingly.
15. It is also my intention to extend the provision of the premises during the weekdays as well as the weekend and the previous Designated Premises Supervisor has accepted a role to work in the premises day-to-day.
16. Currently I have managers of both the Richmond and The Vestry who are responsible for the operational side of both premises however I do spend a large

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amount of time in both every day. I am currently concentrating on the night time (late night economy) on Fridays and Saturdays because that is where I believe the issues are currently.

17. I will continue to engage Blayde Security with respect to the provision of door teams for both premises and will also look to Blayde as an external training source when necessary.
18. I wish to continue to work in partnership with the Sussex Police and other responsible authorities; I have listened to the Police and changed the process at the Richmond and now at The Vestry as a result of comments and proposals that have been made by them. I would hope that the relationship that I have with Sussex Police would continue with the operation of The Vestry.
19. The contents of this statement are true to the best of my knowledge.



Signature:

Signature witnessed by

Witness Statement

(CJ Act 1967, S.9 MC Act 1980, ss. 5A(3a) and 5B. MC Rules 1981, R.70)

Statement of: Colin Williams

Age: **Over 18**

Occupation: Blayde Security

This statement (consisting of [] 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 in it anything which I know to be false or do not believe to be true.

Dated: *Aug 19* 2015

Signature:

1. My name is Colin Williams a former Commissioned Officer in the Infantry of the regular Army and reserve forces and I live in Hampshire. I have been involved in the security business since 1991 and have operated my own company since 1997 (Blayde Security).
2. Blayde Security is principally involved in issues that relate to the security industry and Blayde Security was instrumental in setting up the programme for the SIA Registration Training Course which was adopted as a standard throughout the industry.
3. My co-director at Blayde is Mr Chris McFaul. Chris was 20 years in banking, 12 years as branch manager and director of the bank before joining Blayde Security in April 2010.
4. Blayde Security are responsible for the provision of door teams for amongst other licensed premises and offer a large portfolio of training for both security staff and members of the licensing team within licensed premises.
5. Blayde Security became involved with The Vestry approximately 18 months ago when we were asked by the then operator, Gill Brown if we could assist with the

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Document Ref: 2145157609

provision of door teams for the premises as she was concerned about warnings that had been received from the Licensing Police in Sussex.

6. In early 2015 we attended a meeting with Sussex Police following concerns that had been raised by two members of the door team that had been provided for work at the Vestry premises. The two members of the door team were subsequently dismissed as Blayde Security will not tolerate any over-zealous behaviour in respect of security services provided to licensed premises. I do however have to take issue with a comment that is made in the bundle provided by the Police which states that:

"The door company also felt that the business model of the premises was to run the Vestry more like a nightclub and, in their opinion, therefore needed to be managed accordingly".

7. I can categorically state that at no point during the meeting of the 17 February 2015 was there any comment made by representatives of Blayde Security to the Police which would have suggested that the management of the premises was anything other than appropriate for its provision.
8. There may have been some discussion about an ID scanner provision at the premises however any further discussion about nightclubs or operating the Vestry as a nightclub was never mentioned.
9. Blayde Security has known Nick Marshall for approximately a year. Mr Marshall called Blayde Security in to assist with the provision of door teams at the Richmond. Following the installation of Blayde Security as the SIA registered door team we were invited by Mr Marshall to provide training for his bar personnel and staff in the premises. Mr Marshall listens to suggestions that are made by Blayde Security in respect of improvement of security and awareness by staff and takes the suggestions on board.

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10. As part of the initial discussions with Mr Marshall about The Vestry we suggested that an ID scanner would be useful and within two weeks Mr Marshall had requested the installation of same at the Vestry premises.

11. Mr Marshall also requested training to be done for all of the staff at the Vestry to further improve their knowledge in respect of issues such as conflict management, conflict resolution and how to deal with extreme conflict within the licensed area. Training was completed on 18 August 2015 for all of the Vestry staff and further members of staff employed in Mr Marshall's other premises Richmond. Training took place on conflict, conflict management, how to deal with extreme conflict and conflict resolution. Further training is scheduled to take place in respect of conflict management issues to take the training to the next level and also to be more aware of Challenge 25 and its implications not only with respect to proxy selling but also to recognise the various stages of inebriation. Further training on drug awareness is also planned however we are aware that there has never been an issue with drugs at the premises but Mr Marshall has requested that training be delivered in order that staff are vigilant in that area.

12. Mr Marshall has recognised that an ID scanner is very useful in respect of control of drunkenness and that it controls access to everyone who enters the premises. There is information contained within the scanner which relates to known binge drinkers within the community who can be refused entry. The ID scanner is an excellent tool also to engage with people coming through the front door of the premises. Each customer has to be talked through before they are allowed into the premises and customers who are already in a state of inebriation will be recognised. It has the effect of the control of access by binge drinkers and those who exhibit violent, rude or aggressive behaviour. In that respect Mr Marshall's approach to the ID scanner has been refreshing and it is a pleasure to work with a licensee who wishes to ensure that there is a safe and trouble free venue not only for his customers but also for his staff.

13. Without wishing to do the job of the Police I note that there are many occasions when the Police will stand on the other side of the road from The Vestry and watch crime being committed and fail to react to the situation and do nothing. It has appeared on

Signature: Signature witnessed by

certain occasions that the Police believe that any crime and disorder of public nuisance on the street on a Friday and Saturday evening is the responsibility of those who are operating the doors of the premises which are frequented by those people who are visiting the town.

14. I wish to continue to provide an excellent service for the licensed premises with which we do business in the city of Chichester. The importance of the night time economy in Chichester cannot be over emphasised. With the loss of the night club Thursdays there are a lot more people in the city centre in the evening and the closure of more licensed premises can only lead to more problem drinking on the street in the later evening.
15. I am looking forward to the opportunities that have been presented by Mr Marshall taking over the operation of the Vestry, I have no negative comment to make about the previous operator however and as operators we must look forward and not back.
16. I have had the opportunity of review some of the conditions that are requested by the Police and do not believe that it is either appropriate or necessary for the premises hours to be reduced to 22:30 on a Friday or a Saturday evening. I further do not believe that a suspension of the premises licence is warranted as Mr Nick Marshall has demonstrated that he can and does operate a premises that care for the individual customer.
17. I look forward to answering questions with respect to this statement if required so to do by the Licensing Sub-Committee and can confirm that this statement is true to the best of my ability.

Signature:..... Signature witnessed by

Witness Statement

(CJ Act 1967, S.9 MC Act 1980, ss. 5A(3a) and 5B. MC Rules 1981, R.70)

Statement of: Gill Brown

Age: **Over 18**

Occupation: Former Director of Sussex Inns Limited

This statement (consisting of [2] 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 in it anything which I know to be false or do not believe to be true.

Dated: 19th August 2015

Signature: 

1. My name is Gill Brown and until recently I was Director of the Company Sussex Inns Ltd which runs The Vestry, 21-23, Southgate, Chichester, PO19 1ES.
2. The Vestry operates as a hotel with 11 individually styled bedrooms, a bar and restaurant.
3. It has become obvious that there is concern from Sussex Police about the operation of the premises on Friday and Saturday evenings. The premises operate for the benefit of the younger people in Chichester on those evenings, providing live music or DJ's. Throughout every (Friday and Saturday) evening up to 500 customers are served – approximately 40,000 per annum. Many of them are regulars who clearly feel totally safe in the lively and welcoming atmosphere. The Vestry is the largest regular music venue in Chichester. If The Vestry is to be curtailed in the way in which licensing are suggesting where are these young people to go? They will migrate to the only alternative similar venues in Bognor and Portsmouth, taking business away from Chichester. This is a very small City and every effort needs to be made to encourage the night-time, as well as day-time economy and ensure that the young people of today, who will be the business entrepreneurs of tomorrow, are encouraged to remain in Chichester.

Signature: 

Signature witnessed by

Document Ref: 2145157996

4. I feel passionately that The Vestry has an important role to play in Chichester. To this end I have decided to relinquish any and all responsibility for the operation of the premises and am also aware that Donna Shepperson has stood down as Designated Premises Supervisor.
5. I have sold the business to Mr. Nick Marshall. I have chosen to do this in an effort to protect the employment of the 30 or so staff at the premises and ensure if possible that the young people continue to remain and enjoy the entertainment in Chichester over the week-ends.
6. If the police proposal were to be realised then The Vestry would close as it would no longer be a viable operation, relying as it does on trading fully every day of the week in order to meet the exceedingly high council business rates, rent and other associated costs.
7. I have heard from my solicitor that the police believe that Mr. Marshall and I have had a business tie-up for some time. I would categorically deny this assertion. A separate letter from Mr. Richard Yonwin of Sliced Bread Media and also a statement from Mr. Nick Marshall will confirm that Mr Nick Marshall was never involved with and has never previously had a business tie-up with Sussex Inns Ltd or myself.
8. I wish Nick every success with his new venture and hope that he is provided with the opportunity to demonstrate his management style with the operation of The Vestry – he has hither-to been most successful with the operation of The Richmond premises in Chichester.
9. The content of this statement is true to the best of my knowledge.

Signature:



Signature witnessed by



Change of Registered Office Address

Company Name: **SUSSEX INNS LIMITED**

Company Number: **07563947**



Received for filing in Electronic Format on the: **11/08/2015**

X4DK6BA0

New Address Details

New Address: **THE RICHMOND STOCKBRIDGE ROAD
CHICHESTER
WEST SUSSEX
ENGLAND
PO19 8DT**

Per

Please Note:

The change in the Registered Office does not take effect until the Registrar has registered this form. For 14 days, beginning with the date that a change of Registered Office is registered, a person may validly serve any documentation on the company at its previous Registered Office.

Authorisation

Authenticated

This form was authorised by one of the following:

Director, Secretary, Person Authorised, Liquidator, Administrator, Administrative Receiver, Receiver, Receiver Manager, Charity Commission Receiver and Manager, CIC Manager, Judicial Factor.



Change of Registered Office Address

Company Name: **SUSSEX INNS LIMITED**

Company Number: **07563947**



X4C6ROGR

Received for filing in Electronic Format on the: **22/07/2015**

New Address Details

New Address: **8 SOUTHAMPTON ROAD
RINGWOOD
HAMPSHIRE
ENGLAND
BH24 1HY**

Please Note:

The change in the Registered Office does not take effect until the Registrar has registered this form. For 14 days, beginning with the date that a change of Registered Office is registered, a person may validly serve any documentation on the company at its previous Registered Office.

Authorisation

Authenticated

This form was authorised by one of the following:

Director, Secretary, Person Authorised, Liquidator, Administrator, Administrative Receiver, Receiver, Receiver Manager, Charity Commission Receiver and Manager, CIC Manager, Judicial Factor.

STOCK
TRANSFER
FORM

J30

(Above this line for Registrars only)

Certificate lodged with the Registrar

Consideration Money £ 1 - 00

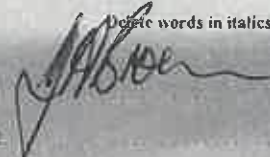
(For completion by the Registrar/Stock Exchange)

Full name of Undertaking	SUSSEX INNS LTD		07563947
Full description of Security	ORDINARY SHARES		
Number or amount of Shares, Stock or other security and in figures column only, number and denomination of units, if any.	Words	Figures	
	ONE HUNDRED	(100 units of 100)	
Name(s) of registered holder(s) should be given in full; the address should be given where there is only one holder. If the transfer is not made by the registered holder(s) insert also the name(s) and capacity (e.g. Executor(s)) of the person(s) making the transfer.	In the name(s) of	Account Designation (if any)	
	GILLIAN ANN BROWN		

I/We hereby transfer the above security out of the name(s) aforesaid to the person(s) named below or to the several persons named in Part 2 of Brokers Transfer Forms relating to the above security.

Stamp of Selling Broker(s) or, for transactions which are not stock exchange transactions, of Agent(s), if any, acting for the Transferor(s)

Delete words in italics except for stock exchange transactions.
Signature(s) of

1. 

2. _____

3. _____

4. _____

A body corporate should execute this transfer under its common seal or otherwise in accordance with applicable statutory requirements

Date 14.07.15.

Nicholas C. Marshall

Account Designation (if any)

I/We request that such entries be made in the register as are necessary to give effect to this transfer

Stamp of Buying Broker(s) (if any)	Stamp or name and address of person lodging this form (other than the Buying Broker(s))

Reference to the Registrar in this form means the registrar or registration agent of the undertaking, not the Registrar of Companies at Companies House

PLEASE SIGN HERE →

Please give full postal address(es) (including County or, if applicable, Postal District number) of the person(s) to whom the security is transferred.

Please state title, if any, or whether Mr, Mrs or Miss

Please complete in typewriting or in Block Capitals

Sliced Bread Media Ltd

8 Southampton Road
Ringwood
Hampshire BH24 1HY
07768 322 355
ryonwin@hotmail.com

10 August 2014

To Whom It May Concern

We act generally for clients in the formation and closures of companies and sole traders .
Our work provides general business consultancy and marketing .

Our offices are often used for clients who need a Registered office to separate same from trading addresses : this often being desirable for security and reception of statutory material .

We also hold a stock of pre-formed but dormant companies for clients who need to commence trading or diversify their growing businesses .

Two aspects currently arise which appear to be giving some confusion :

1. The sale of Sussex Inns Ltd : operators of the lease at a site known as The Vestry , Southgate in Chichester .
In July this year , this activity and the company was sold by Mrs Gillian Brown to Mr Nick Marshall who also operates the nearby Richmond on Stockbridge Road .

Our company assisted with this sale in its negotiation , agreement drafting and now the adjustments needed to statutory and public information .

We are managing :

- a. TM01 / AP01 for the termination and appointment of directors
- b. Registered office
- c. Share holders
- d. Examining the management structure across the activity at the site as to the wisdom of a group structure of limited companies .

Shareholding has been transferred via the J30 Stock Transfer Form : the public record will be updated at Annual return.

Directors have been changed

Registered office has been changed back to our offices whilst the new owner decides which office / location is best suited

A comprehensive , but confidential , Agreement for Sale has been concluded and Mrs Brown has withdrawn but , as is usual , remains for a short time for the purposes of hand over .

2. The existence of a company known as Sussex Inns Chichester Ltd.

This company was originally a stock company , formed and held by us pending a client's requirement : upon which the stock company is taken , sold to client and invariably undergoes a name change .

Mr Nick Marshall , in January 2011 was a client of ours and sought to trade a site in Yeovil Somerset known as The Yew Tree Inn .

The stock company formed as Hampton Reed Streatham Ltd was used for this purpose and the name changed. Nick Marshall was appointed a director 11 Jan 2011 .

However early in 2012 The site known as The Richmond in Chichester became available and we used our best efforts to sell this site to Mr Marshall who wanted a larger activity and along the south coast .

An alternative operator was found for The Yew Tree , one Lee Shepherd , and Nick Marshall withdrew 2 August 2012.

Lee Shepherd sought assistance with this marginal site and we as consultants and brokers attempted a linkage with Chichester .

However this merger never happened and Mr Shepherd instructed us to liquidate the company .. being dissolved 13 Sept 2014 .

Chichester ,despite a company name change ahead of a possible merger , actually played no part in this site nor the closure . Mr Marshall by 2014 was well positioned and totally remote at The Richmond .

We were asked by Mr Shepherd to step in for the liquidation and discussions with HMRC... RYonwin appointment to this end should be noted .

Richard Yonwin Consultant
Sliced Bread Media Ltd

General Business Consultants
Start Ups : Closures : Corporate Therapy

Sliced Bread Media Ltd Company Registered in England Number 8087884

Door Staff Briefing 30/07/15

- Ladies Day at goodwood, expect a lot of people to have been drinking for a long time.
- 3 door staff on, 1 must always remain on the door to ensure entrance security, make sure staff cumunicate well on the radios.
- Double up on bathroom checks as previous years show that drugs may be an issue on Ladies day

Door staff de-briefing 30/07/15

- Town as a whole not as busy as expected.
- Our acoustic live music seemed to bring a different crowd to the usual Ladies night custom.
- Drugs did not seem an issue compared to previous years

Door Staff Briefing 31/07/15

- Goodwood roundup, take into account people have been drinking all day and may be more intoxicated than usual when entering the premises.
- Large groups of males only should be observed with special attention.
- Surveillance area gone over with Nick Marshall to ensure new owner happy. All areas covered by door staff
- Issues brought up by door staff regarding confusion with entrance/exit area of premises being mixed with smokers. Nick Marshall will look at alternative solutions to this.

Door staff de-briefing 31/07/15

- Incidents on the night gone over. No major issues
-

Door Staff Briefing 01/08/15

- Busiest night of Goodwood expect lots of people about that have been drinking all day.
- Reminder that with Goodwood on customers may become vulnerable and that even if they are refused entry we have a duty of care to them.
- Reminder to utilize roaming SIA staff on for Goodwood weekend and/or city angels if required.

Door staff de-briefing 01/08/15

- Incidents on the night gone over. No major issues.
- A lot of rejections from the site on the night.
- Other sites on the ChiBAC radios had a lot of issues inside the premises that night. We had none. Well done to the team.

Door Staff Briefing 07/08/15

- Went through new barrier set up for smoking area, utilizing the small door to the left of the main doors to stop smokers intermixing with exit/entrance of premises
- It has been mentioned in ChiBAC that BWC's were not being used correctly by current door staff Nick Marshall brought up the issue that they must be used for all interactions which may lead to an incident
- Was brought up by doorstaff that BWC's would turn off after a short time but the red light stayed on... Nick Marshall to ask in ChiBac meeting
- Live Music tonight so stations for door staff inside the venue have been moved accordingly
- Introduction of a dedicated member of staff on the front door, their job is to promote us early on and then to look out for potentially vulnerable customers, make sure people stay hydrated and ensure taxis etc are available

Door staff de-briefing 07/08/15

- Door staff have attempted to use BWC's more effectively on the night but screen still turns off
- One notable incident, Doorstaff rejected a group of males as one was intoxicated, male then got verbally aggressive towards door staff and threw coins at him. Door staff did not react and still refused entry, CCTV was alerted. Police passing by spoke to the rejected males friends but did not make any effort to intervene door staff as male continued to display aggressive behavior. Group left after approx. 10 mins.
- Feedback from doorstaff shows new barrier set up for smoking area works better and allows better control of the entrance/exit

Door Staff Briefing 08/08/15

- Repeated new barrier set up.
- Repeated introduction of member of staff out the front and their responsibilities including that to make sure people get home safe and spot potentially vulnerable people.

Door staff de-briefing 08/08/15

- Talks of a number of ejections that night, reasoning may be due to the Chilli Festival but unfortunately people didn't seem intoxicated on the way in. Steps taken include the stopping of letting people in earlier than usual.
- BWC's are still turning off a little early... We're not sure why Nick Marshall will find out from Tessa in ChiBAC on Tuesday

Door Staff Briefing 14/08/15

- Door staff reminded of new barrier set up for smoking area used last week, now to be permanent.
- Introduction of the ID scanner on the door tonight and it's use for customers entering the premises after 8.30pm. This allows time for door staff to do their interior checks etc
- Advised on issues with the body worn cameras (BWC). Last week door staff reported the screen goes blank after a few seconds. Advised in Chibac meeting on Tuesday 11th August that this is normal and it still records while doing this. Also after feedback from ChiBAC last week, much better use of the devices. Door staff reminded to check the angle the camera is pointing at the start of the evening.

Door staff de-briefing 14/08/15

- Door staff reporting BWC kept displaying a card error and red light flashing during use rather than on continuously as they thought previous.
- Scanner was not working correctly and therefore not used on this night. ID's were checked more thoroughly as if we had one and queue was kept as if we'd had one to get used to it.
- Different barrier set up was used at the end of the night to minimize customers loitering on the road. Seemed to work so we'll try again tomorrow
- Volume wise, a very quiet Friday.

Door Staff Briefing 15/08/15

- Nick Marshall has not been able to determine what's wrong with the BWC so we won't be able to use it tonight.
- We're waiting on someone to come out for the license for the ID scanner it will get working tonight but until then we'll treat queuing etc as if it is there and working in order to get in the habit.
- New barrier set up, as yesterday, at the end of the night to minimize customers loitering on the road at exit time.

Door staff de-briefing 15/08/15

- Scanner got working by 10pm and picked up 1 person on the system who was banned from Astoria (Portsmouth) and therefore refused entry to The Vestry.
- Feedback from door staff was couple of groups seemed to leave the queue when they saw the scanner for whatever reason. Seems to be a denaturant.
- A couple of double entries flagged on the system. So training was given on how to bring up both the photos from the entry to ensure different people were not using the same ID. Will help minimize this.



Chapter Three Consulting Ltd is a company registered in England and Wales under registration 08248239.

Registered office 303 Goring Road, Worthing, BN12 4NX

VAT Number 150 021575

REPORT

From: Geoffrey P Cooper

Date: 15/08/2015

To: Mr Nick Walton (Poppleston Allen)

Ref: C3C Vestry Chichester

Introduction

1. I retired from the Metropolitan Police Service (MPS) at the rank of Sergeant after 30 years in December 2014. I received a certificate of exemplary Service from the Commissioner.
2. During my career I was commended on five occasions.
3. I served with Sussex Police for the first twenty years and served the remainder with the Metropolitan Police. I joined the Brighton Licensing Unit in 1996 and I was operationally involved in Police Licensing for the rest of my career serving at Hove and Shoreham, Worthing and then from 2006 as the Licensing Sergeant for the Metropolitan Police at Croydon until my retirement. I have a wide experience of licensing in rural, city and suburban areas and as a licensing practitioner I have detailed knowledge of the Licensing Act 2003, the Gambling Act 2005 and related legislation and their application in a wide variety of licensed premises.
4. I am a member of the Institute of Licensing (I.O.L.), an Affiliate of the British Institute of Innkeepers (B.I.I.) and a qualified Crime Prevention Officer (CILEx).
5. I am currently working as a consultant with Chapter Three Consulting Ltd and our aim is to provide support to all parties to the Licensing process.
6. I understand that I have a duty to provide an independent, expert assessment in this case and this report has been prepared in compliance with that duty. All matters relevant to the issues on which my expert evidence is given have been included in this report. I believe the facts I state in this report and the opinions I have expressed are correct to the best of my judgement. The fee for this report was paid in advance and is not conditional on the outcome of the case in any way whatsoever.

The Vestry, 21-23 Southgate Chichester PO19 1ES

1. The Premises Licence at The Vestry is currently subject to a review initiated by Sussex Police under the Licensing Act 2003.
2. I have been instructed by Poppleston Allen, on behalf of the Premises Licence Holder Sussex Inns Ltd. to visit the premises and carry out observations whilst the venue is busy at the weekend.
3. I was provided with the Review papers in advance and I have read and considered all the attached information and evidence. I have not had sight of the Premises Licence Holder's response.

The Premises and the Surrounding Area

1. The Vestry is located in Southgate Chichester, in the City Centre, south of the Chichester Cross.
2. The site is on the west side of the road and approximately 20 metres from the junction with the main A286 City ring road. This area has a number of other pubs, restaurants, take-aways and other licensed premises.
3. To the south is Chichester Railway and Bus Station and to the north is the main pedestrianized shopping area of the city.
4. The vestry has a double fronted site which, operates as an Hotel with several rooms above the main pub/restaurant area which occupies the ground floor incorporating the Hotel reception area, the main bar and various separate seating areas.

Observations [1]

14/08/2015

2010hrs to 0115hrs

1. On Friday the 14th of August 2015, I visited the site and observed activity inside and outside the premises. The weather was cloudy with intermittent drizzle and quite warm. Visibility was good. This was an unannounced visit.
2. Most of the shops were shut and I walked up Southgate and South Street towards the Cathedral. I entered West Street and noted that there was a J D Wetherspoon pub (The Crown and Anchor) at this location.
3. There were a number of other licensed premises nearby and in the City Centre and the pedestrian flow was moderate.
4. I returned to The Vestry and noted that it is very near the junction with the main A286 ring road and that Southgate is quite narrow at this point, as is the pavement. The traffic flow is two way but vehicles travelling south can only turn left.
5. There were 2 door-supervisors wearing Security Industry Authority (SIA) badges at entrance.
6. I noted that branded fabric queue barriers had been set up outside and that the door-supervisors were wearing reflective orange vests and arm holders for their SIA badges.

7. I approached the entrance and I was asked for identification. The door-supervisor explained that he was checking customers against a list of barred persons on the pub-watch list.
8. As you look at the front of the premises there is porch area in front of the main doors. To the left is the 'smoking area', which has a single door opening to the main bar and double doors which although shut can be opened onto the terraced area adjacent to the pavement.
9. To the right are the double entrance doors, which have a lobby with further double doors leading into the main bar. Entry control occurs in this area.
10. I approached the bar and ordered a soft drink. This was served in a glass. I was informed that the Hotel was fully booked Friday and Saturday nights this weekend. The staff were helpful and friendly.
11. The main bar is to the left and extends toward the rear of the premises. In the front area are tables and chairs against the walls, whilst the central area has some wooden frames creating a dance floor area with a DJ booth on the right.
12. Large speakers were located on the floor and at the rear of the premises there were further tables and chairs and sofas with lower tables in an area with a large fireplace. A short passage leads to the male, female and disabled toilets at the rear of the site.
13. I noted 'Challenge 25' posters displayed throughout and 'Please leave quietly' and 'Zero Tolerance' drugs notices appropriately displayed.
14. I entered the 'smoking area' from inside the site and noted that it was heated and well lit. I noted that the security team has a good-sized area in which to work, checking identification and assessing customers upon entry.
15. At 2023hrs I noted a third door-supervisor arrive at the front of the site and put on a high visibility vest. He also has his SIA badge displayed in an arm holder
16. At 2025hrs I sat down inside the premises and noted that direction signs to smoking area were displayed near the internal entrance.
17. I did not see a formal security briefing by the manager, however I noted an Identification Scanner mounted on a wheeled stand as it was brought out and set up in the porch area.
18. At 2032hrs the music was turned up, testing the sound system.
19. As I watched customers being admitted to the venue, I noted that every person was asked for 'ID' by the security team.
20. At 2035hrs I noted that a door-supervisor was using a 'clicker' to count the customer numbers and that a local radio set was in use by the security team.
21. The venue was virtually empty, but I noted five members of staff behind the bar.
22. I walked through the central area of the premises to the toilets at the rear. The male toilets were clean, having two cubicles with gaps under and over each door.
23. I left the Vestry and sat in Artie's Kitchen, a restaurant opposite the site and watched the front of the premises.
24. I noted a small entrance door to the Hotel at the far right of the frontage as well as advertisements for a food offering at the Vestry.
25. At 2107hrs I noted that the premises was still almost empty and that a fourth SIA door-supervisor was now on duty and he appeared to have a CCTV camera fixed to his high visibility vest.
26. A male customer approximately 25 years old, looked at and stood in front of the ID scanner, talking with security. I could also see yellow CCTV warning signs displayed on the inner front lobby doors.
27. I noted five customers entering the venue. The security team checked ID for each customer. Time was taken to speak to and assess each customer.
28. At 2131hrs I noted one of the door-supervisors connecting the ID scanner to a power lead.
29. At 2135 I left the site for a view of other licensed premises in the area.

30. The Slug and lettuce is about 50 metres North in Southgate and I could see approximately fifty customers inside and one SIA door-supervisor outside. Music was just audible outside.
31. Further up the street, the Fountain had a live band playing and the music was quite loud in the street. There were about seventy-five customers inside the pub and a number of customers in the garden area to the rear of the premises. I noted one door-supervisor at the front of the pub.
32. I noted several restaurants, which were not busy and when I reached the J D Wetherspoon pub near the Cathedral, I saw that it was not busy with about eighty customers inside. Two SIA door-supervisors were outside the front door.
33. I walked back down South Street and into Southgate and saw that "Trents" bar had about 85 customers and was busy around the rear terrace area. I saw two door-supervisors at the front of the premises.
34. At 2200hrs I returned to The Vestry and noted that the street lighting was good and that the porch lighting covering the smoking area and the entrance was bright and well sighted.
35. At 2203hrs I saw two females who appeared to be drunk outside the Slug and Lettuce. They were spoken to by the door-supervisors and walked off to rear of the premises.
36. I noted a Double decker Bus travelling south which had a Sheikh's night-club sign on the front. (Number 950).
37. The Vestry door was very quiet with not many customers entering the premises.
38. At 2208hrs a Police van drove north in South Street, the driver acknowledging the door security at each venue.
39. At 2224hrs a police van drove north in South Street.
40. The Music from the Vestry was audible from outside
41. At 2227hrs I entered The Vestry and the ID scanner was not in use.
42. I approached the main bar and ordered a soft drink. This was served in a plastic cup and the staff were pleasant and helpful, explaining that they changed to plastic after 9pm at the weekend because of safety regulations.
43. They told me that it was normally busier in the Vestry at this time on Friday and that maybe the rain had affected the customers.
44. At 2230hrs I estimated that there were about ten customers in the venue.
45. More customers were entering the Vestry now and I noted that ID was regularly checked by the security team.
46. The ID scanner was not in use.
47. I noticed that a female manager was also working at the front door, conferring with the door-security team, which had now risen to five SIA door-supervisors.
48. There were two door-supervisors at the front entrance regulating entry to the premises, assessing customers and checking ID. One door-supervisor was standing near the smoking area door covering the terrace and the customer flow to and from the outside area.
49. One door - supervisor was posted at the far end of the bar overseeing the sales of alcohol to customers and the remaining door-supervisor was standing near the DJ booth and dance floor watching the customers dancing.
50. The smoking area was not busy and all drinks were left inside the site overseen by a door-supervisor.
51. I would characterize the music as 'commercial' with a heavy bass.
52. At 2242hrs I noted a door-supervisor stopping a customer taking a drink out to the smoking area.
53. At 2246hrs I saw a Police van drive north in Southgate.
54. At 2249hrs I noted that the door-supervisor supervising the smoking area challenged a customer to leave their drink inside the premises.

55. I saw the same female manager regularly checking inside the venue as well as supporting the security team at the front door.
56. I saw a second female manager reviewing some paperwork with the security staff at the front door near the ID scanner.
57. At 2300hrs I estimated that there were 35 customers inside the venue and I noted that cool drinking water was provided for customers on a table at the front of the premises. Posters were displayed with a 'Stay hydrated' message.
58. I saw six customers leave the venue none of whom appeared to be drunk.
59. I watched a male customer as door-supervisor asked to him to leave the premises. This was dealt with politely and a helping hand was enough to persuade the customer to leave. The reason for this action was not clear but the customer was not obviously drunk.
60. I visited the male toilets and noted no problems.
61. At 2311hrs I bought some sparkling water. This was decanted from the glass bottle into a plastic cup. The bar staff explained to me the safety reason for this and I noted six bar staff in total.
62. I observed the bar staff serving drinks and they were purposeful and confident, supporting each other in their work.
63. I noted that the music was becoming less 'commercial' with a heavy bass and rhythm track and that customers were drinking lager from glass bottles in the public areas of the premises.
64. I observed the entry of customers and saw no searches, however the entry procedure was thorough, with time given to assess the customer and to check identification before admission. I noted no refusals to admit customers but none of the new admissions were obviously drunk or unsteady on their feet.
65. I stood near the dance floor next to the bar and I saw a young male pushing another male who he appeared to know and shouting. The nearest door-supervisor stepped in and separated them giving them advice about their behaviour.
66. At 2325hrs I estimated that there were 100 customers inside the venue and I was able to walk around the premises quite easily with no adverse reaction from customers.
67. I noted the door-supervisor in the smoking area advising customers to leave drinks inside the premises.
68. I estimated the average age of the customers to be around 25 and noted that some customers appeared to be in their forties and fifties.
69. The music had now changed to a less commercial type with heavier bass and I noted a member of staff wearing a 'Floor staff' tee shirt clearing drinks and empty cups.
70. At 2330hrs I noticed a visitor who appeared to be a Council or Police officer in plain clothes talking to the manager and the security team at the front door near to the ID scanner. He made some notes and stayed at the site appearing to carry out an inspection.
71. At 2335hrs I moved to the dance floor area and noted that some customers were drinking from glass bottles of 'Sol' lager.
72. I watched the door supervisors and noted that they made regular 'patrols' through the premises including the toilets. The three staff within the venue also rotated between the internal security posts.
73. At 2340 I walked into the male toilets to see a male vomiting into the urinal. A door-supervisor was in this area and escorted male out of the premises. I followed and noted that security talked to the male in the street for some minutes and gave him some water before he left the site. A female manager was present to oversee this 'walkout.'

74. After the male had left I noted that a door supervisor was writing in a report book near the ID scanner.
75. I stood in the smoking area, which was busy with good-natured customers and I could see that quite a number of customers were entering the venue.
76. The security staff were still taking time to examine ID documents and make an assessment of each customer. There were 10 customers in the queue and one door supervisor was in the street by the barriers ensuring the safety of the waiting customers.
77. At midnight I noted that entries were slowed down. At 0005 the entries were stopped and the door supervisors explained this to several waiting customers.
78. I also watched people leaving the site between midnight and 0015hrs none of them were drunk or noisy.
79. At 0008hrs I noticed a male, approximately sixty years old, become involved in a dispute with one of the female bar staff. The female manager at the entrance quickly dealt with this problem and the male calmed down and left the venue through the hotel entrance.
80. I noted that the atmosphere was lively but good-natured and the 'last orders' bell rang at 0015 hrs. I saw a door supervisor patrol the smoking area.
81. At this point, a female in her twenties was escorted out of the venue by a door supervisor. She was talking loudly but soon calmed down when she was given water near the entrance.
82. At 0025hrs I noted that the Police/Council officer had returned to the front of the premises. He had two empty bottles with him, which were disposed of by the staff and I noted the presence of persons at the front door wearing blue reflective jackets with the logo 'Angels'. They were on good terms with the manager and security staff.
83. A male joined the female who had been asked to leave and it appeared that staff had arranged this. She did not appear drunk but was emotional and could be heard saying she had 'Had enough'.
84. At 0029hrs the bell rang for closing time and I noted a sixth SIA door supervisor arriving at the site without a reflective vest.
85. The dance floor was busy and I noted that a door-supervisor was overseeing this area from a raised platform and customers were singing until the music ceased at 0030hrs. This caused some comment and good-natured shouting.
86. At 0030hrs I noted customers beginning to leave the venue and the female manager pouring water and handing it to customers in plastic cups.
87. I left the premises and stood outside to watch the dispersal of customers and I noted security staff setting up the fabric barrier on pavement to keep customers out of the road. Three of the security team were in the street overseeing dispersal and talking to customers advising them to keep off the road. Bar staff were also handing out cups of water to customers.
88. I noted taxis waiting to pick up customers outside the Slug and Lettuce.
89. At 0035hrs I saw a police van drive south in Southgate. A few minutes later a second police van drove north in South Street.
90. I saw a person who appeared to be drunk leave the Slug and lettuce with a friend.
91. The Vestry door staff were quite vocal in controlling customers advising them to keep off the roadway and the noise caused by Vestry customers was quite muted, mainly at a conversational level whilst the security staff continued a good rapport with a number of customers.
92. I noted that the Police/Council officer was still present witnessing this scene and at 0054hrs the barriers were removed as all the customers had left the venue - approximately ten were left outside the site.
93. At 0100hrs the Vestry doors were closed and all the customers had left the site.

94. I would characterize the dispersal as smooth and efficient. There were no disturbances or incidents.
95. I left the site.

Observations [2]

15/08/2015

2045hrs to 0120hrs

1. On Saturday the 15th of August 2015 I visited the Vestry and observed activity inside and outside the premises. The weather was cloudy and warm. Visibility was good in the streetlight. This was an unannounced visit.
2. I walked up Southgate and into South Street and to the Crown and Anchor opposite the Cathedral and saw that the pub was not busy. There were two door-supervisors outside the premises.
3. Only one had a reflective vest and they were both involved with a large group of noisy males. One of the staff was taking a picture of the group – possibly a stag night or sports club – all of them were shouting and appeared to have been drinking heavily.
4. As I walked back down South Street, I noted that 'Cote' was about half full and 'Prezzo' was not busy.
5. When I reached 'Trents', it was not busy inside, however the outside area to the rear was busy and noisy. I saw one door-supervisor with no reflective vest, he appeared to be in possession of a local radio set.
6. Further down the street I noted that Wagamama, Pizza Express, Zizzi and Wildwood appeared to be busy.
7. There was a significant flow of pedestrians north and south in South Street and Southgate at this time including some groups of males that were merry and loud.
8. At the Fountain pub, I noted two door-supervisors not wearing reflective vests. One of these had a local radio set and I saw that the outside area to the rear of the pub was busy and a live band was playing music, which was loud outside the pub.
9. At the Slug and Lettuce I noted two door-supervisors wearing reflective vests. One of these had a local radio set and there were about fifty customers inside the venue.
10. I then entered Artie's Kitchen, opposite the Vestry and watched the front door from upstairs.
11. The Vestry entrance had been set up in the same way as Friday night with fabric barriers on metal posts on the pavement for the queue. I saw two door-supervisors with reflective vests, one of whom had the local radio set on his belt.
12. The lighting in the porch was bright and effective and the smoking area was open and in use.
13. I noted that there was no queue, but occasional customers entered the venue and the security team checked their ID documents and assessed them as they entered. The ID scanner was not in use and I could hear music being played at low volume inside.
14. As I watched, the third and fourth door-supervisors arrived at the site and put on reflective vests.
15. At 2130hrs I noted a noisy group of pedestrians outside the Vestry front door. They were not admitted. I also noted the door supervisors using 'clickers' to monitor numbers of person in the venue.

16. At 2135hrs I noted a female member of staff wearing a 'floor staff' tee shirt inside the Vestry.
17. At this point I saw a very noisy group of males, chanting Manchester United songs, walking south in Southgate. They were refused entry at the Slug and Lettuce and also at the Vestry.
18. The Slug and Lettuce had a group of females that appeared to be part of a 'hen party' inside. Some of them were smoking outside the pub and were quite noisy. I noted a DJ inside the Slug and Lettuce.
19. I walked up to the Fountain pub and heard heavy rock music being played, which was very loud in the street.
20. The 'street scene' was generally calm with occasional groups of pedestrians walking north or south in high spirits.
21. I entered the Vestry at 2150hrs and the security team remembered me from the previous night.
22. I went to the bar adjacent to the dance floor and ordered a soft drink, which was served in a plastic cup. I noted eight bar staff and about twenty-five customers inside the venue. There was still a member of staff wearing a 'floor staff' tee shirt clearing glasses in the public areas. I also noted a number of hotel customers using the bar.
23. I noted five security staff in total, two at the front door and three inside the premises. As on Friday, one near the smoking area entrance, one at the far end of the bar and one near the dance floor with the option of using the raised platform to oversee the customers as the venue filled up.
24. At 2200hrs I saw the security team set up the ID Scanner at the front entrance and I noted that the smoking area was being strictly controlled – no drinks being allowed in the terrace area. A second female manager was seen conferring with the security staff near the ID scanner looking at what appeared to be a door entry log-book.
25. I monitored the customers entering the premises and they all had ID checked whilst being assessed by the security team. As they entered the venue, none of them appeared to be the worse for drink or unsteady on their feet.
26. I noted that a male manager joined the female managers and the security staff at the front door and the same Police/Council officer as Friday night arrived and began conferring with the managers at this time near to the ID scanner.
27. The ID scanner was now being used to scan and record identification documents, overseen by the visiting officer.
28. At 2214hrs I saw a double decker bus, number 950, marked 'Sheiks' pass by south in South Street as well as a police car at 2217hrs.
29. I walked through the venue and noted that the music was upbeat and commercial. I checked the toilets and found them clean with no problems occurring.
30. Leaving the toilet area the lighting on the dance floor and for the seating at the rear of the venue is noticeably lower. Customers were sitting in groups talking, despite the music volume.
31. I estimated thirty customers in the rear area, twenty-five customers in the dance area and twenty customers in the front area of the venue.
32. At 2230hrs I noted that a door-supervisor gave advice to a male customer near the front of the venue regarding his behaviour, which had been loud and excitable.
33. I purchased mineral water at the bar and I was offered tap water as an alternative. The water was decanted from a bottle into a plastic cup and the staff explained that this was for safety reasons.

34. I noted that a sixth door supervisor had arrived at the venue and put on a reflective vest. He joined the security staff at the front door near the ID scanner. All the door-supervisors were wearing SIA badges in arm holders.
35. I saw the security team refuse entry to three males in a firm, non-confrontational way and the males left. The security team were able to deal firmly with friends of the refused males who were already inside the Vestry.
36. At the same time I watched the customers entering the venue, none of the new admissions appeared obviously drunk or unsteady on their feet.
37. At 2240hrs I noted that security team was discussing entry with a male customer who looked unhappy, following a scan of his identification document. It appeared that he was known to the security team and had been banned on the ID scanner.
38. I walked onto the smoking terrace and noted that the door-supervisor at the entrance was ensuring no drinks were taken outside. I saw that there were about twenty people in the queue and that one of the door-supervisors was in the street ensuring the safety of the customers.
39. As I stood in the smoking area the male just refused entry approached the barrier and began to talk to a female standing behind me inside the smoking area. He said words to the effect 'They won't let me in because I'm banned from the Astoria on the machine.' He remained outside the venue for some minutes.
40. I noted that the Police/ Council officer had returned to the front of the venue.
41. At 2249hrs I saw that a female who was talking loudly was being offered water in the area near the front door. She was then asked how she would get home. This was dealt with non-confrontationally by the security team.
42. I noted that glass bottles of 'Sol' lager were in possession of customers in the public areas and that, as on Friday night, cool drinking water was available on a table near the front door. Customers were drinking this water.
43. I noted that the 'loud' female was still near the entrance with security who were keeping a check on customer numbers using 'clickers'.
44. At 2300hrs the 'loud' female left with friends and the actions of the door team had prevented her from walking away from the venue alone.
45. As I continued to watch the entrance area I noted that the door security team were friendly and appeared to know a good proportion of the customers. None of the persons admitted appeared obviously drunk or unsteady on their feet.
46. I estimated the average age was about 25years with some in their thirties and forties.
47. I moved to the dance floor area where about fifty persons were dancing to music that was quite commercial and I noted drinks were allowed in the dancing area. A male member of staff with the 'Floor staff' tee shirt was still collecting cups and bottles.
48. At 2309hrs I noted that the music was changing to a more 'heavy bass' style and that the venue was getting busier with most customers in the central and bar areas. One door-supervisor was overseeing the dance floor from a raised platform.
49. I noticed a male enter the venue who was slightly unsteady on his feet and also that security staff were regularly checking the toilets.
50. I visited the male toilet and there were no problems apparent and as I walked back through the venue towards the front, I had no difficulty moving through the good-natured crowd.
51. I entered the 'smoking area' and noted that it was busy and the customers happy with no confrontations or bad atmosphere. No drinks were present in this area.
52. There was now no queue outside the Vestry, although entry continued in twos and threes, all customers' ID being scanned whilst they were assessed by the security team.

53. At 2330hrs I saw that there was a police van parked in Theatre Place and I saw and heard two males who appeared drunk passing by The Vestry. There was quite a high turnover of customers in the smoking area, but they remained good natured and well behaved.
54. I noted that the security team were using the security log-book and writing in it.
55. Inside the venue I noted that the music was more upbeat and the bar and dance floor were regularly visited by security staff. My impression was that there were less persons in the venue than Friday night, however there was a slight bunching of customers near the central part of the bar adjacent to the dance floor. The crowd were good-natured and I had no trouble moving through to the rear of the venue.
56. At 2344hrs I noted a male being escorted from the venue by a door-supervisor. I saw this male walk onto the street having been advised by the staff about his behaviour.
57. I noted that the queue was quite busy again and being overseen by a door-supervisor in the street to ensure safety.
58. At 2346 I noted that a male was refused entry to the venue and that his aggression was diffused by managers at the door. He left the site.
59. I noted that a customer's ID had been scanned which had prompted an alert on the scanning device. This was discussed between staff and managers and he was admitted.
60. I walked to male toilets and found them busy but with no problems.
61. At 2355hrs I returned to the smoking area and saw security staff dealing with a couple who, it appeared, had been refused entry. This was dealt with in a non-confrontationally.
62. I saw that the police officers were now patrolling on foot near Theatre Place.
63. I noted that the security staff refused entry to a male and that customers leaving the venue were safeguarded by security in the street.
64. At midnight the front door was closed to new admissions.
65. I noted that inside, near the entrance doors, some spilt liquid was being cleared up by a female manager and the music had now become quite upbeat.
66. A female member of staff was clearing cups and bottles wearing a 'floor staff' tee shirt. She intervened and stopped four customers at a table near the door arguing over drinks in a friendly but purposeful way.
67. At 0005hrs I saw a Male escorted out of the premises by a door-supervisor. This was dealt with well and security answered questions from a friend in a non-confrontational way. Notes were then made in a log-book at the front door.
68. I saw that staff were ensuring that the free water provided at the front of the premises was maintained and I saw customers drinking this cool water from plastic cups.
69. I noted that two males were escorted from the venue by security staff. There was no confrontation and the males left the venue.
70. At 0010hrs I noted that a male was escorted from the venue by the security team with no problems or aggression.
71. I saw a door-supervisor advise a male on the dance floor about his behaviour in a friendly way.
72. At 0017hrs I visited the male toilets, which were busy and no problems were apparent. A door-supervisor entered and checked the toilets whilst I was there.
73. As I returned to the dance area I noted that a female was being escorted out of the premises by a door-supervisor.
74. At 0024hrs I left the site to observe the dispersal of customers from the street.
75. Outside I noted that the Slug and Lettuce was still busy with two door-supervisors outside wearing reflective vests.

76. I could see that customers were leaving the Fountain pub and that police officers were standing nearby.
77. I walked towards the Slug and Lettuce and saw a male walking south turn into Deanery Farm Lane and vomit on the pavement. The music was just audible outside the pub.
78. I stood opposite The Vestry and noted the fabric barriers were placed on the pavement and door-supervisors were overseeing an orderly dispersal.
79. At 0030hrs I noted that the music was turned off and a police van drove north in South Street.
80. I noted door staff asking pedestrians to stay on the pavement and persons with take-away kebabs walking north from the kebab shop near the railway station.
81. I noted that the dispersal of customers from The Vestry was good and I saw a group of six customers leave the Slug and Lettuce, walk down the roadway shouting and laughing together in high spirits.
82. I noted a group of ten persons dressed in dinner suits walk up to the vestry from the south and enter the premises. They appeared to be Hotel customers and had no trouble entering the venue.
83. I noted the door staff engaging with customers to disperse and challenging a loud customer who was shouting. He responded by quietening down and walking away.
84. There were now a number of customers outside the Vestry, but they were talking and not causing a disturbance as the security staff engaged with them, encouraging them to leave the area.
85. At 0041hrs I saw two police vans drive south in South Street and I noted that the music was still audible from the Slug and Lettuce, particularly when the front door was opened by the security staff.
86. Staff outside the Vestry were sweeping the street whilst the last customers were leaving the area. The front of the Vestry was very soon clear and quiet and the barriers were taken inside.
87. Two taxis stopped outside the Slug and Lettuce and picked up a group of customers. One female was left behind who was unsteady on her feet. The staff at the Vestry took her inside and enquired whether she was 'ok'.
88. At 0049hrs I walked away from South Street towards my car when I heard a disturbance and shouting from the direction of South Street.
89. I returned to the area near the Slug and Lettuce and saw a group of four persons leaving the pub being loud and excitable. All four were staggering and appeared the worse for drink.
90. I noted two females sitting on the pavement outside the pub as two police cars drove north in South Street.
91. At 0059hrs I noted eight noisy customers leaving the Slug and Lettuce shouting and swearing. The lights inside the pub were now on and it appeared to be closing. The group stopped outside the Vestry continuing shout and swear in a disorderly manner. Two police officers followed them and advised them about their behaviour. One male accompanied the police to the waiting police van but was not arrested.
92. At 0005hrs another group of about eight persons left the Slug and Lettuce, three of whom were carrying glass bottles. I saw no action taken by the two security staff.
93. At 0111hrs the Slug and Lettuce was empty and I noted the 'Sheiks' nightclub bus (number 950) travelling south in South Street as I left the area.

Opinion

I have considered carefully the Review application made by Sussex Police and the attached papers.

I am aware that management, security and operational changes have been made recently at the Vestry Pub and Hotel in South Street Chichester.

My observations have been made over a limited period and necessarily reflect only a 'snapshot' in the operation of The Vestry.

With regard to the Licensing Objectives, The Prevention of Crime and Disorder, Public Safety and The Prevention of Public Nuisance, my observations made on the 14th, 15th and 16th of August 2015 lead me to believe that these licensing objectives were being supported fully in the management and operation of the premises under the Premises Licence issued by Chichester District Council. (3815/1500496/LAPRED).

Crime and disorder - During my two visits to the premises, I witnessed no crimes or offences committed and very little disturbance within the venue. I witnessed only one customer admitted who was a little unsteady on his feet. He was not drunk.

Drunkenness - The Vestry pub and Hotel was not characterised by heavy drinking or drunkenness during my two recent visits. The door security team were removing customers *before* they became drunk and caused a nuisance or disturbance.

Management - The management was visible, approachable and ready step in and deal with any incidents or issues that arose during trading. There was at least one manager and as many as three on duty at any one time and I believe that a clear expectation of the responsible sale of alcohol and efficient management of the premises has been set out by the Premises Licence Holder and the current DPS.

Security - The door security team appeared efficient and flexible, staffing fixed posts within the venue and they were able to intervene to prevent disturbances and deal with incidents in a calm and non-confrontational way. The local radio set was in use and each door-supervisor was wearing a high-visibility vest and his SIA badge in an elasticated arm-holder so that it was visible at all times. Ejections were made before the customer became drunk and in a firm but non-violent manner. The refusal to admit customers was dealt with in a similar way and the use of the ID scanner on Saturday evening was a positive step in deterring offenders and towards the safety of the rest of the customers. Each customer was assessed upon entry to the venue and ID documents were checked methodically. Notes about incidents were being made at the time and numbers of customers were being recorded using 'clickers'. I saw a body-worn CCTV camera in use on Friday night.

Staff and training - The bar-staff were polite and helpful and supported each other in their work. The 'Floor-staff' were visible and ensured that empty drinking vessels were cleared away and spillages were identified early before they became a hazard to the customers. A Challenge 25 policy was clearly in place and staff were interacting with the customers instead of merely serving drinks without checking their age or state.

Dispersal - During the 'dispersal' period from ,0015hrs to 0100hrs, all the staff appeared to be working together to ensure that customers left the venue in an orderly manner with the minimum of noise and disturbance. Particular care was taken to warn customers not to obstruct the highway and the security team were very vocal in making

customers aware of this danger once they left the premises. I witnessed no anti-social behaviour or disorder as the premises emptied at the end of each trading day.

Vulnerable persons - Attention had clearly been given in staff training to protecting vulnerable persons when they left or were asked to leave the premises. Customers were given water and asked to wait while friends were called to accompany them home.

As far as I could tell there were no calls to the police and no physical force was used by any of the staff on the customers for any reason.

The Surrounding Area - More noise and disturbance in the vicinity of The Vestry appeared to be caused by customers leaving other venues and pedestrians using the footway to access other parts of the City, than by customers leaving the Vestry. The Slug and Lettuce pub closes later than the Vestry and the kebab shop near the railway station also has an effect on pedestrian traffic in the area.

Police resources - I have noted the passing of police patrols and the static deployment of police vehicles in the vicinity of The Vestry during my visits to the premises. I noted no police foot patrols earlier in the evening and a lack of visits licensed premises in support of venue management and security teams.

Identification Scanner - The provision of an ID scanning device is a worthwhile improvement a meaningful response to the concerns of Sussex Police.

Compliance and Premises Licence Conditions - Of the twenty-one conditions in annex two of the Premises Licence for The Vestry, I witnessed substantial compliance with conditions 1,2,6,11,13,16,18,20 and 21.

The compatibility of any new conditions added to the Premises Licence and the existing conditions with the general necessity for clear, precise, practical and non-duplicative Premises Licence conditions raises some concern.

If the police conditions are applied in addition to the existing conditions, the overall effect will make compliance quite difficult.

In order to simplify the Premises Licence, it would be an advantage to remove or modify several of the existing conditions:-

Annex 2, Condition 3 - clarification is required - 'All external doors' ?

Annex 2, Condition 7 - remove as superseded by Police conditions 11 and 12.

Annex 2, Condition 8 - unclear and non-specific.

Annex 2, Condition 9 - remove as superseded by police condition 18.

Annex 2, Condition 10 - remove as superseded by police condition 17.

Annex 2, Condition 11 - remove as superseded by mandatory conditions.

Annex 2, Condition 12 - remove as duplicates primary Health and Safety legislation.

Annex 2, Conditions 20 and 21 - remove as superseded by police condition 6.

Making it a criminal offence to fail to attend local pub-watch meetings can involve the Pubwatch in having to provide evidence to the local police, which may reduce its independence and make it less able to defend itself against challenges by persons lawfully excluded from licensed premises by the members.

National Pubwatch does not support this approach to attendance at what is nationally recognized as a voluntary organisation

Police Representations – Sussex Police have stopped short of requesting the revocation of the Premises Licence at the Vestry, accepting that measures have been put into place by the Premises Licence Holder over time, to support the Licensing Objectives.

They have written six paragraphs of commentary on the evidence and information presented in the Review application.

There is a notable absence of written advice to the Premises Licence Holder, clearly setting out the Police position over the almost eighteen months that elapse between the first reported incident and the Review.

In my opinion, the issues raised around drunkenness, ineffective management, anti-social behaviour and the care of vulnerable persons, have now been substantially addressed by the current management team.

It is clear that partnership working between the new management and Sussex Police needs to be consolidated. It was encouraging to see an enforcement officer visiting the premises on both nights and being engaged in a constructive dialogue with the management and the security team.

Suggested Police measures – Sussex Police suggest that the Licensing sub-committee suspend the Premises Licence for eight weeks, reduce the Authorised Hours and add a number of conditions to the Premises Licence.

Premises Licence Suspension - My research and informal information lead me to believe that the Review initiated by Sussex Police of The Vestry Premises Licence is well known in the Chichester Area. It is already acting as a deterrent to this and other Licensed Premises. It is suggested that the night-time economy in the City benefits from a choice of later venues to ensure that customers choose to visit this City above other alternatives on the South Coast. I believe that a suspension is not required to promote the Licensing Objectives in this case

Reduction in Authorised Hours – if it is accepted that the Vestry can now be operated without excessive drinking and drink related violence, the time-line for recorded incidents provided by the police has less relevance. In addition, the revised dispersal procedure will ensure that customers disperse in an orderly manner in the future. I believe that it is possible for the Vestry to operate its existing Authorised Hours in a way that supports fully the Licensing Objectives in the Licensing Act 2003.

Addition of Premises Licence conditions – As noted above, the 'balance', in compliance terms, of the resulting Premises Licence conditions requires careful consideration.

Recommendations

1. I recommend that full consideration is given to the improvements in the management, security and general operation of The Vestry Pub and Hotel that I have detailed in this report.
2. I recommend that revised Operating Policy is written to reflect any changes to the Premises Licence conditions and with a view to full compliance with the Licensing Objectives, the Premises Licence conditions and advice from the Responsible Authorities.
3. I recommend that time is taken to ensure that all the staff and the Security team are fully conversant with the new Operating Policy and that regular compliance checks are carried out in the future.
4. I recommend that Partnership working with the Responsible Authorities and the new management at The Vestry is consolidated by holding a regular meeting between the parties, where concerns can be addressed and written conclusions agreed by all participants in the process.

Conclusion

1. I have visited The Vestry twice and observed the operation of the premises on a Friday and a Saturday night.
2. I believe that the new management are capable of trading the venue in full support of the Licensing Objectives in the Licensing Act 2003.
3. If the progress that has been made by the staff and management at the premises is fully accepted and consolidated by partnership-working with the Responsible Authorities, I believe it would be counter-productive to suspend the Premises Licence or to reduce the Authorised Hours.
4. I believe that careful consideration is required to ensure that the Premises Licence conditions are enforceable and conducive to full compliance.

G.P. Cooper











Glorious Goodwood Friday 31st July

At 10.30pm we refused entry of a women who was with 7 guys who were in a taxi, the lady was refused entry and the men left her go to The Kennals.

Our head doorman Scot Pussey, radioed Tango victor the CCTV controllers to keep an eye out for this vulnerable lady, the exchange between Tango Victor and Pappa Alfa (the police) was a not received with any prompt action considering the police still did not respond to this lady for one hour 11.30pm, Papa Alfa asked if they thought it necessary they should go see her,

Tango Victor asked the papa alfa team to call them and talk no further on the radio.

From: Donna Shepperson [mailto:vestrymanagement@gmail.com]
Sent: Thursday 06 August 2015 14:06
To: Callingham Tessa 30700
Subject: 2nd BWC for Vestry

Hi Tessa,

In conjunction with the recommendation from police on our license review at the Vestry we are looking to borrow a second body worn camera for our door supervisors to use inside the premises on Friday & Saturday evenings.

Would ChiBAC be able provide one of these on a weekly basis? If not would you be able to give us the model details as, for ease of use, it would be beneficial for us to purchase the same one.

Cheers,
Nick Marshall

From: Donna Shepperson [mailto:vestrymanagement@gmail.com]

Sent: Thursday 06 August 2015 15:32
To: Callingham Tessa 30700
Subject: Re: 2nd BWC for Vestry

Nick,

Firstly, as I have not got round to asking, are you now managing The Vestry as well??

I am going to bring this up at The Steering meeting we definitely would not be able to give a second one every week as there are other venues etc. In addition the current one is still not being used, for the whole for the Whole of the Goodwood weekend there were only 2 activations. Over this weekend 1 male was arrested fro drug use within the premises, none of this has been captured and there are no ejections or anything captured. The Vestry started off with 2 cameras but had both taken away as they were not used, we then after discussions with Police licensing agreed to loan 1 back however this still does not get utilised much. After the steering meeting I will come back and let you know the outcome.

Just be aware that we can never guarantee you a camera so if it does become a condition then, even though at the moment you get one off us every week, we could not guarantee this and you would need to ensure you had one to cover. Ours are Reveal Media RS3-SX. The Students Union also bought some of these for themselves if you want to speak to another venue that have them.

Tessa

Tessa Callingham
ChiBAC Manager

PO Box 639, Chichester, PO19 9HQ
Tel: 07785 715873
Email: manager@chibac.co.uk
Website: www.chibac.co.uk

Hi Tessa,

Yes, Gill has stepped down in light of the obvious issues that The Vestry has been going through and I've taken over the site

Interesting with the info regarding the activation's and I'll get straight onto finding out why it is not being used and ensure it is from now on. Obviously I've only been here a short time thus far and there's a lot to overhaul so thanks for bringing this to my attention and I'll bring it up with both Blayde and The Vestry staff in the brief tomorrow. Appreciate this may have been an issue before and I appreciate you baring with me while I ensure they start being used correctly.

Thanks very much for the camera info, at present it is not a condition but I do note if it becomes one the safest thing to do is for us to purchase are own.

Please note I don't monitor this email address so anything urgent can you reply tonickmarshall@me.com as per The Richmond information.

Thanks,
Nick

The Vestry

Licensing Objectives

The licensing objectives are four fundamental principles which licensing law aims to achieve. They are:

- **The prevention of crime**
- **Public Safety**
- **The prevention of public nuisance**
- **The protection of children from harm**

At The Vestry we have policies in place to promote the licensing objectives and as a staff member you have a responsibility to be aware of and promote them on our behalf.

The prevention of crime and disorder

- We are an active member of ChiBAC (Chichester Businesses Against crime) and ensure that we attend meetings regularly so that we are up to date on current issues town/other pubs might be currently having as well as enforcing the 'ChiBAC Ban List' by not allowing people on it in our premises
- Ensure there is a qualified personal license holder on the premises at all times we operate
- Employ SIA qualified persons to monitor all areas of the premises at peak times
- Do not operate drinks promotions that entice over consumption of alcohol.
- Work closely with police and disorder forums and assist where possible

Public Safety

- Training is given and regularly checked on all fire, health and safety and evacuation procedures
- Monitor our maximum capacity to make sure there are always enough staff, fire escapes etc.

Prevention of public nuisance

- The site is soundproofed to reduce noise externally. This noise is also monitored to ensure it does not disturb neighbours
- Customers are asked to be quiet as they leave the premises

Protection of children from harm

- Children are kept an eye on in the site and must only be allowed in in the daytime where they are with an appropriate adult
- Children must not sit or loiter in the bar area at any times
- Customers who appear to be under the age of 21 should be ID'd in conjunction with 'Challenge 21' to ensure no under 18's have access to alcohol on the premises

- Children are not permitted in the premises in the evenings

Declaration:

I have read and understood the foregoing policy. I understand that failure to comply with its terms will be treated as gross misconduct and may lead to my dismissal from my employment.

Name:

Signed:

Date:

The Vestry
**Challenge 25, Age verification
policy staff declaration**

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

The premises of The Vestry (21-23 Southgate, Chichester, West Sussex, PO19 1ES) operate an 'age verification policy', in terms of which you must require production of an acceptable proof-of-age document if you are in any doubt as to whether a person seeking to buy alcohol is less than 25 years of age.

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

- A passport
- A European Union photocard driving licence
- A national identity card issued by a European Union member state (other than the United Kingdom), Norway, Iceland, Liechtenstein or Switzerland, or

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

Declaration:

I have read and understood the foregoing policy. I understand that failure to comply with its terms will be treated as gross misconduct and may lead to my dismissal from my employment.

Name:

Signed:

Date:

The Vestry

How to spot and deal with potentially intoxicated customers

It is an offence to sell or supply alcohol to someone who is drunk, or allow alcohol to be sold or supplied to such a person on a licensed premise, we therefore encourage staff at The Vestry to be aware of customers behaviour in order to make sure this does not happen. Spotting a drunk person can be difficult, but is part of your role as a server and in doing so can ensure all our customers and staff have a great, uninterrupted night.

Here are some common signs of visible intoxication. These are not all of the possible signs. If a person shows just one or two of these signs that does not necessarily mean the person is intoxicated. But if a person shows a combination of several signs, or has a sudden change in behaviour, that could be a strong indication that the person is intoxicated. Remember that intoxication can result from the use of drugs other than alcohol. *If you're not sure, don't serve.*

Appearance

Bloodshot, glossy, or watery eyes, flushed face, droopy eyelids, blank stare or dazed look, twitching or body tremors, dishevelled clothing

Speech

Thick slurred speech, noisy speech, rambling train of thought, unusually fast or slow talking, slow response to questions or comments, repetitive statements, making irrational statements

Attitude

Annoying other customers/employees, argumentative, aggressive or belligerent, obnoxious or mean, inappropriate sexual advances, over friendly, boisterous

Behaviour

Swaying staggering or stumbling, unable to sit straight or unaided, careless with money, difficulty giving change, restless, depressed or sullen, crying or moody, extreme or sudden change in behaviour, overly animated or entertaining, crude, drowsiness or falling asleep, lack of focus and eye contact, difficulty standing up, unusual walk, can't find mouth with glass, falling down or off chair, clumsy, difficulty remembering, spilling drinks, disorientated, grinding teeth, vomiting

Other

Odour of alcohol, marijuana or chemicals, excessive perspiration, repeated trips to the toilet area

Procedure if you believe someone is drunk

- **Do not serve them another alcoholic drink**, it is an offence to do so and can leave you & the company liable to prosecution or license review
- If you have door staff, on point the person out to them and they are trained to be able to deal with it for you, if not consider whether the person is likely to be aggressive or emotional as you may want some support when talking to them/refusing them drinks.
- The person should be asked to leave the premises, but first think, if they are not being aggressive we have a legal and conscience duty of care towards customers, if you believe the person to be vulnerable for what ever reason, consider if they have a friend they can leave with or offer to call them a licensed taxi to take them home. If neither is possible consider radioing town centre cctv, police or city angels to keep an eye and help them. We have 2 safe zones (one by the kitchen, the other at the front of the premises by the hotel entrance) that people should wait if they wish and we believe they're vulnerable
- All refusals should be logged in the refusal book after the event to ensure an accurate record of why they were refused and the steps we took to ensure they get home safe and we abide the licensing objectives.

Declaration:

I have read and understood the foregoing policy. I understand that failure to comply with its terms will be treated as gross misconduct and may lead to my dismissal from my employment.

Name:

Signed:

Date:

The Vestry

Vulnerable persons

As a licensed premise The Vestry has a duty of care to vulnerable people. There are several things that can help you understand what would make a person more vulnerable than the next. Ask yourself the following question. Have they been using drugs or alcohol? Both drugs and alcohol can make a person more vulnerable because they may no longer be able to make decisions for themselves. People under the influence of drugs or alcohol will also experience a loss of their inhibitions, and may think that they are suddenly bullet proof. Their perceived abilities and limitations are greatly exaggerated. This can be dangerous.

How to spot a vulnerable person

- Customers by themselves
- Customers who have been intoxicated by drink or other substances
- Customers who look physically or emotionally harmed such as bruises
- Customers who look out of place or 'on edge'

How to keep vulnerable people safe

- Customers leaving the premises should always have access to licensed taxi numbers, where a customer may be intoxicated or by themselves late at night staff should offer assistance in booking a taxi on their behalf and offer a safe space for the customer to wait where either staff or door staff can keep an eye on them
- Where possible, customers should be urged to leave in pairs or groups rather than on their own
- Customers who look physically or emotionally hurt (such as crying) should be reported to a senior member of staff who should talk to them, ensure they are okay and offer assistance such as police, taxi's or 'phone a friend' as appropriate
- Where potentially vulnerable customers are rejected or ejected from the premises, try and locate who they came in with so they can leave together, failing this offer a taxi, report to CCTV (if operating) or contact city angels or police via the ChiBAC radios.

Allocated Safe Places

- There are 2 allocated safe places within The Vestry, one in the corridor outside the office on the rear fire exit route. The other is at the front of the premises by the external hotel entrance
- When using these safe spaces try and ensure there is always more than one member of staff with the person, this will protect yourself and them

All incidents of vulnerable persons should be reported to a senior member of staff and be recorded in the incident book along with actions taken

Declaration:

I have read and understood the foregoing policy. I understand that failure to comply with its terms will be treated as gross misconduct and may lead to my dismissal from my employment.

Name:

Signed:

Date:

The Vestry

Staff Training Quiz

To be completed by staff upon employment to ensure understanding of training.

List the 4 licence objects with a brief description.

-
-
-
-

Where is the fire assembly point?

What is challenge 21?

List 3 things you would look for to spot a potentially drunk customer?

-
-
-

How would you deal with the matter if you believe the customer was intoxicated?

Briefly describe the process for dealing with a potentially vulnerable person including where the safe areas of the site are?

Employee signature

Managers signature

Date

The Vestry

STAFF FIRE INSTRUCTIONS AND DRILLS

These fire instructions and drills are given to you, the staff, to help you understand what your role is and what actions need to be taken in the event of a fire. This written document has been processed to aid the verbal explanation and the physical run through of the instructions and drills. At the end of your fire safety training you will be asked to sign to show that the training has taken place and that you fully understand what is needed of you in the event of a fire. Following this you will be asked to sign a staff register every quarter to confirm that you still understand and are able to follow the drill in the event of a fire.

Below is a list of steps that you should take if you discover a fire:

- 1. Ensure that no one is in immediate danger.**
- 2. Raise the alarm by sounding the nearest fire alarm.**

Below is a list of the locations of the fire alarm call points:

- To the right of the inside front doors
- To the left hand side of the rear black fire exit doors beneath the intruder alarm.
- At the bottom of the residents stairs on the right hand side, through the first door, and immediately to your right, on the wall.
- At the top of the back stairs, through the first door, and immediately to your right, on the wall.
- On the big pillar behind the bar underneath the main light dimmers.
- Inside the kitchen to the left of the “out” doors.

- 3. Attempt to tackle the fire with the correct appliances unless the fire is beyond control. Never put yourself in any danger!**

It is not advisable that you personally should attempt to tackle any fire. Fires should only be tackled by capable persons, and where possible not by a single person alone. You will receive training on how and when to use the various extinguishers when you start, if the equipment changes you will be trained on the new equipment. For your information, the locations of the fire extinguishers are listed below:

- Under the phone behind the bar
- In the kitchen to the left hand side of the hand wash basin
- Outside the kitchen central of the wall
- Next to the rear fire exit doors
- In the first section of the hotel corridor, opposite room 2
- In the middle section of the hotel corridor next to room 4
- In the far end section of the hotel corridor opposite room 11

- 4. If the fire is beyond obvious control, evacuate the building closing as many doors and windows as possible.**

You will be taken through the evacuation procedure and there will be fire drills taking place at least once a year. You will be told the dates that the fire drills will be carried out closer to the time. The time and date of the fire drill will be arranged to suit the majority

of all staff but is understandable that not all staff will be able to attend. Where staff can not attend it is imperative that they are aware of any changes to the procedure as soon as possible from other members of staff that did attend.

In the event of an evacuation it will be your role as a member of staff to point people in the direction of the nearest fire exit if it is safe to do so. A senior member of staff will do toilet checks to make sure there is no one in them as well as ensure the hotel rooms are evacuated if safe to do so, this will include the disabled toilet. The radar key for the disabled toilet is in the drawer underneath the bar telephone. The safest way to evacuate someone with disabilities is through the front fire exit, this is because there are no steps or fire doors between the toilet door and the fire exit. Again this can only be done if it is safe to do so.

It is important that staff close as many doors as possible when evacuating the building to reduce the spread of smoke and fire. All of the fire doors and exits should be free of obstruction at all times and it is your duty as a member of staff to ensure that it is kept this way. This is in the interest of the public, the staff and yourself.

If you hear the fire alarm:

- 1. You should, if necessary, see that persons are evacuated from the building and undertake a roll call.**

It is important that while evacuating people from the premises, you do not put yourself in any danger. Evacuate people only if it is safe to do so.

Do not go back for any of your personal belongings. A roll call will be taken, off the premises, at the assembly point by the manager on duty at the time.

The assembly point for our premises is directly across the road at Swintons. If there is an emergency evacuation it is important that you do all you can to keep everyone calm. The manager on duty will appoint someone to stand at the front door to inform people of the road outside our premises, preventing any unwanted accidents.

- 2. You or a designated fire person should call the fire brigade in accordance with the relevant instructions. Ensure the fire brigade is called to every fire or on suspicion of fire.**

To call the fire brigade, lift the receiver from the base of the phone and dial 999. Give the operator the telephone number of the premises, 01243 773358, and ask for fire. *When the fire brigade replies speak to them clearly and do not hang up until the address has been repeated back to you.* It is important that the person who has rung the fire brigade meets them when they arrive and explains to them the situation at hand.

It is important, both for you and others, that you are aware and understand our fire procedure. If you have any doubts seek information from a senior member of staff and sign when you are aware of the procedure.

Name –

Signature –

Date -

The Vestry

Monthly signiture to confirm continued knowledge and understanding of training including verbal updates. If you are unsure of any training covered in this folder please speak to a senior member of staff who will ensure you are retrained before signing.

Name	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16