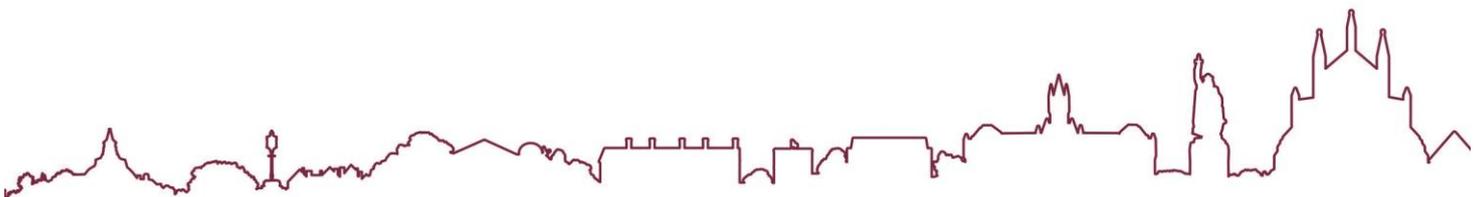


Appendix 5 – Applicant’s Supporting Documentation



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From: Taylor, Lauren <[REDACTED]>
Sent: 14 June 2021 08:22
To: Cohen, Robert <[REDACTED]>
Subject: RE: Op Snapshot

Hi Rob,

Mostly the High Street and Winchester was fine, it was nowhere near as busy as what we expected! We found a lot of people who watched the game at home, we had a lot more calls to service for ASB I believe and domestics!

The only place of note was The Exchange.

We drove past at 2200hrs, there was a guy on the floor at the exit. A member of staff was with him doing first aid. As it happened, he and his 3 friends were in the pub drinking, they stopped serving them as they were too drunk. When they left, one of the lads pulled his mate to say 'come on we need to go,' he's tripped over his own feet and face planted the concrete floor.

The staff on scene were brilliant, did first aid, had called an ambulance and waited with him. Annoyingly I have my PNB with all the names in my stab vest at Winall – I can get them if you need them. The lad went off to Southampton General, for tests but from what we could see, it looks like a broken eye socket. No offences committed,

Whilst there we did a walk around in the pub – it wasn't great. They have no security, only a door man who was bar staff acting as a doorman from what I could gather. It was very busy, there was tables full of glasses and the bar must have had 100 glasses on their which had been collected.

Spoke to the DPS, he was less than engaging. I asked him to get the glasses / bottles on the tables cleared immediately and to think about switching to plastics for outside due to the risk / hazard. He was dismissive, he said plastics make things worse – not sure how.

It was a young demographic. No one stood out as drunk but I am not convinced they were managing the volume of drinks people were having and how drunk people were getting. They were also understaffed as he didn't expect it to be so busy.

We went back at 2300hrs as there was a group outside. It was closing time. Lots of people hovering around, quite drunk. We told them all to move on and go home but there was no encouragement for them to go from the staff at the Exchange, they were just kicked out and left – as the pub was closing!

This is all on my BWV (99128)

The people left and went down to Alfies. We popped in there and everything was fine, no excess glasses, no drunkenness, security on the door and enough staff.

Advised them to be mindful who they let in and how much they were drinking as the exchange had just kicked out .

Let me know if there is anything else you need.

Many Thanks

Lauren

Lauren Taylor | 99128 Special Inspector

Winchester

Hampshire Special Constabulary

Mobile: [REDACTED]

Hi Katie,

Sorry for the delay, still catching up on emails.

The Exchange do have an off licence but I'm not a huge fan of people leaving the premises with glass. I would argue that this potentially undermines a couple of the licensing objectives and would much prefer that he decants into plastic cups if people insist on taking their drinks away with them.

I've copied in Police Licensing as they are very much leading on The Exchange's compliance issues at the moment and pushing for them to amend their premises licence.

If any of your customers who made reports require an update, I would suggest that you say that Police are actively engaging with the premises on a number of matters and that any further issues should be reported to us.

Hope that helps!

B

Briony Appletree

Licensing Officer

Public Protection

Winchester City Council

Colebrook Street

Winchester

SO23 9LJ

Tel: [REDACTED]

DD (External): [REDACTED]

DD (Internal): [REDACTED]

www.winchester.gov.uk

www.visitwinchester.co.uk

From: Katie Mattingly <KMattingly@winchester.gov.uk>

Sent: 10 May 2021 12:06

To: Briony Appletree <BAppletree@winchester.gov.uk>

Subject: Exchange pub

Hi Briony

I have had a couple of reports of people leaving the Exchange with glasses of alcohol, before I go back the them, do they have an off licence?

Hope you had a good day off

Katie

Date of Incident:

08-05-2021

Time of Incident:

17:30

Incident Category:

COVID Restrictions / Non Compplliaanntt Prreemiisseess

Business Name (if

applicable):

The Exchange

Street Name:

Southgate Street

What3Words Reference:

///faced.developed.presume

Marshal involved:

[REDACTED]

What did the marshal see, hear and do?:

On driving past the Exchange, it was noticed that there was 5 IC1 males outside the venue with pint glasses which had liquid inside them, the males did walk up the road with the glasses. CCTV control was informed.

Katie Mattingly

Covid Business Support Officer

Winchester City Council

Colebrook Street

Winchester, SO23 9LJ

Tel: [REDACTED]

Ext: [REDACTED]

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From: [Pollard, Colin](#)
To: [REDACTED]
Cc: [Swallow, Brian](#)
Subject: Staff Training & Refusals
Date: 20 April 2021 15:24:00
Attachments: [Refusal Log.docx](#)
[Updated Staff Declaration.doc](#)

Good afternoon Colin,

Thank you for your time this afternoon. As we discussed, police have identified two very drunk females who it is thought had been drinking in the Exchange this week. I accept that you said you verbally train your staff to refuse service and that this has been put into action this week to prevent others from gaining access to the pub or continuing drinking.

I think it is fair to say that there is very high demand for the few licenced premises who have re-opened following lockdown. Demand is higher than the actual provision of outside seating and this is likely to continue until the next phase of the Governments Roadmap, currently planned for the 17th May but subject to change. With the improving weather, customers are going to be reluctant to give up their seats and this could lead to extended periods of consumption of alcohol and more intoxication.

There is a need for your staff to be vigilant in identifying individuals, early, before they become intoxicated. Best practice would be a process of documented training in this area, refresher training regularly and a method of recording all incidents of refusal to highlight the training being put into use.

You said you would be prepared to implement some additional training in the area of intoxication and refusals. I have attached some very basic documents to assist you with this. Please feel free to use these documents as they are or use them as a starting point to create your own, bespoke, document for your business.

It is recommended all staff receive training relating to identifying a drunk person, making and recording refusals. This training should be documented, signed and dated by each staff member. This will provide you with a record of your efforts, as the licence holder, to prevent drunkenness on your premises. This training should be given to all staff members and refreshed every 6-12 months.

It is further recommended that all instances of refusal of service are recorded in a log with the date, time, reason for refusal and name of staff member making the refusal. This will show your staff putting their training into practice. It will allow you to identify sessions where refusal on the grounds of intoxication may be higher allowing you to take proactive measures in preventing Intoxication. The staff details will identify any of your staff who are not refusing service. This will highlight any staff whose inaction could be resulting in the sale of alcohol to a drunk person and give you an opportunity to address this with further training.

If I can be of any assistance to you in tackling this issue, please feel free to get in touch. In any event I will make contact in the coming weeks to see how things are going.

Kind regards,

Colin POLLARD 16866
Police Licensing Officer
Licensing and Alcohol Harm Reduction Team
Bishops Waltham Police Station
Hoe Road
Bishops Waltham
SO32 1DS



www.hampshire.police.uk

Briony Appletree

From: Jane Bastock [REDACTED]
Sent: 30 June 2021 11:08
To: Ben Swallow
Subject: Re: Pubwatch
Attachments: image001.jpg

Hi Brian

No I have not received anything regarding this incident from The Exchange.

Best Wishes

Jane

Sent from my iPhone

On 30 Jun 2021, at 08:50, brian [REDACTED] wrote:

Hi Jane

Last Tuesday (22nd) there was an incident at the Exchange pub in Winchester whereby a female member of bar staff was sexually assaulted by a drunken customer. Can I ask if any representative from the pub has made contact with you to disclose the incident and propose the suspect for a Pubwatch ban?

Kind regards

Brian

PC 2903 Brian Swallow

Licensing Officer

Licensing and Alcohol Harm Reduction Team

Bishops Waltham Police Station

Hoe Road

Int: [REDACTED]
Ext: [REDACTED]

Mob: [REDACTED]

[Licensing HomePage](#)

National Pubwatch South East Representative

[REDACTED]

<image001.jpg>

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