

## THAMES VALLEY POLICE

Division/Station : HQ Licensing

From : Debie Pearmain  
Police Licensing OfficerTo : Licensing Manager  
Slough Borough Council

Ref :

Date : 25<sup>th</sup> August 2021

Tel.No. 01865 854022

Subject :

Premise Licence Review Application –The Three Tuns, 124 Bath Road, Slough, SL1 3XL

Thames Valley Police received the following report, in relation to a review of this Premises Licence. The review was submitted by a local resident, under the Prevention of Public Nuisance Licensing Objective.

Below, I have detailed my involvement with the premises:

28/06/2019 - 21:45 p.m.

I attended the premises with Nicola Keegan, Licensing Officer, SBC. Nicola informed the DPS of ongoing noise nuisance complaints from customers in the garden area. The DPS was advised to document the car park controls and lock the car park overnight. Whilst we were at the premises, the door staff member had to be reminded, to make sure that he was wearing his SIA Badge. He had it in his wallet at the time of our visit.

05/10/2019 – 01:50 a.m.

Report of an argument which had occurred between two different groups of people. No complaints were made from either group, but when the CCTV was viewed, it revealed pushing and shoving between the group. Staff stated that none of the persons involved had been in the pub. Police attended.

21/03/2019 – 00:37 a.m.

Report from member of the public that the premises was having a 'lock-in'.

18/09/2020 – 10.10 p.m.

I attended the premises with Police Officers and Tola Idowu, Licensing Officer, Slough Borough Council at the above time, to ensure compliance of the COVID Secure measures. As we entered the pub through the front door, we were immediately aware that customers were standing at the bar and around the bar area. Some of these customers were drinking alcohol. At one point, I had to position my body to be able to move through the customers who were standing around me, so that I did not come into contact with them. I would say that there was approximately 20 people, male and female in the bar area. I did not observe any social distancing whatsoever, amongst these customers. I felt very uncomfortable in this situation and made the decision to not go any further into the pub. I felt the risk was far too high. I recognised one of the General Managers, so I raised my right hand to him and asked him to come outside, so that I could talk to him. Once outside, I asked the Manager if he was aware that we were in the middle of a pandemic? He looked at me and asked if there were a problem. I informed him that I was shocked to witness 1. so many people standing in the bar area, 2. the lack of social distancing in the pub and 3. the fact that there didn't appear to be anyone making sure that all customers details were being taken, for track and trace, even though they had a door staff member working. I asked the Manager for his details. The Manager gave his name as Attinder Singh. I asked him if he was a 'Personal Licence Holder' and he informed me that he was not. I formally handed him a letter and requested that he give this to

the DPS. The DPS - Gurpreet Bhambra - contacted me later that evening at 23:24 and I updated him with our concerns and that we would discuss this further at a pre-arranged meeting, to be held on Friday 25<sup>th</sup> September 2020 at Slough Police Station.

25/09/2020 1.30 p.m.

Pre-arranged meeting with Gurpreet Bhambra, DPS, Sandy Bhambra, Drew Milne, BDM, Greene King, Rachael Rumney, Senior Licensing Officer, SBC, Linda Corcoran, Resilience & Enforcement Officer, SBC, Stephen Crundwell, Housing & Enforcement Officer, SBC and Debie Pearmain, Police Licensing Officer. The meeting was held at Slough Police Station. Debie Pearmain opened the meeting and made introductions. It was specified that we wanted to work with the management of the premises, which was the reason for the meeting.

Debie Pearmain asked the DPS and the Solicitor, if they were aware of the visit on Friday 18<sup>th</sup> September 2020 and the concerns that were witnessed during the visit. They all stated that they were aware of the concerns, as the statement from the Officer and Debie Pearmain, had been emailed through to them. Debie Pearmain stated that she did not intend to read through the statement, as the DPS had seen it, but stated that several other pubs had been visited on that evening and this was the worst pub that she had visited. She stated that the customers were not being managed in relation to COVID Secure measures, no social distancing around the bar area, no control over Track and Trace, as no-one was monitoring this all the time at the front door. The doorman who was working that evening, was not very pro-active. Debie Pearmain mentioned that the door staff member also had to manage the outside area as well and having just one doorman to do this and monitor the door, was not sufficient.

Drew informed everyone that as the new Legislation had come into force the day before and a lot of the concerns during the visit, will be addressed. All customers will be seated and all customers/staff, will have to wear a face covering. We were informed that they now have a host at the front door and all COVID measures were now in place.

Debie Pearmain then informed the DPS that she did not have the finer details, but she was aware of a visit by Immigration at the end of last year. Drew informed us that Immigration had not taken this further, due to the staff member's visa having expired and the other person involved, was a customer.

Debie Pearmain then informed the Management that there was an incident reported to TVP at 01.33am on the 06/09/2020. The report was of a fight in progress in the car-park. The other report to TVP was dated 01/08/2020 at 02.33am was a report of a female being assaulted inside the pub.

Debie Pearmain then informed the DPS that we had received drugs intelligence at the premises. Debie Pearmain asked if the DPS had noticed an issue with drugs at the premises? Drew informed those attending that the Management have a zero tolerance view on drugs. The toilets were monitored for any illegal activities and they also monitor the car-park area. We were also informed that they had banned customers, who had been found with drugs. Debie Pearmain then stated that those customers who have been banned, should be put forward for a Pub Watch Ban, but the attendance of the Management had been poor at the Pub Watch meetings. Debie Pearmain then gave the details of the next Pub Watch meeting, which was the following Thursday and the DPS confirmed that he would attend that meeting. Debie Pearmain also stated that when the 22:00 hours closing time has been lifted and the Management still need to have tighter control and management of the premises.

Debie Pearmain then handed over to Linda and Stephen, who informed the DPS that they had received ASB complaints about the car-park area. Noise diaries had been submitted by local residents. Some of the complaints, had highlighted loud music between 1am and 2am – 12.30pm – 02.00am.

It was highlighted that the car-park is insecure. It was agreed that the car-park would be looked at with a view of improvements being carried out. Rachael suggested 1. better brighter lighting, 2. CCTV to cover more of the car park area and 3. some sort of barrier again.

Drew informed everyone that they wanted to work with the neighbours and it was noted that perhaps some of the visitors to the car-park, are not the customers of the pub and by addressing some of the problems in this area, it will make it more difficult for people to sit in their cars and play loud music etc..

Drew informed everyone that he would speak to the DPS about the car-park and email Debie Pearmain any updates, so that she can pass on the information.

Debie Pearmain concluded the meeting, by informing the DPS that the premises would be checked and if any breaches were found, further action would be taken, which could include, an expedited review and/or, a prosecution for offences

01/06/2021

Pre-arranged meeting with Gurpreet Bhambra, DPS, Sandy Bhambra, Drew Milnes, BDM Greene King, Tola Idowu, Licensing Officer, SBC, Linda Corcoran, Resilience & Enforcement Team Leader, Stephen Crundwell, Housing & Enforcement Manager and Debie Pearmain, Police Licensing Officer. Meeting held at Windsor Police Station.

Debie Pearmain opened the meeting and introduced the participants. Further to the meeting held on the 25<sup>th</sup> September 2020, the DPS was informed that the Enforcement Team, had received further noise complaints, reports of loud music with a lot of these occurring quite late and some complaints, coming from the car-park.

Debie Pearmain then handed the meeting over to Stephen and Linda. Stephen went through some of the complaints he had received from residents, which were related to ASB from the car-park. A video was played of loud music and noise at 02.46am on the morning of the 23<sup>rd</sup> May 2021. The DPS denied that this was his premises and stated that they were closed by that time. Stephen and Linda also added that they were disappointed that nothing seemed to have been done with regard to the car-park, since the September meeting the previous year. Drew stated that the gate had been fixed by the DPS. It was said that there had not been any noise complaints during Lock Down and as soon as Lock Down had been lifted, the complaints started again.

We were informed that the noise issues were not from the pubs customers and that the noise, could be coming from the Metro Bank car-park. It was pointed out the complainant was adamant that the issues were coming from the pub and the car-park and that the complainant, is a reasonable person. It was agreed that perhaps some of the people using the car park were not visiting the pub and that the main issue, seems to be the car-park. The car park needs to be examined and secured. At the moment, it is very easy for people to access the car-park after business hours. Stephen informed everyone that he had spoken to Sandy on the 23<sup>rd</sup> April 2021, to inform him of the noise complaints that were still being received. We were told that the gate is now locked at 2am.

Debie Pearmain stated that due to the reports of loud music / noise during the early hours of the 23<sup>rd</sup> May 2021, the Police will need to ensure that the hours on the licence, are being strictly adhered to.

Drew stated that they want to work with and be good neighbours. They asked if the complainant would be willing to meet with them and sit down and discuss the issues. It was also said that if the complainant wishes to contact George on 07947354261 he would try to deal with issues that way.

Linda stated that due to the lack of anything having been done to secure the car park since the last meeting, it was appropriate to serve a Community Protection Notice on the DPS and the Premises Licence Holders. This gives the DPS and PLH, 2 weeks to make improvements. The Notices, were then served at the meeting.

20/08/2021 -17:40 p.m.

Attended the premises with Immigration Officers and NH Officers as Immigration had received intelligence / information, about illegal working at the venue.

The DPS was not on site, at the time of the visit and we spoke to Ms leena Pahuja, non - Personal Licence Holder. Leena informed them that the DPS was on his way back to the pub. At 17.44 p.m. the DPS, Gurpreet Bhambra arrived at the premises. Immigration Officers spoke with him - all persons checked at the time of the visit were all in order.

Debie Pearmain conducted a Licensing check with the DPS and found the following issues: The timing shown on the CCTV was incorrect – the time displayed was 16:17 p.m. whereas the actual time was 17:52 p.m.. The date was correct. Advice given to ensure that this was corrected ASAP.

Debie Pearmain mentioned the Pub Watch meetings and that she had not seen anyone from the pub, in attendance. It is a Condition on the Premises Licence that they attend.

There was no CCTV covering the external garden area - this also is a Condition on the Premises Licence.

Debie Pearmain asked the DPS to confirm with her, when the above had been rectified, as two of these are Conditions of the Licence and are currently being breached.

Debie Pearmain also asked the DPS if he was happy with Leena being classed as a 'Responsible Person' designated by the Licence holder, in his absence, as per Condition number 13 on the licence. The DPS told her he was happy with this.

During a conversation with Gurpreet the DPS, he felt that we were working against him. Debie Pearmain explained to him that Immigration had received information of illegal working and consequently, had to attend the venue. We the Police, had supported the Immigration Officers and her role, was to check that the Licence Conditions were being adhered to. She informed the DPS that she was aware that Immigration officers had attended the venue on at least 4 occasions, the last visit being in February 2020. On each occasion, people were found who should not have been working and action had been taken for illegal working. The DPS then informed her that he was taking a more active role in the business now and this sort of thing, will not happen in future.

Debie Pearmain can confirm that Immigration Officers have attended the premises on the following dates:

09/10/2013 – 3 x arrests made and a Civil Penalty Referral Notice was served for illegal working

06/08/2015 – 2 x arrests made and a Civil Penalty Referral Notice was served for illegal working

20/06/2018 – 1 x arrest made and a Civil Penalty Referral Notice was served for illegal working and a Civil Penalty Referral Notice was served for illegal working

02/02/2020 – 2 x arrests made and a Civil Penalty Referral Notice was served for illegal working

24/08/2021

Email sent to Andrew Milne and Greene King updating them of the visit to the venue on Friday 20<sup>th</sup> August 2021.

Since the meeting held on the 1<sup>st</sup> June 2021 and the issuing of the Community Protection Notices, some visible works have been done in the car-park area. Unfortunately, the noise issues have continued and can be documented they have been reported by the local resident.

From her last visit at the premises on Friday 20<sup>th</sup> August 2021, Debie Pearmain, although not undermining the Public Nuisance Licensing Objective at the time of the visit, was very disappointed and concerned to find that there was no CCTV in the external area, which is a Condition on the Premises Licence as well as the lack of attendance at the Pub Watch meetings by the DPS, or a Representative in his place.

The DPS and Management need to ensure that they are adhering to all of the Conditions on this premises Licence and not undermining any of the Four Licensing Objectives. The DPS has been at this premises for over 5 years now and I would expect him to know all of the conditions on the Licence and to be adhering to them all.

Both Slough Borough Council Licensing, the Licensing Resilience & Enforcement Team Leader and Stephen Crundwell, Housing & Enforcement Manager, have tried to work with the Business, with the aim of the business being able to trade successfully and for the local residents quality of lives, not being affected. It would appear that the residents are still being disturbed.