

**LICENCED PREMISES INCIDENT REPORT**
**Submitting Officer**

Shoulder No:	C3232	Name:	██████████ - Police Licensing Officer
██████████	Slough	LPA:	RBWM

**Incident References**

Premises Name:	Akaya Lounge	Location:	307-309 ██████████
Incident Date:	24/01/2025	Incident Time:	16:05
Command & Control URN:	N/A	Crime Report(s):	N/A
CCTV Seized:	N/A NO		
Sources of Information:	Licensing Check		

**Nature of Incident – what happened?**

C3232 attended venue with APS Ben ██████████ & NH Officers. The PLH ██████████ (also known as ██████████) was not on site. Mr ██████████ was the Manager at the time of our visit. ██████████ contacted the PLH by phone & I explained that we were conducting a Licensing check to him. During my initial conversation with the PLH I told him that I was aware of the Immigration visit on the 11/1/25 & that Officers had spoken to a ██████████ & had requested CCTV & that this person was obstructive & could not gain access to the CCTV. The PLH told me this was his cousin ██████████ I told the PLH that I expected full co-operation from all staff when Officers request CCTV to which I was told that they do. I told the PLH that we needed to check the CCTV system & was told that ██████████ would have to contact the CCTV company to give him access. ██████████ did this and we were then able to check the date & time which was correct. I told the PLH that this wasn't good enough & that the Manager/Supervisor needs to know how to work the system as CCTV may be requested by Officers for any serious incidents that may occur on the premises. Premise Summary was on display. The ID scanner was switched off when we attended & ██████████ informed us that this is only used for the Shisha customers. I informed ██████████ of the condition on the Licence - that all customers ID will be checked on entry. I told him I would be speaking to the PLH about this. ██████████ was not aware of where the Refusals register was (condition 3) & he didn't know where the door staff signing in register was (condition 6).

**Premises Response – what part did staff play? How did they react/assist? (include good/poor performance)**

██████████ was co-operative answering my questions the best he could

**Police Response – what action was taken? Please identify the main officers who dealt with the incident**

PLH - [REDACTED] to come into the Police Station for a follow-up meeting re the breaches