

Licensing Panel AGENDA

DATE: Wednesday 29 June 2011

TIME: 10.30 am *

VENUE: Committee Room 5,
Harrow Civic Centre

* THERE WILL BE A BRIEFING FOR MEMBERS AT 10.00 AM IN COMMITTEE ROOM 5

MEMBERSHIP (Quorum 3)

Chairman: (To be appointed)

Councillors:

Thaya Idaikkadar
Ajay Maru

John Nickolay

Reserve Members:

Note: There are no Reserve Members currently appointed to this Panel.

Contact: Lysandra Dwyer, Democratic Services Officer
Tel: 020 8424 1264 E-mail: lysandra.dwyer@harrow.gov.uk

AGENDA - PART I

1. APPOINTMENT OF CHAIRMAN

To appoint a Chairman for the purposes of this meeting.

2. DECLARATIONS OF INTEREST

To receive declarations of personal or prejudicial interests, arising from business to be transacted at this meeting, from:

- (a) all Members of the Committee, Sub Committee, Panel or Forum;
- (b) all other Members present in any part of the room or chamber.

3. MINUTES

[Note: Licensing Panel minutes are:-

- (1) approved following each meeting by the Members serving on that particular occasion and signed as a correct record by the Chairman for that meeting;
- (2) not submitted to the next panel meeting for approval.

Reasons: The Licensing Panel is constituted from a pooled membership. Consequently, a subsequent Panel meeting is likely to comprise a different Chairman and Members who took no part in the previous meeting's proceedings. The process referred to at (1) above provides appropriate approval scrutiny].

4. PUBLIC QUESTIONS, PETITIONS AND DEPUTATIONS

To receive any questions, petitions or deputations (if any), under the provisions of Committee Procedure Rules 17, 15 and 16 (Part 4B) of the Constitution respectively.

[Note: These items are qualified by the requirements of the licensing legislation and will not be applicable to applications on the current agenda.]

5. LICENSING PROCEDURES (Pages 1 - 2)

Procedure to be followed at an oral hearing.

6. APPLICATION FOR A REVIEW OF THE PREMISES LICENCE HELD IN RESPECT OF THE CRAZY HORSE, 43 CHURCH ROAD, STANMORE, HA7 4AA (Pages 3 - 108)

Report of the Corporate Director Community & Environment

7. ANY OTHER URGENT BUSINESS

Which cannot otherwise be dealt with.

AGENDA - PART II - NIL

Licensing Panel – Licensing Act 2003

Procedure R - Oral Hearing in Public

This document provides a summary of the Panel's procedure for the conduct of this oral hearing in public. This procedure is followed during a REVIEW procedure.

1. Introduction by chair of:
 - Members
 - Officers and Officers of Responsible Authorities
 - Applicants and Objectors
 - the procedure for the hearing.
2. Presentation of the report by Officers of the Relevant Authority.
3. Introduction by the objector of their statement. Additional material may be submitted with the agreement of the Panel and the other party, subject to advice by the Council's legal advisor at the time.
4. Questioning of the objector by:
 - the applicant
 - the Panel
5. Presentation by the applicant, or their representative of their statements. Additional material may be submitted with the agreement of the Panel and the other party, subject to advice by the Council's legal advisor at the time.
6. Questioning of applicant by:
 - the objector
 - the Panel
7. Concluding statement by the applicant.
8. Concluding statement(s) by objector.
9. The Panel together with their legal advisor and committee clerk withdraw to consider of the application. Should the Panel wish to clarify any point with any particular party, all sides are recalled for the questions to be asked.
10. The hearing is reconvened for the Panel to announce their decision. Should the application be refused or conditions be placed on the licence the Panel must give reasons for this action.

NOTES

WITNESSES: *Either side may call witnesses to support their case. Witnesses should have submitted written statements before the hearing which they present and on which they may be questioned. Witnesses introduced at short notice may speak with the agreement of the Panel and the other party, subject to advice by the Council's legal advisor at the time.*

ADJOURNMENT: *The Panel may at any time adjourn to a later date for the further consideration of an application. The date and time should be agreed with all parties as far as possible.*

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REPORT FOR: **LICENSING PANEL**

Date of Meeting:	29 June 2011
Subject:	Application for a Review of the Premises Licence held in respect of the Crazy Horse , 43 Church Road, Stanmore, HA7 4AA
Responsible Officer:	Brendon Hills – Corporate Director, Community & Environment
Exempt:	No
Enclosures:	Crazy Horse Operational Manual Decision of last review panel Result of appeal to Magistrates Premises Licence Review Application Premises Plan Location Map Representations

Section 1 – Summary

An application has been made by PS John Crump, the local Police licensing officer, to review the premises licence for 'Crazy Horse' based on three of the licensing objectives - **the prevention of crime and disorder, public safety and the prevention of public nuisance.**

Representations received

Representations from Responsible Authorities

From	Relevant Representations details
The Planning Authority	No representations received
Health & Safety	No representations received
Environmental Health Authority (Pollution and environmental enforcement)	No representations received
Trading Standards	No representations received
The Area Child Protection Service	No representations received
LFEPA	No representations received
Metropolitan Police	Representation Received

Representations from interested parties

From	Relevant Representations details
Interested Parties	Representations Received

Section 2 – Report

2.1 Brief History

- 2.1.1. There is a premises licence in force at the 'Crazy Horse,' a public house trading at 43 Church Road, Stanmore HA7 4AA. A copy of the premises licence is attached to this report providing details of licensable activities, opening times and conditions.
- 2.1.2 The Premises Licence was granted during the transitional period when an application was made for conversion of the Justices Licence: an application to simultaneously vary the licence at that time was rejected on the grounds that it had not been correctly advertised.
- 2.1.3 An application was made in October 2005, to vary the licence in order to extend hours for sale of alcohol and other licensable activities and to remove conditions on the existing licence. This application was heard by the Authority's Licensing Committee in December 2005 and rejected.
- 2.1.4 An application to vary the licence, to remove conditions on the existing licence, was made in January 2006 and subsequently withdrawn.
- 2.1.5. A further application to vary the licence in order to extend the terminal hour for licensable activities and to remove existing conditions was made in May 2007. The licensing committee heard this application in July 2007.

- 2.1.6 Between July 2007 when the varied licence was granted and March 2008, there were 13 separate recorded complaints from residents of noise nuisance emanating from the premises and disturbance and noise nuisance from the street outside the premises, allegedly caused by entering / exiting patrons.
- 2.1.7 On 17th March 2008 a review application was been made by Sergeant Davis, relating to three of the licensing objectives, the prevention of crime and disorder, public safety and the prevention of public nuisance. The decision of the licensing panel in relation to that review is attached to this report.
- 2.1.8 This decision was appealed to the Magistrates Court and was heard on 13th October 2008. The decision of the appeal is attached to this report.
- 2.1.9 The current licensable activities and hours under the premises licence for Crazy Horse are:

Sale by retail of alcohol, Live Music, Recorded Music, Performance of Dance, Entertainment of a similar description to that falling within e, f, or g (h), Provision of entertainment facilities for dancing:

Monday to Thursday	1000 – 0030 (the following morning)
Friday & Saturday	1000 - 0130 (the following morning)
Sunday	1200 - 0030 (the following morning)

Late Night Refreshment:

Sunday to Thursday	2300 – 0030 (the following morning)
Friday & Saturday	2300 – 0130 (the following morning)

Hours open to the public:

Monday to Thursday	1000 – 0100 (the following morning)
Friday & Saturday	1000 – 0200 (the following morning)
Sunday	1200 – 0100 (the following morning)

- 2.1.10 On 2 May 2011 a review application was made by Sergeant Crump, relating to three of the licensing objectives - the prevention of crime and disorder, public safety and the prevention of public nuisance. A copy of the application for the review and the representations in support are attached to this report.
- 2.1.11 The premises is situated on Church Road in Stanmore at the end of a parade of commercial premises with residential properties adjacent and opposite to the premises. A location map is attached to this report.

2.2 Representations

The Metropolitan Police through Sergeant Crump has submitted an application to review the premises licence. A copy of this representation is attached to this report. Two interested parties have submitted representations supporting the application and copies of these representations are attached to this report.

2.3 Consultation

The review application was advertised at the council offices and on the premises in accordance with the requirements under the Licensing Act 2003.

2.4 Licensing Guidance Implications

The government has issued Guidance pursuant to section 182 of the Licensing Act 2003 that deals with reviews in paragraphs 11.1 – 11.29.

2.5 Legal Implications

2.5.1 The Licensing Panel is required to hold a hearing to consider the review application and any relevant representations. The hearing must be held in accordance with the Licensing Act 2003 (Hearings) Regulations 2005.

2.5.2 Having considered the representations from all parties, the Panel has to determine the application for the review of the premises licence. The Panel is required to take such of the steps listed below at 2.5.3 (if any), as it considers necessary for the promotion of the licensing objectives. If the Panel does not consider that any of the steps listed at 2.5.3 are necessary for the promotion of the licensing objectives then it should do nothing.

2.5.3 Where it considers it necessary for the promotion of the licensing objectives, the options available to the Panel are:

1. To modify the conditions of the Licence;
2. To exclude a licensable activity from the scope of the licence;
3. To remove the designated premises supervisor;
4. To suspend the licence for a period not exceeding 3 months;
5. To revoke the licence.

and for this purpose the conditions of the licence are modified if any of them is altered or omitted or any new condition added.

2.5.4 Any modified conditions should be practical and enforceable.

2.5.5 The licensing authority may at any time reject any ground for review specified in an application for review if it is satisfied that either: (a) the ground is not relevant to one or more of the four licensing objectives; or (b) the application is made other than by a responsible authority and the ground is frivolous, vexatious, or a repetition

2.5.6 If any grounds of review are rejected on the basis set out in 2.5.5, the application for review is taken to be rejected to that extent.

2.5.7 In addition to determining the application in accordance with the legislation, Members must have regard to –

- The common law rules of natural justice.
- The provisions of the Human Rights Act 1998.
- The considerations in section 17 of the Crime and Disorder Act 1998.

2.5.8 By section 6 of the Human Rights Act 1998, the Panel is required to act in a way that is compatible with rights under the European Convention for the Protection of Human Rights. The following provisions of the European Convention seem relevant: Article 6 (right to a fair trial) Article 14 (prohibition of discrimination) and Article 1 of the First Protocol (protection of property).

2.5.9 In relation to section 17 of the Crime and Disorder Act 1998, this states:

‘without prejudice to any other obligation imposed on it, it shall be the duty of each authority to which this section applies to exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent, crime and disorder in its area.’

2.6 Community safety

Refer to the Licensing objectives, and Section 17 Crime and Disorder Act 1998 as noted above. The Borough Commander through Sergeant John Crump has applied for a review of the premises licence.

2.7 Financial Implications

No financial implications

2.8 Risk Management Implications

If any party is aggrieved with the decision on one of the grounds set out in Schedule 5 to the Licensing Act 2003, they can appeal to a Magistrates’ Court. The Appeal period is 21 days from notification of the decision.

Section 3 - Statutory Officer Clearance

Name: Kanta Hirani	<input checked="" type="checkbox"/>	on behalf of the* Chief Financial Officer
Date: 10 th June 2011		
Name: Paresh Mehta	<input checked="" type="checkbox"/>	on behalf of the* Monitoring Officer
Date: 14 th June 2011		

Section 4 - Contact Details and Background Papers

Contact: P Sivashankar, Licensing Services Manager x 6237

Background Papers

Premises Licence
Review Application
Premises Plan
Representations
Location Map
Decision of last review panel
Result of appeal to Magistrates
Crazy Horse Operational Manual

#328304106



Crazy Horse
43 Church Road, Stanmore, Middlesex HA7 4AA

Operational Manual

Contents

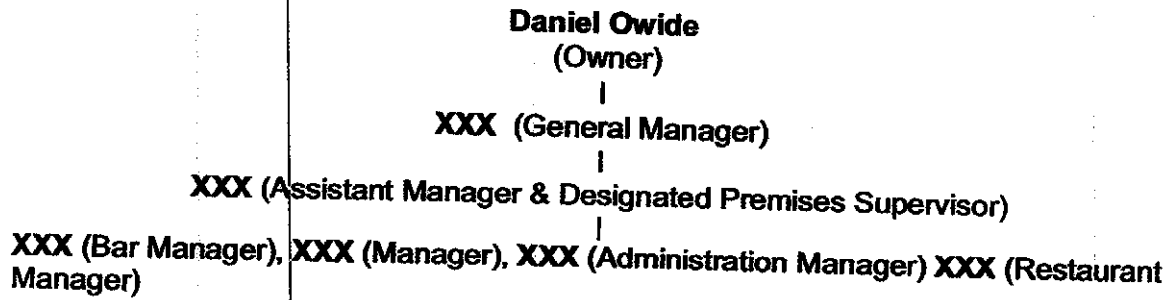
1. Management Structure
2. Quality Control
3. Terms of Entry
4. Age Policy
5. Customer Code of Conduct
6. Drugs Policy
7. Security Positions – Specific Job Requirements
8. Violence at the Entrance
9. Ejection Policy
10. Mass Violence
11. Management of Outside
12. Smoking Policy
13. Crime Scene Preservation Policy

[Draft #2]

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1. KEY STAFF MEMBERS AND POSITIONS

Management:



Other Key Staff:

- XXX (Administrator)
- XXX (Reception Manager)
- XXX (Chef)

Head of Security:
XXX

2. QUALITY CONTROL

General Overview

One thing we all have in common is that as employees of Crazy Horse we are here to protect the well-being of each and every individual who enters the building. We need to be constantly aware of all our customers actions and attitudes making sure that while under our roof they are playing by our rules.

Ladies should feel safe from harassment from unknown men. To assess this accurately, it is not so much the action of the male towards the female that constitutes harassment, it more the reaction from the female as to whether or not the behaviour is welcomed. This issue has a zero tolerance policy at Crazy Horse and no exceptions will be made. If any female appears to feel pressure from an uninvited male, then the male will be escorted out of the premises via the front door (provided it is not a forced ejection), ensuring that the door staff see his face and ban him from re-entering in the future.

Pick pockets and bag thieves are plentiful in London and constant monitoring and mingling with customers will reduce this risk. It is quite common for a thief to stay away from the bar area where it is much lighter. Generally speaking, thieves will stay near the dance floor and seating areas and will not be drinking much, if any, alcohol. They will sometimes be with their friends but will not always be in direct verbal contact, using signals as a means of communication. All staff should be aware of these issues, and work to keep property safe, but we must all work as a team to ensure the customers and guests are counselled about the risk of unattended bags etc. It is the role of the security staff to ensure that the customers have their handbags and purses with them, or inside the cloakroom, offering friendly warnings about life in central London. Communicate with other customers of the team about possible suspects, or issues that cause concern.

Intoxicated customers and customers and guests do not have a good time. They are no longer in control of their drinking habits and rely on Crazy Horse staff to ensure that they are safe and can get home safely. The bottom line question is this: If there was a fire in Crazy Horse, could somebody who was 'drunk' be able to look after themselves or their property? If they are too drunk to act sensibly or think quickly, they are too drunk to be inside licensed premises. **It is an offence for intoxicated people to be on licensed premises.**

The best way to tell if somebody is drunk is by the look in their eyes. If their eyes are slightly glazed and only partly open, they are probably drunk. If the customer is swaying whilst standing still, even slightly, they are probably drunk. If the customer has a slurred speech they are probably drunk. If, between two males, there is a lot of body contact, especially around the head and face, they are probably drunk. If a couple are becoming too romantically involved, they are probably drunk.

These member and guests get this way because they are served excess alcohol. We serve them the alcohol that gets people out of their own safe control. It is our responsibility to ensure this doesn't happen. The above mentioned symptoms will only occur if we allow the customers and guests to reach this state. To help the bar team serve alcohol responsibly, question the bartenders as to what customers and guests are requesting double measures or shots with their drinks. Which customers and

guests are drinking quickly, even though they are showing no signs of intoxication? It is then the role of the bartender to warn the subject concerned of the dangers of excessive drinking (ejection) and suggest alternating alcoholic drinks with soft drinks to ensure a paced out evening. It is an option to give free soft drinks or water in these situations.

Security will ask customers who are suspected of being intoxicated to accompany them outside to the entrance. The customer will be told clearly that he is not being ejected. Once outside, security will assess the customer's level of intoxication. Security may ask the customer to wait several minutes to make an accurate assessment. If this occurs they will be seated in the area to the left of the entrance. If the person is judged to be drunk, he will not be allowed to re-enter Crazy Horse. His coat will be brought up and friends informed.

Over the past years there has been a massive increase in **drug abuse** throughout the whole of the UK. Safer Clubbing has been introduced to create a safer and more enjoyable atmosphere to not only work in but provide for the party going patron. This is where you come in.

Creating a safe Physical Environment:

Management and Security staff are mainly responsible for ensuring Crazy Horse is a safe environment for and customers and guests. However, with your presence devoted to the 'floor' while on shift, we all need to work together to eliminate any possible drug abuse here at Crazy Horse. Common signs to look out for include:

- **Dilated Pupils**
- **Glassy or Red eyes**
- **Frequent use of Eye wash**
- **Slurred Speech**
- **Drastic mood changes**
- **Violent outbursts / Argumentative**
- **Poor concentration and attention spans**
- **Frequent visits to the toilets**

These are just a few examples of what to look for. I'm sure you can think of a couple more. A common knowledge of such signs can help abolish any such use or even the thought of by our customers and guests. Any slight indication of any type of drug use should be reported to the management on duty straight away.

Tackling Drug Dealing

Drug use has become a large part of youth culture and is for many young people an integral part of a night out. Once again any suspicious actions by customers and guests or any conversation heard regarding this specific topic needs immediate notification to the management and security on shift.

Any customer under the influence or dealing under **OUR** roof could ultimately cost Crazy Horse it's licence. The possession and use of these drugs is illegal and could easily shut Crazy Horse down. We have a **ZERO TOLERANCE** policy for drug use at

Crazy Horse. All drug users and dealers will be ejected from the club and barred from re entry. All drugs and weapons must be given to a manager to be locked in the safe in special bags for handing over to the police.

3. CRAZY HORSE DOOR POLICY

Terms and Conditions of Entry

1. Persons must be on the guest list and / or pay an entrance fee, or be a bona fide guest, or invited at a private function.
2. Any persons deemed by the Management or Security to be under the influence of alcohol or illegal drugs will be refused entry to Crazy Horse.
3. Any persons carrying or thought to be carrying any form of offensive weapon will be refused entry to Crazy Horse.
4. Any persons not in keeping with the dress code, set out below, will be refused entry to Crazy Horse.
5. Any persons, who are known to have been involved in criminal activities or assaults on persons either within or in the areas surrounding Crazy Horse, will be refused entry.
6. Any ex-employees of Crazy Horse, whose employ was terminated by the Company, will be refused entry to Crazy Horse. (For a period of 6 Months)
7. Large groups of gentlemen, unaccompanied by Ladies, will be refused entry to Crazy Horse.
8. Crazy Horse retains the right to randomly bodily search customers to ensure the safety of both customers and staff.

Smart Dress

Guest Dress Code

1. No Baggy, 'Gangsta' style Jeans.
2. No Sportswear.
3. No Football Colours.
4. No baseball caps.
5. No hoodies.

If customers are wearing hoodies or caps, these are to be removed on entry.

Management reserve the right of entry.

4. Age Policy

Crazy Horse operates a strict over 21 only door policy which is enforced by Door Security, Pickers and Licensees. (However on occasion there may be a private function where this policy does not apply).

All sales staff that come into contact with customers may also question a customers age if they feel that they may not be over 21.

The most obvious indicators will be the maturity of a guest's face, the clothing they wear and their general demeanor and confidence at point of entry.

If a mixed age group is attempting to enter – the younger customers of the party will tend to hang back so every effort must be made to make sure that under age customers and guests do not drift in with a larger group undetected.

At the same time as sobriety is being established at point of entry – security and management will ask random questions of any group which may include younger people.... "Where have you been tonight?", "Have you been to Crazy Horse before?", "What's the occasion?" etc will establish a dialogue and the general reaction of customers and guests may be a clue as to their age – an underage person will generally be less confident – at which point ID can be asked for. Watch for general nervousness and "knowing looks" between groups and question males and females randomly even if one person has taken the lead in a group.

If there is any doubt or you don't believe someone's professed age and date of birth – proof must be provided by the guest; the best ID's are driving licences, passports and the National Identical cards of some Western European countries (e.g.; French, Italian and German nationals often carry these.) All carry a photo and cannot be obtained without a birth certificate.

If you think that the document is a forgery – ask for further proof. If the guest cannot prove their age to you – access will be denied.

All guest list and general enquiries will be reminded of the age policy and reservations will be asked "How old is the person celebrating the birthday" if a reservation is for a party.

All outside promoters will be regularly reminded of the age policy and if a promoter consistently sends people at the lower end or under the age limit – their contract with Crazy Horse will be summarily terminated.

If someone enters and appears "*relieved*" or smiles nervously as if they have just *gotten away with something* as they enter – they should be stopped and asked to prove their age.

Generally speaking males are best at guessing the age of other males and females of other females so use the people around you if you are unsure....

**WHEN IN DOUBT – ASK FOR PROOF – IF THE GUEST CANNOT PROVIDE IT,
DENY ENTRY AND REMIND THE GUEST TO BRING PROOF NEXT TIME.**

5. CRAZY HORSE CUSTOMER CODE OF CONDUCT

Crazy Horse Customer Code of Conduct is set out to ensure that the majority of customers (or persons attending a private function) can enjoy themselves in a friendly, non- aggressive, and drug free environment. Crazy Horse Staff, Management and Security are only too aware that it is the few that can ruin an evening for the many..... and the many may not come back.

Customer Code of Conduct

1. Drunkenness will not be tolerated.
2. Being under the influence of, the selling of, or the taking of illegal drugs will not be tolerated.
3. More than one person in a toilet cubicle will not be tolerated.
4. Arguing, aggression or fighting will not be tolerated.
5. Acts of a lewd or sexual nature will not be tolerated.
6. Acts of racism or sexism will not be tolerated.
7. Causing damage to or climbing onto furniture or fixings will not be tolerated
8. Entering into the private areas of Crazy Horse will not be tolerated.
9. Wanton discharge of fire equipment will not be tolerated.
10. Endangering the personal safety of self or others in any way will not be tolerated.
11. Endangering Crazy Horse (building) will not be tolerated.
12. Physical or verbal abuse directed at Crazy Horse staff will not be tolerated.
13. Endangering Crazy Horse licence to sell alcohol or its ability to trade will not be tolerated.

Crazy Horse Management and Security understands that some of the above may better be dealt with on a warning basis, whereas others may be better handled by the correct authorities.

6. CRAZY HORSE DRUGS POLICY

Assessment:

Review date:

Crazy Horse is committed to providing a drug free environment for the benefit of all its customers and employees.

It is required that: -

1. If you suspect in any way that drugs are being taken or distributed by employees or customers, please inform the Manager on duty. Any information given will be treated in the strictest confidence.
2. The possession, supply, distribution and even discussion of non-prescription drugs is absolutely prohibited on Company property. This includes inside the building and surrounding land.
3. In connection with the problem of the supply and consumption of prescribed or controlled drugs or the misuse of alcohol, the employee agrees to:
 - Remain vigilant at all times during the performance of their duties.
 - Notify the company if it suspects that any person is using dealing or attempting to deal in drugs in the premises (whether such person is a customer or an employee of the company).
 - Fully support the company in its drug vigilance programme.
 - Produce to their manager any drugs or suspected drugs which the employee may find in the premises at any time.
 - Submit at any time or times, but at the expense of the company, to a blood test to be undertaken by a qualified medical person for the purpose of ascertaining whether or not the employee is free of drugs.
 - Submit to a breathalyser test to be administered by any member of the management of the premises at any time.

Please note that anyone in breach of the above points will be disciplined as per guidelines in the employee handbook.

In addition please be aware that all Managers are instructed to involve the Police in any case where drugs are involved or suspected.

In the event of seizure of drugs:

- Ensure the process is witnessed.
- Confiscate any drugs found.
- Record and log details of drugs found in the drug register.
- Place drugs in sealed bags (provided by police).
- Call police and inform them of seizure.
- In the event of a large quantity of drugs being found, call the police immediately.

7. Security Positions - Specific Job Requirements

Security #1 Outside / Entrance

- Manage guest list and queue.
- Control of ropes
- Monitor guests behaviour in the queue
- Monitor dress code along the queue not just the entrance
- Bring anything untoward to Managers attention
- Watch people approaching Crazy Horse
- Ensure that any beggars or drunks are not harassing guests in the queue
- Refusing entry will be conducted in a professional manner. Management will always have the final say.
- Control of clickers ensuring that we are never over 190 people in the building at any time.
- Ensure that there is a steady flow of guests into the premises
- The entrance is a fire exit so will always be kept clear; asking guests to use phones outside etc.
- Check guests for identification and for intoxication.
- Monitor and guide the other security guards.
- Ensure all chains are removed / replaced at beginning / end of night

Security #2 Entrance / Inside Lobby

- Monitor any customers who may be intoxicated.
- Monitor all guests as they leave Crazy Horse, ensuring they are not intoxicated. If somebody is at an excess level of intoxication, escort them to the exit ensuring they are with responsible sober company and they have a safe means of transport.
- Keep the entrance (fire exit) clear
- Communicate all relevant information to floor security.
- Search all guests and bags, if appropriate, in a professional, quick and efficient manner remaining welcoming and polite at all times.
- Show guests where to pay (if applicable) and encourage them to use the cloakroom.
- Stop any drinks from leaving Crazy Horse, watch out for bottle under coats and in pockets

Security #3 Bar

- Monitor behaviour of customers ordering drinks – identify any person who is intoxicated
- Be alert to pushing / aggression if the bar is busy
- Support the bar staff during any incidents
- Be vigilant of property left unattended

- Pay special attention to any spillages on dance floor.
- Use 360 degree vision; do not wait for something to happen diffuse situations before they start. E.g. arguing, aggression will not be tolerated.
- Monitor guests behaviour, spilling drinks, shouting
- Maintain visual contact with security, use radios only for important issues.

Security #4 VIP Area / Rear Fire Exit

- Monitor behaviour of customers in the main bar area as well as the VIP area.
- Ensure that no guests who have not booked or reserved booths are using them. Consult with waitress at all times.
- Be vigilant of property left unattended
- Monitor intoxication levels as drunken people will not be served at the bar.
- Ensure that no one is using the fire exit doors, in or out
- Monitor activity in the toilets
- Monitor guests behaviour, spilling drinks, shouting
- Maintain visual contact with security, use radios only for important issues.

Security #5 Float

- Cover any security breaks that are required
- Keep in contact with all security pointing out any situations in their section
- Always keep mobile
- Keep the manager / head of security informed of anything that might cause a situation.
- Be vigilant of property left unattended, try to find the owner and suggest the use of the cloakroom
- Monitor any customers who may be intoxicated.

8. VIOLENCE AT THE ENTRANCE

Controlling entry into and exit from the venue

The entrance can be a significant flash point for violence, leading to injury or trauma to door supervisors, other employees and customers of the public while dealing with people entering or exiting the venue.

Potential threats include:

- Threats and abuse from customers waiting to get into the club
- Persons attempting to queue jump
- Barring entry of unsuitable customers
- Dealing with people under the influence of alcohol or drugs
- Breaking up of violent or aggressive confrontation between other parties
- Reprimanding, and ejecting of unsuitable customers
- Staff aggression or incorrect handling of the situation

Preventative and protective measures:

- All door supervisors are booked through an approved contract company. All door supervisors are required to be registered with the Security Industry Agency (SIA), to have undertaken an approved training scheme and to wear valid identification.
- Door supervisors are required to sign in upon arrival at work (name, badge number, expiry date and contact number) and are not permitted to work without valid / current ID.
- Any door supervisors are instructed in the premises H&S policy and arrangements, and are subject to house safety rules. In-house procedures are in place for dealing with violent or aggressive customers, ejection policy etc
- Barriers / velvet ropes to divide entry / exit routes. Queuing customers kept informed of likely waiting times for entrance. Door supervisor to maintain order outside the premises and prevent queue jumping.
- One door supervisor and member of management at front door at all busy times to control queue.
- Search policy in place to prevent harmful weapons and substances from being brought onto the premises.
- Numbers entering premises at any one time are restricted to four in order to prevent overcrowding at reception and main entrance at busy times.
- Access barred to those under the influence of alcohol or drugs.
- Door supervisors to be accompanied at all times during evictions and witnessed by a member of management.
- Nightly briefings for door supervisors re: party bookings, special customers and guests etc and to exchange information on potential troublemakers.

9. CRAZY HORSE EJECTION POLICY

Crazy Horse employs a strict 'Ejection of Persons Policy', which is set out to ensure safe ejection for both the Customer and Contracted Door Staff, whilst causing the minimum disruption to the business of Crazy Horse.

ALWAYS USE THE FRONT ENTRANCE (WHERE POSSIBLE) AND USE YOUR RADIO TO INFORM THE DOOR

- **Hands Off Ejection**
- Wherever possible it is insisted upon that persons being ejected be not touched. Although, under law, reasonable force may be employed, a simple touch can be seen as an assault, and may result in the Authorities attending.
- **Three Warning Rule**
- For minor misdemeanours, for example "refusing to move off of a designated fire exit", or "standing on a chair", it is Crazy Horse policy to issue a Three Phase Warning whereas in the final, fourth instance the persons may be ejected using the 'Hands Off Policy'. At any time the 'Customer Code of Conduct' may be quoted to help to stop further indiscretions. A copy is situated on the wall in Reception.
- **Understand the Situation**
- Always take account of the whole situation, primarily that customers could possibly be inebriated. They may be with large groups of friends who may react badly.
- **Crazy Horse Staff**
- All Crazy Horse Staff have been trained to identify potentially dangerous and/or violent situations. Please take heed of their word, however it is you that must understand the situation and make the correct decision, as the staff are not the security experts, you are!
- **Confrontations Between Customers**
- In all instances of confrontation, violent or not, Crazy Horse Policy dictates that neither you nor any other member of staff, including Managers, are here to play 'Judge & Jury'. Any situation that disrupts Crazy Horse must lead to both parties being ejected. Use more than one exit, or delay one party leaving, to avoid further confrontation outside of Crazy Horse.
- **Other Ejections**
- In most cases, other than those of a minor nature, a written internal statement must follow up all ejections. If the Authorities require further statements and / or your attendance is required at Harrow Police Station, this must be done immediately, or as the Police request.

- **Mass Violence**

Please see the attached notes entitled 'Incidents of Mass Violence'

- **Managers**
- **The Managers decision on ejections is final. However, it is Policy that if a Manager decides to re-admit he /she will explain why to you.**

REMEMBER

- **The Hands Off Policy**
- **Your Valid SIA Door Supervisors Badge must be worn at all times**
- **If possible, get a Manager to every situation you are dealing with. (All Managers are on radio)**
- **CCTV is always in operation, and if required, DVDs will be handed over to the Police.**
- **Crazy Horse does not condone violence or the use of illegal weapons**
- **Write statements as quickly after any incident as possible**
- **The Managers decision is final**

STEPS TO PROTECT STAFF

- **Contracted Security Staff are required, not only to ensure the safety of customers, but to do everything in their power to protect staff from any form of attack or abuse.**
- **Crazy Horse Policy dictates that all staff have the right to go about their job without fear of physical or verbal abuse.**
- **All Security personnel must read, understand and uphold the 'Customer Code of Conduct', in particular No: 12**

10. DEALING WITH INCIDENTS OF MASS VIOLENCE

The following has been developed to deal with an incident of Mass Violence. An incident of Mass Violence is when more than 15 people are involved.

1. Managers to alert all security and each other
2. Most Senior Manager will 'Kill' the sound and up all lighting
3. Manager will operate Fire override switch to announce emergency evacuation
4. Senior manager will tell receptionist to telephone Police / Ambulance etc 999.
5. Violent Subjects will be removed as soon as possible to minimize risk to staff and public.
6. All staff to write statements
7. All staff will attend Police station as witnesses as requested.

11. CRAZY HORSE - MANAGEMENT OF THE OUTSIDE

It is crucial that we manage our customers and that on arriving and Crazy Horse there is a minimum of noise and nuisance caused to our neighbours and general public. Furthermore when staff arrive and leave the premises they must be aware of the sensitivities of the local area and ensure that they leave quietly.

Queuing – Entry Control

1. A queue system will be used to control the area immediately outside Crazy Horse.
2. Barriers and / or ropes will be used to ensure the queue is orderly at all times.
3. The queue will be supervised by a door supervisor.
4. Members in the queue will be advised on likely waiting times.
5. If guest need the toilet they will be allowed entrance to do so.
6. If waiting times are excessive customers will be asked to leave.
7. Any customers and guests causing noise or disturbance or who appeared to be impaired / intoxicated through alcohol or drugs will be **REFUSED ENTRY**.
8. A manager will check the queue outside area regularly throughout the night.

Exit Controls

1. Security will hold customers at cloakroom / lobby to ensure a slow stream of customers and guests leaving Crazy Horse.
2. Security will be proactive about dispersal of groups of people outside Crazy Horse.
3. Security will patrol outside the premises to ensure customers and guests leave the area quietly. Any customers and guests causing noise or disturbance will be asked to be quiet. Those that do not will be refused entry Crazy Horse in the future.
4. Security will be proactive about asking drivers of vehicles to lower the volume of any loud music being played.
5. Security will ask drivers of vehicles to park / idle away from the entrance of Crazy Horse.
6. Security will discourage any guest from double parking / obstructing the street. Those that do will be refused admittance to Crazy Horse.
7. Security will monitor activity in Church Road to ensure no crime and disorder, noise or disturbance.
8. A detail entry will be made in the incident book of any serious crime and disorder. The duty manager will make a decision as to whether to call police.

9. Door supervisors will be vigilant and proactive in preventing crime and disorder. They will assist police to the best of their ability / powers / authority.

Other Measures

1. Music volume will be lowered gradually at the end of the night to reduce shouting and boisterous behaviour when people exit Crazy Horse.
2. The brightness of the lighting inside Crazy Horse will be increased gradually as part of a 'cooling off' period.
3. A dedicated and organised taxi service will be available to Crazy Horse customers and guests.
4. There will be litter patrols in the vicinity of Crazy Horse.

12. SMOKING POLICY

1. **No more than ten customers may smoke outside the premises at any one time.**
2. **Customers may only smoke in the terrace marked red on the plan attached to the premises licence ("the smoking area").**
3. **The smoking area will be monitored by a member of staff whenever it is being used.**
4. **The smoking area will be cleaned of litter at regular intervals and at least once every 30 minutes.**
5. **A notice shall be displayed in the smoking area reminding customers to keep the noise down and to respect the residents in the area.**
6. **The use of mobile phones shall not be permitted in the smoking area.**
7. **No food or drink may be consumed in the smoking area.**

13. CRIME SCENE PRESERVATION POLICY

FOR CIRCULATION TO ALL STAFF

The authority to preserve a potential crime scene remains with the senior manager on duty. The purpose of this document is to define and clarify what situations require preserved space.

A crime scene is to be preserved when:

1. An injury has occurred resulting in broken skin due to some form of weapon, eg; knife, bottle, pole etc.
2. A broken skin injury has occurred.
3. An incident has occurred which has resulted in death or serious injury. (i.e.; heart failure, accident, serious assault, etc).
4. Any other crime committed where police may need to search and investigate for any evidence.

Full responsibility for all events following an incident will be taken by the senior manager on duty. This includes incident reporting, removing tapes and liaison with Police on the night. Any co-operative witnesses are to be taken to the office and the senior manager is to inform the first attending officer.

Once an area has been declared as a crime scene by the senior manager on duty, then all access to the area must cease immediately.

There is to be no access to the preserved area which is to be marked off by barriers, ropes and security. Any evidence must be left where it falls (broken glass, bottle etc) unless it is dangerous to leave it where it is. If it has to be moved – a manager must pick it up using gloves (avoiding finger prints) and place it inside a police drugs bag. It is to be signed and sealed and placed in the safe to handover to police on their request.

A manager on duty must remain at the crime scene until the police arrive. The senior manager on the door will then make first contact with the police and relay the information as to whether the crime scene remains preserved or is cleared.

It is imperative that a preserved crime scene takes precedent over the financial needs of the business. When possible, if a crime scene can be preserved without disruption to the general public, then Crazy Horse should run as normal. If the crime scene disrupts the use of one of the fire exits, then the front door should be closed to the public immediately and a view will be taken as to whether trading will continue. If the crime scene will either greatly disrupt the public or jeopardise public safety, then the senior manager on duty will be responsible for the decision to close.

Witnesses to the incident are to be asked to remain inside the club and if possible they are to be seated in an area away from other customers, free non alcoholic refreshments (such as coffee, mineral water) should be offered to them to assist in their comfort.

Crazy Horse
Operational Manual

Operational Manual Appendices

1. Pre-Opening Checklist
2. Staff Register
3. Door Supervisor Details
4. Door Supervisor Register
5. Incident Report
6. Capacity (Clicker) Counts

PRE-OPENING CHECK LIST

To be used as a guide by the Duty Manager or other persons carrying out a safety check on each occasion before the public are admitted.

Date _____ Time _____

Name of person carrying out inspection _____

Job title of person carrying out inspection _____

Do not open the premises until any problems have been rectified		<i>Tick only if everything in order</i>
1.	Exit doors are available for use.	<input type="checkbox"/>
2.	Chains or other removable fastenings are removed from exit doors and hung in their approved storage position.	<input type="checkbox"/>
3.	Panic bolts and panic latches are in working order.	<input type="checkbox"/>
4.	Doors, gates or shutters that should be locked open are locked in the open position.	<input type="checkbox"/>
5.	All internal and external escape routes and all exit doors are clear and free from obstruction.	<input type="checkbox"/>
6.	Fire doors are shut unless held open by fully operational approved devices.	<input type="checkbox"/>
7.	All escape routes including stairways and all escape route signs are adequately illuminated (by 2 sources where provided.)	<input type="checkbox"/>
8.	Where 2 power supplies are provided e.g. mains and battery, both are fully operative.	<input type="checkbox"/>
9.	There are no obvious fire hazards such as combustible waste or litter.	<input type="checkbox"/>
10.	Fire-fighting equipment is in position and available for use.	<input type="checkbox"/>
11.	The required number of trained staff is present.	<input type="checkbox"/>
12.	First aid equipment is available for use.	<input type="checkbox"/>
13.	Any public address system is in working order.	<input type="checkbox"/>
14.	Any fire alarm warning system is in working order and is set to performance mode (where applicable).	<input type="checkbox"/>
15.	Any evacuation facilities for disabled people are in working order.	<input type="checkbox"/>
16.	The CCTV has been checked and is working correctly.	<input type="checkbox"/>
17.	All staff and door supervisors have signed in correctly.	<input type="checkbox"/>
18.	All door supervisors are wearing their SIA badges correctly.	<input type="checkbox"/>
Observations / Comments		

Staff Register

Date: _____

Sheet Number _____ of _____

Full Name	<u>1</u>	<u>2</u>
Time of commencing work		
Signature to confirm entry		
Date and time of finishing work		
Signature to confirm entry		

Full Name	<u>3</u>	<u>4</u>
Time of commencing work		
Signature to confirm entry		
Date and time of finishing work		
Signature to confirm entry		

Full Name	<u>5</u>	<u>6</u>
Time of commencing work		
Signature to confirm entry		
Date and time of finishing work		
Signature to confirm entry		

Full Name	<u>7</u>	<u>8</u>
Time of commencing work		
Signature to confirm entry		
Date and time of finishing work		
Signature to confirm entry		

Checked by Manager / DPS _____ Date _____

Door Supervisor Personal Details

Full Name of Door Supervisor	
Full Postal Home Address of Door Supervisor	
Telephone number of Door Supervisor	
SIA Registration number of Door Supervisor	
Expiry Date of Registration	
Name of Agency (if Door Supervisor not directly employed by the Licensee)	
Address of the Agency	
Telephone number of the Agency	

(NB photocopies of the Door Supervisors SIA Badge and other photographic ID should be attached.)

Signature of Door Supervisor _____

Date _____

Checked by (Manager): _____

Door Supervisor Log

Date: _____

Sheet Number _____ of _____

Name of Door Supervisor	<u>1</u>	<u>2</u>
SIA Badge Registration number of Door Supervisor		
Expiry date of badge		
Time of commencing work		
Signature of Door Supervisor to confirm entry		
Date and time of finishing work		
Signature of Door Supervisor to confirm entry		

Name of Door Supervisor	<u>3</u>	<u>4</u>
SIA Badge Registration number of Door Supervisor		
Expiry date of badge		
Time of commencing work		
Signature of Door Supervisor to confirm entry		
Date and time of finishing work		
Signature of Door Supervisor to confirm entry		

Checked by Manager _____

Date _____

Incident Report Sheet

Full Name of Door Supervisor or manager.	
SIA Registration Number of Door Supervisor (if applicable).	
Date of incident.	
Time of incident.	
Was the incident captured by CCTV? (If so has a copy been made?)	
Details of incident (continue on another sheet if necessary).	
Were the police called? (If yes, give police CAD incident number.)	
Details of any police action taken.	
Was anyone injured (if yes, give details)	
Describe any persons involved (if appropriate)	
Give any witness details (if appropriate)	
Give shoulder number, or other contact details of police officer.	

Checked by Premises Manager / DPS _____

Date _____

Clicker Totals

Date: _____

Time	In	Out	Total	Head of Security (Signature)	Manager (Signature)
21:00:00					
21:30:00					
22:00:00					
22:30:00					
23:00:00					
23:30:00					
00:00:00					
00:30:00					
01:00:00					
01:30:00					
02:00:00					
02:30:00*					
03:00:00*					
03:30:00*					

(*TEN in operation)

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30/1

Application for the review of a premises licence or club premises certificate under the Licensing Act 2003

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the guidance notes at the end of the form. If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary. You may wish to keep a copy of the completed form for your records.

I Police Sergeant Carl Davis

(Insert name of applicant)

apply for the review of a premises licence under section 51 / apply for the review of a club premises certificate under section 37 of the Licensing Act 2003 for the premises described in Part 1 below (delete as applicable)

Part 1 - Premises or club premises details

Postal address of premises or, if none, Ordnance Survey map reference or description Crazy Horse 43 Church Road Stanmore	
Post town Harrow	Post code (if known) HA7 2RG

Name of premises licence holder or club holding club premises certificate (if known) ROCK AND CHILL LIMITED C/O ADMIN SOLUTIONS LIMITED, 2ND FLOOR COMPTON HOUSE, 29-33 CHURCH ROAD, STANMORE, MIDDLESEX, HA7 4AR

Number of premises licence or club premises certificate (if known) 0705-LEKC-C4WX-YPT7

Part 2 - Applicant details

I am

Please tick yes

- 1) an interested party (please complete (A) or (B) below)
 - a) a person living in the vicinity of the premises
 - b) a body representing persons living in the vicinity of the premises
 - c) a person involved in business in the vicinity of the premises
 - d) a body representing persons involved in business in the vicinity of the premises
- 2) a responsible authority (please complete (C) below)

3) a member of the club to which this application relates (please complete (A) below)

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

Please tick

Mr Mrs Miss Ms

Other title
(for example, Rev)

Surname

First names

I am 18 years old or over

Please tick yes

Current postal
address if
different from
premises
address

Post town

Post Code

Daytime contact telephone number

E-mail address
(optional)

(B) DETAILS OF OTHER APPLICANT

Name and address

Telephone number (if any)

E-mail address (optional)

(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

Name and address Metropolitan Police South Harrow Police Station 74 Northolt Road South Harrow HA2 0DN
Telephone number (if any) 0208 733 3415
E-mail address (optional)

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

Please tick one or more boxes

- 1) the prevention of crime and disorder
- 2) public safety
- 3) the prevention of public nuisance
- 4) the protection of children from harm

<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>
<input type="checkbox"/>

Please state the ground(s) for review (please read guidance note 1)

Cad 979 of 12/01/2008 refers. scene initially attended by PC KAYLL 388QA, PC KENNEALLY 614QA, SC SMITH AND SC SHARMA.
Urgent assistance call activated due to police coming under attack by a very large aggressive crowd.

The above officers responded to a call at THE CRAZY HORSE PUB STANMORE. Upon arrival at approximately 0150hrs a large amount of people were seen fighting in the alleyway next the pub and behind it in a car park. PC 614QA KENNEALLY and SC SMITH immediately started dealing with a scuffle that developed in front of them. An asian male (A) was involved in this and appeared drunk and aggressive toward police.

PC 388QA KAYLL saw SC SHARMA being pushed hard in the chest and having a punch thrown at him which missed. PC 388QA then confronted this male (A) and tried to pull him away.
(A) resisted and PC KAYLL has then had to use his ASP to try and gain control of (A) so he could be arrested.

PC KENNEALLY saw PC KAYLL use his ASP and went to his aid. PC KENNEALLY has also used his ASP and finally (A) was subdued.

(A) was being controlled on the ground and another asian male (B) appeared as if he wanted to fight PC KENNEALLY as he tried to square up to him. PC KENNEALLY, fearing he was going to be attacked pushed (B) away.

(A) was picked up from the ground by PC KENNEALLY and all officers withdrew a short distance as the aggressive crowd was crowding in and all feared for their safety.

While all this was going on several fights developed around in the crowd but the officers were unable to do anything due to being greatly outnumbered.

There did not appear to be any main group fighting another but several mini groups of 3 or 4 people fighting, this went on the entire time that the initial 4 officers were on scene but had stopped when more units arrived.

As more units arrived (B) who seemed very agitated bounded across the road and began kicking the back of a parked car, causing dents and cracking the spoiler.

While (A) was being detained and back at the Police station he made several threats to kill Police officers

(B) was arrested for Affray and criminal damage.

(A) was arrested for Public order, assault on Police, threats to kill.

Whilst at the location a number of people informed police that there is a steady stream of people taking class A drugs - cocaine - in the toilets of the bar. PC Kayil was approached by a male who confirmed he had been drinking in the pub. The man said: "What you need to do is put plain clothes police inside like you are now. And go to the toilets as everyone is doing lines of coke."

Officers completing reports from this incident requested colleagues briefed for patrol in the following weeks be advised that any further calls to this location should generate consideration as to a large police presence and the use of a dog unit.

Some days after this I received a letter written and signed by members of the "Pynacles Residents Association" which was not dated but which reported: "some serious incidents recently and we are concerned with the safety of our residents, their families and their visitors". It reported incidents on 31st December 2007, 11th January 2008 and 12th January 2008 and concluded: "We therefore demand that this establishment be closed down or at least have its licence taken back to 11.00pm is reasonable for a residential area". Individuals from 16 residences had signed the letter.

PC Tony Marchant of Stanmore Park Safer Neighbourhood reported to me that on the 16/01/2008 at 1320 hours officers from Stanmore Park Safer Neighbourhood Team attended the CRAZY HORSE PUBLIC HOUSE, STANMORE, in order to carry out a drug test by using cocaine wipes, as previous intelligence reports indicated that drug misuse was occurring in the toilets of the premises.

Officers spoke to the manager a

Mr Franco TORRIERI,
Dob 19/12/1970

where it was explained to him the reason why officers had attended to which he fully understood.

PC WALKER carried out the test in both the males and female toilets where the cocaine wipes turned blue which is a positive result.

These wipes are now exhibited as IRW/1 and IRW/2. Book 66 ref 66/0012QW

On SATURDAY 23/02/2006 police were called to CRAZY HORSE PUBLIC HOUSE 43 CHURCH ROAD STANMORE MIDDLESEX HA7 4AA (CAD 00701/23FEB07 refers) where there were reports of a disturbance at the location. The CAD initially stated that knives had been seen.

Police attended and found a group of around ten drunken asian males and females outside the venue. There had apparently been some form of argument inside the venue with a bit of pushing and shoving. The other group were still inside the venue. When spoken to there was no knowledge of knives but a doorman identified one person to be carrying a metal pole.

This male was searched by PC HUNT 120QA with a negative result. STOPS 02602604 refers.

All of those outside were encouraged to go home and sent on their way.

At 0115 hrs on 01/03/2008 CAD 841 police were called to THE CRAZY HORSE PUBLIC HOUSE on CURCH ROAD STANMORE.

The call was to a male who had been assaulted. Upon arrival a male had been assaulted, he had a cut to his head. The male did not want to make any allegations to police. The male with the head injuries was taken to hospital. The injuries were not serious.

Another male at the location who was clearly drunk was causing a disturbance.

Officers spoke to this male which then lead to a search. Whilst officers were searching this male one of the door security staff aggressively walked over to the officers. This staff member (Z) gave his name to police but demanded to know why police were searching the male. He was asked to move away and that it did not involve him. He was very aggressive and clearly had issues with the police. He did not have an SIA badge on display.

He was asked to produce his SIA badge repeatedly. He went into the CRAZY HORSE and shortly came back out and produced his badge. At first he would not hand it over to police and tried to be obstructive in showing it by holding it a distance away.

THE CRAZY HORSE appeared closed, there were people coming out of the venue. There were a number of drunk males and females coming out of the venue. There were four members of door staff, all did not have SIA badges on display. Officers asked (Z) who and where the manager of the venue was. He stated he was the manager which he clearly was not. Later a male came forward and said he was the manager. This male was Daniel OWIDE.

There was a clear hostility felt towards police from the door staff. In the opinion of the officers they were obstructive and not at all helpful.

Whilst officers were talking to the door staff a male was seen to kick another male. This happened right in front of the police. The male custody CN/830/2008/OA was arrested for drunk and disorderly. The male he had kicked did not want to make any allegations.

The vast majority of people coming out of the venue were extremely drunk and many were confrontational and were clearly not monitored on their alcohol consumption.

The police position is to put all available information before the committee for an informed decision to be made as to the future of the licence.

I consider that the current measures put in place to prevent crime and disorder, maintain public safety and prevent public nuisance are not being effective and need to be reviewed.

I reserve the right to bring further evidence to the hearing should any arise between now and the hearing.

Please provide as much information as possible to support the application
(please read guidance note 2)

As above

Please tick yes

Have you made an application for review relating to this premises before

If yes please state the date of that application

Day Month Year

--	--	--	--	--	--	--	--

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

Please tick yes

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

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

Part 3 – Signatures (please read guidance note 3)

Signature of applicant or applicant's solicitor or other duly authorised agent
(See guidance note 4). If signing on behalf of the applicant please state in what capacity.

Signature

Date 17.03.08

Capacity Police Licensing Officer

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 5)

Post town

Post Code

Telephone number (if any)

If you would prefer us to correspond with you using an e-mail address your e-mail address (optional)

Notes for Guidance

1. The ground(s) for review must be based on one of the licensing objectives.
2. Please list any additional information or details for example dates of problems which are included in the grounds for review if available.
3. The application form must be signed.
4. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
5. This is the address which we shall use to correspond with you about this application.

5C/2

LICENSING ACT 2003
Schedule 12
Part A (Regulation 33,34)
PREMISES LICENCE
HARROW COUNCIL, P O BOX 18, STATION ROAD, HARROW

Premises Licence Number	0705-LEKC-C4WX-YPT7
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Part 1 – Premises details **CRAZY HORSE**

Postal address of premises, or if none, ordnance survey map reference or description
43 CHURCH ROAD

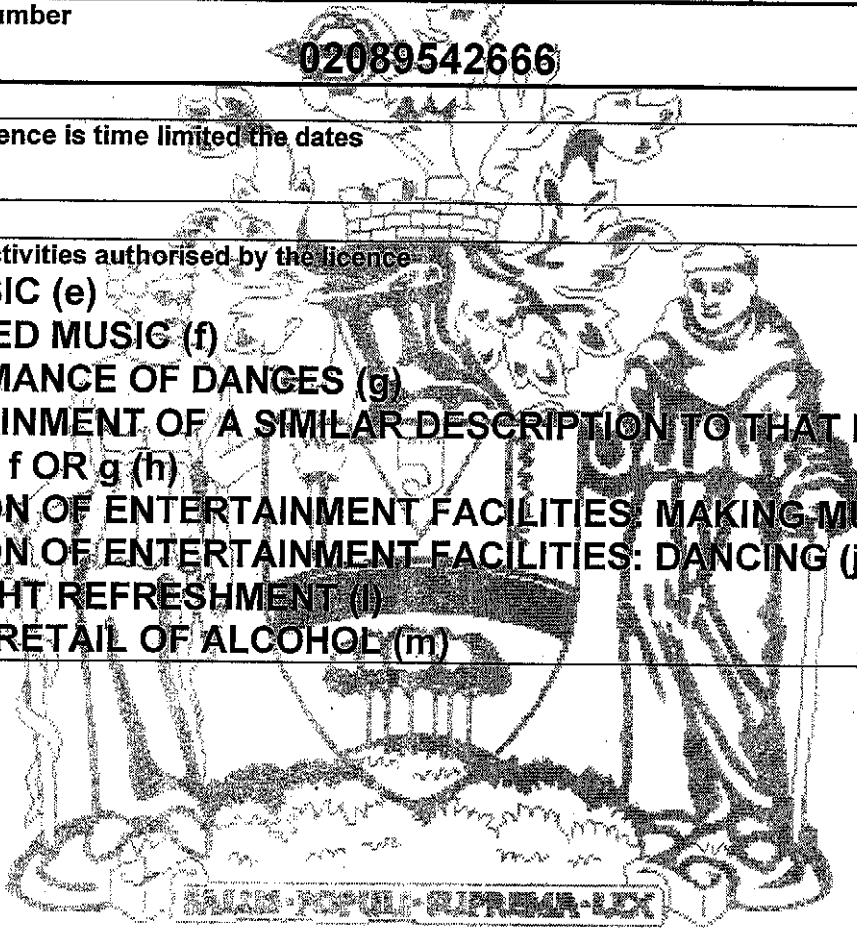
Post town	STANMORE	Post code	HA7 2RG
-----------	-----------------	-----------	----------------

Telephone number
02089542666

Where the licence is time limited the dates
N/A

Licensable activities authorised by the licence

- LIVE MUSIC (e)**
- RECORDED MUSIC (f)**
- PERFORMANCE OF DANCES (g)**
- ENTERTAINMENT OF A SIMILAR DESCRIPTION TO THAT FALLING WITHIN e, f OR g (h)**
- PROVISION OF ENTERTAINMENT FACILITIES: MAKING MUSIC (i)**
- PROVISION OF ENTERTAINMENT FACILITIES: DANCING (j)**
- LATE NIGHT REFRESHMENT (l)**
- SALE BY RETAIL OF ALCOHOL (m)**



Andrew McKenzie

Andrew McKenzie
Head of Community Safety Services

THE TIMES THE LICENCE AUTHORISES THE CARRYING OUT OF LICENSABLE ACTIVITIES

HOURS OPEN TO PUBLIC (o)							
	MON	TUE	WED	THU	FRI	SAT	SUN
	0000-0100	0000-0100	0000-0100	0000-0100	0000-0100	0000-0200	0000-0200
	1000-0000	1000-0000	1000-0000	1000-0000	1000-0000	1000-0000	1200-0000

LIVE MUSIC (e)							
	MON	TUE	WED	THU	FRI	SAT	SUN
	0000-0030	0000-0030	0000-0030	0000-0030	0000-0030	0000-0130	0000-0130
	1000-0000	1000-0000	1000-0000	1000-0000	1000-0000	1000-0000	1200-0000

RECORDED MUSIC (f)							
	MON	TUE	WED	THU	FRI	SAT	SUN
	0000-0030	0000-0030	0000-0030	0000-0030	0000-0030	0000-0130	0000-0130
	1000-0000	1000-0000	1000-0000	1000-0000	1000-0000	1000-0000	1200-0000

PERFORMANCE OF DANCES (g)							
	MON	TUE	WED	THU	FRI	SAT	SUN
	0000-0030	0000-0030	0000-0030	0000-0030	0000-0030	0000-0130	0000-0130
	1000-0000	1000-0000	1000-0000	1000-0000	1000-0000	1000-0000	1200-0000

ENTERTAINMENT OF A SIMILAR DESCRIPTION TO THAT FALLING WITHIN e, f OR g (h)							
	MON	TUE	WED	THU	FRI	SAT	SUN
	0000-0030	0000-0030	0000-0030	0000-0030	0000-0030	0000-0130	0000-0130
	1000-0000	1000-0000	1000-0000	1000-0000	1000-0000	1000-0000	1200-0000

PROVISION OF ENTERTAINMENT FACILITIES: MAKING MUSIC (i)							
	MON	TUE	WED	THU	FRI	SAT	SUN
	0000-0030	0000-0030	0000-0030	0000-0030	0000-0030	0000-0130	0000-0130
	1000-0000	1000-0000	1000-0000	1000-0000	1000-0000	1000-0000	1200-0000

PROVISION OF ENTERTAINMENT FACILITIES: DANCING (j)							
	MON	TUE	WED	THU	FRI	SAT	SUN
	0000-0030	0000-0030	0000-0030	0000-0030	0000-0030	0000-0130	0000-0130
	1000-0000	1000-0000	1000-0000	1000-0000	1000-0000	1000-0000	1200-0000

LATE NIGHT REFRESHMENT (k)							
	MON	TUE	WED	THU	FRI	SAT	SUN
	0000-0030	0000-0030	0000-0030	0000-0030	0000-0030	0000-0130	0000-0130
	2300-0000	2300-0000	2300-0000	2300-0000	2300-0000	2300-0000	1200-0000

SALE BY RETAIL OF ALCOHOL (m)							
	MON	TUE	WED	THU	FRI	SAT	SUN
	0000-0030	0000-0030	0000-0030	0000-0030	0000-0030	0000-0130	0000-0130
	1000-0000	1000-0000	1000-0000	1000-0000	1000-0000	1000-0000	1200-0000

1. SALE BY RETAIL OF ALCOHOL CAN BE EXTENDED BETWEEN THE TERMINAL HOUR ON NEW YEAR'S EVE AND THE COMMENCEMENT HOUR ON THE FOLLOWING MORNING.
2. IN ADDITION TO THE ABOVE, THE PREMISES IS AUTHORISED TO OPEN TO THE PUBLIC BETWEEN THE HOURS OF 1000 AND 0200 THE FOLLOWING MORNING AND FURTHER AUTHORISED TO CARRY OUT THE LICENSABLE ACTIVITIES LISTED ABOVE BETWEEN THE HOURS OF 1000 AND 0130 THE FOLLOWING MORNING ON THE FOLLOWING DAYS: BURN'S NIGHT, ST. VALENTINE'S DAY, ST. DAVID'S DAY, ST. PATRICK'S DAY, ST. GEORGE'S DAY, DIWALI, ST. ANDREW'S DAY, CHRISTMAS EVE, BOXING DAY AND NEW YEAR'S EVE.

FOR CONSUMPTION ON OR OFF THE PREMISES

Part 2

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

**ROCK AND CHILL LIMITED
C/O ADMIN SOLUTIONS LIMITED
2ND FLOOR COMPTON HOUSE
29-33 CHURCH ROAD
STANMORE, MIDDLESEX
HA7 4AR**

Registered number of holder, for example company number, charity number (where Applicable)

04802227

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

DANIEL O'WIDE

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

**PER-0264
HERTSMERE BOROUGH COUNCIL**

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

N/A

Annex 1 – Mandatory Conditions

Mandatory conditions where licence authorises supply of alcohol

- (1) No supply or sale of alcohol shall be made under the premises licence
 - I. at a time when there is no designated premises supervisor in respect of the premises licence
 - II. at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended
- (2) Every supply or sale of alcohol made under the premises licence must be made or authorised by a person who holds a personal licence

Mandatory condition: door supervision

Where one or more individuals are required to be at the premises to carry out a security activity, such individual(s) must be licensed by the Security Industry Authority

Annex 2 – Conditions consistent with the operating Schedule

- 1) Any AWP machines will be emptied nightly or fitted with an appropriate recommended security device (e.g. a 'boot' or 'metal roller shutter').
- 2) No nuisance to be caused by noise or vibration at the boundary of neighbouring dwellings.

Annex 3 – Conditions attached after a hearing by the licensing authority.

1. The maximum number of patrons accommodated at any one time should not exceed 200.
2. Numerical counters are to be used on all doors to ensure the maximum capacity of the premises is not exceeded.
3. The licensee is to employ a suitable number of SIA registered staff at the premises in agreement with the Metropolitan Police.
4. The premises will maintain a comprehensive CCTV system that ensures that all entry and exit points and the street environment immediately outside the premises are recorded. The recording will enable frontal identification of every person entering in any light condition. All cameras shall continually record whilst the premises are open to the public and the recordings shall be kept available for a minimum of 31 days with time and date stamping. Recordings shall be made available to an authorised officer or a police officer together with facilities for viewing. The recordings for the preceding two days shall be made available immediately upon request. Recordings outside this period shall be made available on 24 hours notice (subject to the Data Protection Act 1998).
5. An analogue CCTV system must record in SVHS quality. A digital CCTV system must have the facility to download images to a CD.
6. A noise limiter is to be fitted to the satisfaction of the Chief Environmental Health Officer.
7. No alcohol shall be consumed immediately outside the premises, including the

forecourt, after 2230.

8. No food shall be served or consumed immediately outside the premises, including the forecourt, after 2230.
9. After 2230, apart from access, egress and in case of emergency, all doors and windows will be kept closed.
10. Air conditioning is to be fitted throughout the premises so that the doors and windows can be kept closed at all times except for the purposes of admission to and exit from the premises.
11. No rubbish, including bottles, will be moved, removed or placed in outside areas between 2230 and 0800.
12. There shall be no entry or re-entry to the premises after 2330 Sunday to Thursday and after 0000 on Friday and Saturday other than by agreement between the Designated Premises Supervisor and the Licensing Authority.
13. No speakers shall be located in the entrance area.
14. No noise shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.
15. No amplified sound / music shall be generated on the premises unless it is relayed through a sound limiting device, which must be linked to graphic equaliser and a tamper proof box and be set at a level that has been previously approved by the Chief Environmental Health Officer.
16. The premises licence holder shall ensure that no independent sound system shall be brought on to the premises and used for entertainment so as to give rise to nuisance to occupiers in neighbouring dwellings.
17. The premises licence holder shall ensure that no music shall be played within the premises so as to give rise to nuisance within neighbouring dwellings.
18. The premises licence holder shall provide and maintain a dedicated telephone number of the designated premises supervisor for use by any person who may wish to make a complaint during the operation of the licence, which shall be provided to the licensing authority and local residents' associations. Any change to the number shall be notified to the licensing authority and to local residents' associations within seven days of the change. The premises licence holder shall ensure that the details of the complaints are recorded.
19. A dedicated taxi service for members and their guests is to be maintained, details of which are to be notified to the proper officer of the licensing authority.
20. The premises licence holder shall ensure that the pavement shall be cleaned after the collection of rubbish each day.
21. All customers or staff waiting for a taxi or other lift are to be encouraged to wait within the premises.
22. The premises licence holder shall ensure that clearly legible notices shall be displayed at all exits from the premises requesting patrons to respect the needs of local residents and to leave the premises and area quietly.

23. An age identification scheme will be established and maintained. The scheme shall require the production of evidence of age (comprising any PASS accredited card, passport or driving licence with a photograph) from any person that appears to be under the age of 21.
24. The designated premises supervisor will liaise with the Metropolitan Police to ensure that reasonable arrangements are being made to reduce any possibility of crime and disorder at the premises, to include the sharing of information of forthcoming events.
25. All relevant members of staff shall receive training in crowd safety management, dealing with conflict, weapons and drug awareness.
26. A list of all SIA registered door supervisors on duty, including details of each door supervisor's responsibilities shall be produced and retained for a minimum of 31 days. This list is to be made available for inspection to the police or the licensing officers of the council upon request.
27. The management and licensees shall ensure that all staff are trained to use and maintain the incident book to the satisfaction of the police. The incident book shall be properly maintained and it shall be produced to the police and the licensing authority upon request. The incident book shall record the following:
 - I. All crimes reported to the venue;
 - II. All ejections of patrons (all such ejections, wherever practicable, shall be recorded by a hand held camera in accordance with Metropolitan Police recommendations);
 - III. Any complaints received;
 - IV. Any incidents of disorder;
 - V. Any seizure of drugs or offensive weapons;
 - VI. Any faults in the CCTV system, searching equipment or scanning equipment
 - VII. Any visit by a relevant authority or emergency service.
28. There shall be random searches of customers and staff in respect of illegal drugs and weapons on entry to the premises. Such searches are to be filmed on CCTV and noted on an incident log. The CCTV footage and log are to be retained for inspection by the licensing authority and police for a minimum of 31 days. All substances and weapons seized are to be placed in sealed bags (provided by police), signed and retained for the police in a secure area. There are to be random inspections of the toilets.
29. Any incidents of unlawful violence by or on customers (whether inside the premises or immediately outside) shall be notified to the police immediately.
30. The car park is to be patrolled three times an hour from 2200 on Friday, Saturday and Sunday nights and on Burn's Night, St. Valentine's Day, St. David's Day, St. Patrick's Day, St. George's Day, Diwali, St. Andrew's Day, Christmas Eve, Boxing Day and New year's Eve. The car park is to be patrolled at 10 minute intervals during the last hour that the premises are open to the public. The times of such patrols are to be noted in a log, such log to be made available for inspection by the local authority upon request.
31. The smoking policy (attached hereto) will be in force after 2230.

Annex 4 – Plan Ref: 564-V

DATE OF ORIGINAL ISSUE: 27 SEPTEMBER 2006
REASON FOR RE-ISSUE: APPEAL AFTER REVIEW HEARING
DATE OF RE-ISSUE: 20 OCTOBER 2008
ISSUE NUMBER: 7



Metropolitan Police Service

**Mr Daniel Owide
Crazy Horse Public House
43 Church Road
Stanmore
HA7 2RH**

**Licensing Office
Harrow Police Station
74 Northolt Road
South Harrow
HA2 0DN**

Tel. 0208 733 3415
Fax. 0208 733 4330

Friday 29th October 2010

**POLICE OBJECTION NOTICE to a Temporary Event Notice (TEN)
Section 104 Licensing Act 2003**

Name of Premises User: Mr Daniel Owide

Address of Premises: Crazy Horse, 43 Church Road, Stanmore, HA7 2RH

Date(s) required for TEN(s):

- Saturday 19th November 2010
- Sunday 20th November 2010

- Saturday 27th November 2010
- Sunday 28th November 2010

- Saturday 4th December 2010
- Sunday 5th December 2010

- Saturday 11th December 2010
- Sunday 12th December 2010

- Saturday 18th December 2010
- Sunday 19th December 2010

- Saturday 25th December 2010

Police have today (Friday 29th October 2010) received all the above applications on six(6) application forms. This objection notice relates to all six applications.

Police are satisfied that the grant of any of these Temporary Event Notices (TENs) would undermine the crime prevention objectives for the following reasons:

In mid September 2010 an allegation was made to police that in the early hours of one morning the victim was leaving the premises and was attacked by a senior member of staff and that other staff members did nothing to prevent the attack or assist the victim. This allegation is still being investigated by police.

On 3rd October 2010 an allegation was made to police by two alleged victims that in the early hours of the morning they were assaulted by a senior member of staff and another member of staff. Both staff members were arrested and interviewed. The senior staff member, in interview, said that the victims were barred for previously causing trouble and should never have been in the premises. Both staff members are on police bail pending CPS decision as to correct case disposal.

On 9th October 2010 police were called to the premises following a large fight, the aftermath of which was witnessed by Licensing Enforcement Officer (LBH) Bernadette Forde. Door staff had detained one male but when requests were made to premises management to view the CCTV police officers were told the staff were "going home". It was felt the staff were not as co-operative as they should have been.

Ms Forde has completed a statement as to her finding that morning and I produce that as my exhibit CD/1. The statement provides details of breaches of the premises licence conditions and evidence that the applicant for these TENs - Mr Owide- was in a managerial position at the time of the visit but was 'intoxicated' and 'not in a state to discuss matters at that time'.

I further produce, as my Exhibit CD/2, the Premises Licence for the premises. This gives details in Annex 3 of the conditions to which Ms Forde relates her findings.

This very recent evidence above gives me serious cause for concern.

I note that all these incidents are occurring in the early hours of the morning and yet all these TENs are to effectively add additional hours to the current Premises License and therefore potentially cause further crime and disorder.

It must also be noted by the Committee that a TEN, if granted and utilized, supersedes any Premises License and therefore that all current conditions on the Premises License would, for the period of the TEN, not have to be applied by the premises management and would be unenforceable by police or Licensing Authority.

I consequently believe that the applications, if granted, would undermine the Crime Prevention Objective.

It is the police submission that the Licensing Authority should reject these Temporary Event Notice applications.

Yours sincerely,

Police Sergeant Carl Davis

Crump John - QA

5C/4

From: Thomas O'Maoileoin [tomaioleoin@DavenportLyons.com]
Sent: 02 December 2010 12:14
To: Davis Carl - QA
Cc: Crump John - QA
Subject: RE: Crazy Horse

Many thanks

From: Carl.Davis@met.police.uk [mailto:Carl.Davis@met.police.uk]
Sent: 02 December 2010 11:59
To: [REDACTED]
Cc: John.Crump@met.police.uk
Subject: Crazy Horse

Thank you very much for this information .

John and I will bring this to the attention of our senior officers and get back to you as soon as we can .

Kind Regards

Carl

From: [REDACTED] [mailto:[REDACTED]@[REDACTED]]
Sent: 01 December 2010 18:41
To: Davis Carl - QA; Crump John - QA
Cc: crazyhorselondon@aol.com; info@crazyhorselondon.com
Subject: Crazy Horse
Importance: High

Dear Sergeant Davis and Sergeant Crump

We write further to our recent meeting at Harrow Police Station in relation to the above.

As discussed my clients will undertake the following:-

1. Make enquiries with Harrow Council as to whether or not he may erect a banner/fence around the top of the wall in the front patio smoking area so as to stop people climbing over the wall into the area and trying to obtain unauthorised entry to the premises after the last entry time.
2. An acoustic engineer will recalibrate the noise limiters at the premises to ensure that no noise emanates so as to cause a nuisance to local residents.
3. A sign will be prominently displayed in the car park informing patrons that CCTV is in operation 24 hours and to ask patrons to respect the needs of local residents and to leave the area quietly.
4. The duty manager will have a radio at all times to communicate with security staff to ensure that any broken glass is cleared promptly and any used glasses are collected from tables both inside and outside the premises.
5. The security team have been briefed to ensure that the duty manager is informed of all matters relating to security on an ongoing basis.

6. A supervised queuing system has been installed to ensure that patrons wanting to leave the premises to smoke do so in an orderly fashion and are readmitted with confidence that they have originally come from within the premises.
7. The premises will employ a further busboy/glass collector to ensure that empty glasses are cleared properly.
8. Daniel Owide will no longer position himself front of house. All front of house matters will be dealt with directly by the duty manager and the head of security.
9. All patrons will be searched on entry to the premises whenever security are on duty.
10. A further 2 SIA registered door staff will be employed at the weekends. Their shift will start from midnight.
11. Barriers will be erected in the car park to the rear of the premises so that when it is full no other vehicles can attempt to park there.
12. All duty managers and members of staff have been instructed that when any of the statutory authorities want to view the CCTV footage or obtain copies of it they should cooperate fully.
13. Regular meetings will take place for members of staff to ensure that they are fully conversant with all the conditions on the premises licence.
14. It has also been agreed with the Spice Rack that when that when their premises close an announcement will be made over their PA system that there will be no admittance to the Crazy Horse.

I trust that the above meets with your approval.

In the meantime if you have any queries arising please do not hesitate to contact me.

With kind regards,

Yours sincerely

[Redacted signature]

Partner

[Redacted line]

[Redacted line]

[Redacted line]

Direct dial: [Redacted]

Mobile: [Redacted]

Fax: [Redacted]

[Redacted signature]

Partner

Direct Dial: [REDACTED]
Email: [REDACTED]
Fax: [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Seasonal Greetings

This year instead of sending seasonal cards, we have made donations to Marie Curie Cancer Care and DEC (Disasters Emergency Committee).



[REDACTED] Regulated by the Solicitors Regulation Authority under number 49554. A full list of partners and their professional qualifications is available at the firm's principal office, 30 Old Burlington Street, London W1S 3NL, England.

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- * containing personal data for use other than in accordance with the notification(s) under the Data Protection Act, 1998 of the system(s) from which the data originates.
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345

WITNESS STATEMENT

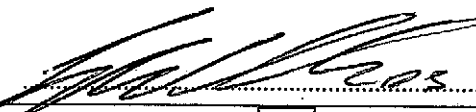
CJ Act 1967, s.9; MC Act 1980, ss.5A(3)(a) and 5B; Criminal Procedure Rules 2005, Rule 27.1

Statement of **George Walker** **192933** URN:

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Age if under 18 **Over 18**..... (if over 18 insert 'over 18') Occupation: **Detective Sergeant**.....

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 anything in it which I know to be false, or do not believe to be true.

Signature:  Date: **11⁵ 2011**

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

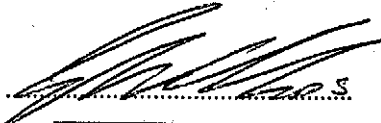
I am a Detective Sergeant, having been in the Metropolitan Police for 19 years , and having served in various police stations including stations in central London, in the CID. I have also worked on murder and serious sexual assault units. As a result of my experience I have liaised and worked with numerous licensee's and licensed venues and believe have had a good working relationship with most.

Until recently I have worked in the CID at Harrow police station being in charge of a small CID team. Harrow does not have a huge CID and as such even one GBH can cause a great deal of time and money to deal with. This statement is in particular reference to The Crazy Horse public house which is at 43 Church Rd Stanmore Middx HA7 4AA. This venue in my opinion has caused me and my CID team a great deal of time and expense to the public purse due to assaults, thefts and criminal damages.

DC Simpson is my only Detective Constable on my team and has had to deal recently with GBH and ABH allegations at the Crazy Horse (Cris 2004696/11 , 2003701/11) not to mention the disorder at kicking out time in the area around the Crazy horse. I also have one Trainee Detective Constable , T/DC Stevenson and she also recently has had to deal with ABH allegations relating to the Crazy horse (Cris 2017880/10) which involved persons/suspect who had worked at the venue.

The above mentioned crimes are the most serious although there are numerous thefts to the public from within the venue and criminal damages that my staff have had to deal with. This is not to mention people being arrested for drugs also outside the venue and the disorder in the area by persons having been drinking previously in the venue.

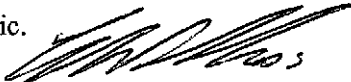
The result of all of the above is numerous hours of work by my staff and numerous members of the public made victims by what can only be described as licensed premises that appears not to be run in an orderly way.

Signature:  Signature witnessed by:

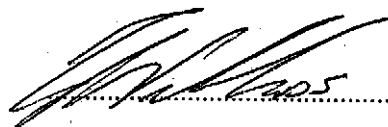
Continuation of Statement of **George Walker**

192933.....

I know, for I have attended the venue myself in order to obtain CCTV , that there are always numerous reasons why police can't obtain it or there are numerous trips to the venue before the CCTV can be obtained. All in all the Crazy Horse is certainly a drain on the public purse and appears to be catalyst for numerous assaults within Harrow Borough to members of the public.



Signature:



Signature witnessed by:

3016

RESTRICTED (when complete)

MG 11 (T)

WITNESS STATEMENT

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

Statement of **Janine STEVENSON**..... URN:

01	QA		11
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Age if under 18 **Over 18**..... (if over 18 insert 'over 18') Occupation: **Police Officer 227990**

This statement (consisting of: **3**.... pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated anything in it which I know to be false, or do not believe to be true.

Signature: *Janine Stevenson* Date: **2nd February 2011**

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

On 25th December 2010 at 0800 hours I was on duty in plain clothes at Harrow Police Station. I was carrying out my duties within the CID when I was asked by my supervisor to investigate an assault that had happened in the early hours that same day outside The Crazy Horse Public House in Stanmore. The suspect/s was still outstanding for the incident. (CRIS 2017880/10 and CAD 1276/25JAN10 refers).

I noted from the CRIS report that DC BLACKWOOD (CID night duty) had attended the scene shortly after the incident had happened and viewed the pub's CCTV system with a member of staff called [REDACTED]. The footage showed the suspect/s committing the assault and was very relevant for the investigation to be progressed. DC BLACKWOOD asked [REDACTED] for the CCTV footage from cameras 1, 3 and 8 to be copied and made available to Police as soon as possible. DC BLACKWOOD left his contact details with [REDACTED].

The CCTV footage was required urgently for the investigation so I then attended the pub myself later that morning at approximately 1145 hours with the intention of seizing the footage. Upon arriving at the pub, only a cleaner was inside. He told me that he didn't know where the CCTV would be kept. He advised that the only person who was there at the pub was the chef who lived upstairs. The chef came downstairs and told me that he didn't know where the CCTV was kept. He told me to go back tomorrow and slammed the door in my face.

None of the staff from the pub had contacted Harrow Police Station to advise that the CCTV was ready for collection, so I then made repeated attempts to contact [REDACTED] on the telephone number that he gave to DC BLACKWOOD but the number was never answered.

I went back to the pub again on 8th January 2011 and was handed a CD by the bar manager [REDACTED]. [REDACTED] advised me that the CD contained all of the CCTV footage that had been requested by DC BLACKWOOD on the night of the incident.

Signature: *Janine Stevenson* Signature witnessed by:

Continuation of Statement of **Janine STEVENSON**.....

I attempted to view the CD at Harrow Police Station on a television but I unfortunately discovered that the CD had not been downloaded on to a viewable format that I could easily view. Due to this difficulty I then had to make an appointment with the CCTV viewing suite at Hendon to allow me to use their facilities and view the footage on their equipment. This appointment was not until 20th January due to the viewing suite's availability and my own work load / shift times.

On 14th January I took a witness statement from [REDACTED] who was a member of staff who had been working at the pub on the night of the incident. [REDACTED] signed the S.9 declaration at the top of the statement and told me that he did not see any assault take place outside the pub that night.

When I eventually viewed the CD at Hendon it was soon discovered the only footage that had been downloaded, was from camera 1 and not cameras 3 and 8. The footage on camera 1 showed a suspect assaulting a victim outside the pub on the pavement and it also showed the same suspect and [REDACTED] then subsequently assaulting another victim on the floor immediately afterwards.

On 26th January I visited the pub again with my Supervisor DS WALKER in a further attempt to seize the CCTV footage from cameras 3 and 8. We were greeted by the landlord Mr Daniel OWIDE. I asked him why we had not been given the CCTV footage of cameras 3 and 8 as DC BLACKWOOD had requested at the time of the incident. He said that there had been a technical problem downloading the footage from these cameras, but he would endeavour to resolve the problem and contact me when it was available for collection. I also asked for the contact details of the door men from the night of the incident. He said that they would contact me with this information.

On 27th January I spoke To Mr OWIDE on the telephone and he assured me that the CCTV had now been downloaded and was ready for viewing and collection from the pub. I went back to pub again that same day with DS FANTHORPE with the intention of viewing the footage from cameras 3 & 8. On our arrival a member of staff advised me that no CCTV CD had been left for Police and Mr OWIDE was not at the pub. I spoke to Mr OWIDE on the telephone whilst we were at the pub and he promised that his bar manager [REDACTED] would hand deliver the CCTV to Harrow Police station later that evening. I was on duty that evening until 1750 hours and I did not receive any notification that the CCTV had been delivered.

On the morning of 28th January I spoke Mr OWIDE again about the CCTV still not being given to me. He said that there was a technical difficulty with downloading the footage. I reminded him that this was now the third request that Police had made to obtain this footage. I told him that I had made PS CRUMP AT the Licensing office aware of the situation.

The CD containing the CCTV footage from all three cameras was finally delivered to me at the Police Station by [REDACTED] on 31st January. With the CD came a letter of apology from Mr OWIDE. (Enclosed)

Once again, the CD was not in a viewable format so I have had to attend Hendon CCTV viewing suite again today for this to

Signature: [Handwritten Signature]

Signature witnessed by:

Continuation of Statement of **Janine STEVENSON**

be done. Due to their work load, this is now not going to be ready for collection until 18th February. This means that I have not been able to view the footage from cameras 3 and 8 for nearly 6 weeks after it was originally requested by DC BLACKWOOD. This delay has had a considerable negative impact on my investigation with regard to identifying the perpetrator/s and has also afforded me a considerable amount of Police time and resources for what should ordinarily be a straightforward task.

Janine Stevenson
PC47256

Signature:

Janine Stevenson
PC47256

Signature witnessed by:

3C/7

WITNESS STATEMENT

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

Statement of **DC Andy Simpson** URN:

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Age if under 18 **Over 18**..... (if over 18 insert 'over 18') Occupation: **Police Officer 206828**

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 anything in it which I know to be false, or do not believe to be true.

Signature: DC Andy Simpson Date: **12/05/2011**

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

I am a detective constable currently attached to the CID office at Harrow police station.

On the 24/03/2011 I was allocated the following crime report 2003701/11, classified as ABH.

The victim [redacted] been assaulted opposite the Sahara Lounge, Stanmore Hill, Stanmore, Middx at around 02:00hrs on 20/03/11.

He was unable to identify the two males who assaulted him but believed they had followed him from the Crazy Horse P/H on Church Road, Stanmore, Middx.

The Victim had been drinking in the Crazy Horse P/H with friends throughout the previous evening and the early hours of 20/03/11 before going to The Sahara Lounge for food.

On speaking to the manager of The Sahara Lounge, [redacted], he informed me that this is a regular problem. He also remembered [redacted] attending his venue on the morning of 20/03/11 and refusing him access due to his behaviour and state, which was due to alcohol consumption in his opinion.

This investigation could not be progressed due to there being no CCTV coverage of the assault, no witnesses and no identification of suspects by the victim.

This is another of many incidents arising from problems at The Crazy Horse P/H.

Secondly, I was on duty on the morning of Saturday 9th April 2011.

I came in to three prisoners requiring interview for the offence of GBH.

[redacted], [redacted] dob [redacted] & [redacted], dob [redacted] had all been arrested on suspicion of GBH at 0217 hours by PC Robb and PC Haque, making no replies to caution and no significant statements.

Signature: DC Andy Simpson Signature witnessed by:

Continuation of Statement of **DC Andy Simpson**

The handover from the response team covered the following information.

They had attended The Crazy Horse P/H at 43, Church Road, Stanmore, Middx, HA7 4AA.

There at been a fight and two victims were identified.

Victim 1, [REDACTED] had sustained a 2 inch laceration to his forehead, a 1 inch cut to the top of his head and a small cut under his eye

Victim 2, [REDACTED] had sustained a 2 inch laceration to back of head.

Both victims were taken to Northwick Park Hospital, where victim 2 received 5 stitches.

Both victims and the three suspects had been drinking in the venue when an argument started over the cricket before the fight started. It is believed that their injuries were as a result of being struck with a bottle, but none found at scene.

The door staff told police that the victims have been arguing with the suspects just prior to the fight occurring.

Staff at the premises had attempted to clean up before police could set up a scene, and one member of staff had thrown a bucket of water over blood found. Staff also cleaned the bathroom where the victim 1 was found. They were advised regarding contamination.

Both victims declined to assist the police and refused to provide statements and have their clothing seized. Further they refused to allow police access to their medical records in relation to this matter.

CCTV was not available at the time and was downloaded the following day. The CCTV provided by the venue is not on a viewable format and this ~~cause~~ therefore causes *AJS* complications with getting to Hendon to get it copied on to a viewable format. When completed it showed nothing to allow the police to consider a victimless prosecution.

CRIS 2004696/11 refers to this incident.

Signature:

DC Andy Simpson

Signature witnessed by:

32/8

RESTRICTED (when complete)

MG 11 (T)

WITNESS STATEMENT

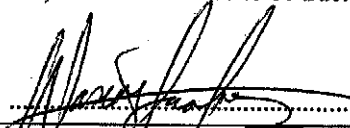
CJ Act 1967, s.9; MC Act 1980, ss.5A(3)(a) and 5B; Criminal Procedure Rules 2005, Rule 27.1

Statement of **Wasim Sarfraz**..... URN:

--	--	--	--

Age if under 18 **Over 18**..... (if over 18 insert 'over 18') Occupation: **Police Sergeant P194137**

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 anything in it which I know to be false, or do not believe to be true.

Signature: ..... Date: 19.4.2011.....


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

I have been asked to provide a statement in relation to an incident I dealt with on the 25th of December 2010 at the Crazy Horse public house in Stanmore. The content of this statement is taken from a licensing intelligence report which I compiled at the time. At the time of the incident I was on duty and posted at the section Sergeant for Harrow.

CAD 1276 of 25/12/2010 time of origin 0240hrs. Police called to deal with a fight at the Crazy Horse public house in Stanmore.

Having spent almost an hour at the scene I have some serious concerns around licensing matters at the venue. The original call was to a pub fight which was described as "stopping and starting." I attended the scene and would describe what I witnesses as utter drunken chaos with staff having no control over themselves or their customers. There were approximately 80 people spilling out from the venue when I arrived. All of them were very drunk and causing so much disruption that four officers had to remain on scene for over an hour. I witnessed aggressive behavior, shouting, pushing and shoving, drunken customers refusing to leave and disruption to traffic flow caused by people milling around in the road. A male clearly in need of medical attention due to his apparent and extreme intoxication was sitting on a wall outside the venue being attended to by his drunken friends. It transpired that he may also have been a victim of an alleged assault. My officers faced an uphill struggle whilst investigating this allegation, and trying to establish even the most basic of facts was rendered almost impossible due to the inability of staff to assist the police. Any potential witnesses who could have assisted police were far too drunk to be of use.

The duty manager, a woman by the name of [REDACTED], was running around frantically trying to arrange for taxis to attend and collect her customers. She was clearly out of her depth and not in a position, through either a lack of authority, skills and or experience, to deal with the situation effectively. The licensee, a man by the name of [REDACTED], was also present and on duty but clearly intoxicated. He also had no control over the situation. I highlighted my concerns to both [REDACTED] and [REDACTED]. I asked why so many people were drunk to the point of being incapable. [REDACTED] stated that it was difficult to judge how much people had had to drink. Given the behavior of her customers it was abundantly clear that they would have been in an unfit state to be served with alcohol for some considerable time prior to police arrival. I asked [REDACTED] if they had continued to serve alcohol to drunken customers. She stated this was possible and repeated that it was difficult to judge such matters which I found rather worrying coming from the duty manager of a licensed premises. [REDACTED] stated he was busy serving behind the bar all evening. He clearly had no appreciation of the seriousness of the situation and appeared to be abdicating his responsibility as a licensee by claiming that he was serving drinks all night.

Signature: ..... Signature witnessed by:

2006/07(1):MG 11(T)

RESTRICTED (when complete)

Continuation of Statement of **Wasim Sarfraz**.....

Although he denied having had a drink himself he was clearly intoxicated. [redacted] attempted to explain this away and stated that [redacted] was suffering from a "bad headache." Whilst I was talking to [redacted] and [redacted] a drunken female was arguing with a doorman and refusing to leave the premises which were now closed. None of the staff were proactive in assisting her exit and in the end I ejected this female from the venue.

The impact of the above situation on the lives of local residents, police resources, a criminal investigation and the integrity of liquor license holders is unacceptable. On this occasion the venue is reported to have been at full capacity and with a permission to remain open till 3am.

Wasim Sarfraz

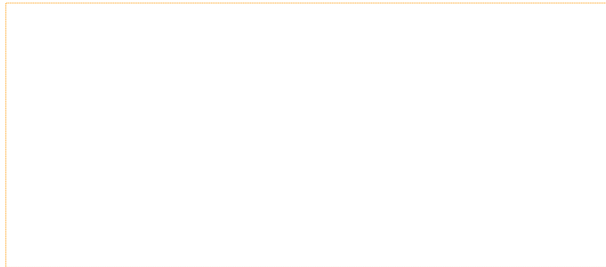
Signature:

Wasim Sarfraz

Signature witnessed by:

14th May 2008
Our ref: EHS/PS/CRAZY HORSE

Urban Living
Michael Lockwood
Chief Executive



Dear ,

Licensing Act 2003

Application for review of a Premises Licence,

Crazy Horse, 43 Church Road, Stanmore HA7 4AA

The Licensing Panel of Harrow Council considered the application for a review of the licence in respect of the above premises, on 13th May 2008.

Please be advised that having heard the relevant representations, the Panel resolved to vary the premises licence in the following terms and subject to the following conditions to promote the prevention of crime and disorder, public safety and prevention of public nuisance objectives in the Act:

LIVE MUSIC (E) up to 2 performers, un-amplified music							
	MON	TUE	WED	THU	FRI	SAT	SUN
	1000-2300	1000-2300	1000-2300	1000-2300	1000-2330	1000-2330	1000-2300
RECORDED MUSIC (F)							
	MON	TUE	WED	THU	FRI	SAT	SUN
	1000-2300	1000-2300	1000-2300	1000-2300	1000-2330	1000-2330	1000-2300
PERFORMANCES OF DANCE (G)							
	MON	TUE	WED	THU	FRI	SAT	SUN
	1000-2300	1000-2300	1000-2300	1000-2300	1000-2330	1000-2330	1000-2300
ANYTHING OF A SIMILAR DESCRIPTION TO THAT FALLING WITHIN E, F OR G (H)							
	MON	TUE	WED	THU	FRI	SAT	SUN
	1000-2300	1000-2300	1000-2300	1000-2300	1000-2330	1000-2330	1000-2300
MAKING MUSIC (I)							
	MON	TUE	WED	THU	FRI	SAT	SUN
	1000-2300	1000-2300	1000-2300	1000-2300	1000-2330	1000-2330	1000-2300
DANCING (J)							
	MON	TUE	WED	THU	FRI	SAT	SUN
	1000-2300	1000-2300	1000-2300	1000-2300	1000-2330	1000-2330	1000-2300
PROVISION OF LATE NIGHT REFRESHMENT (L)							
	MON	TUE	WED	THU	FRI	SAT	SUN
					2300-2330	2300-2330	
SALE BY RETAIL OF ALCOHOL (M)							
	MON	TUE	WED	THU	FRI	SAT	SUN
	1000-2300	1000-2300	1000-2300	1000-2300	1000-2330	1000-2330	1000-2300



Awarded for excellence
to Environmental Health

Harrow Council, Civic Centre PO Box 18, Station Road, Harrow HA1 2UT
Fax 0845 2801845 Textphone: 020- 8424 1844
DX 30450 Harrow 3 Web: www.harrow.gov.uk/licensing
Council switchboard: 020- 8863 5611
Council email: info@harrow.gov.uk



HOURS PREMISES ARE OPEN TO THE PUBLIC (O)							
	MON	TUE	WED	THU	FRI	SAT	SUN
	1000-2330	1000-2330	1000-2330	1000-2330	1000-0000	1000-0000	1000-2330

Non-Standard Timings:

Sale by retail of alcohol can be extended between the terminal hour on New Year's Eve until 0130 the following morning.

Conditions.

1. No alcohol shall be consumed immediately outside the premises, including the forecourt, after 2230.
2. No food shall be served or consumed immediately outside the premises, including the forecourt, after 2230.
3. After 2230, apart from for access, egress and in case of emergency, all doors and windows will be kept closed.
4. No rubbish, including bottles, will be moved, removed or placed in outside areas between 2230 and 0800.
5. No entry or re-entry of patrons to the premises after 2300 from Sunday to Thursday and after 2330 on Fridays and Saturdays.
6. Whenever licensable activities are taking place on the premises at least one personal licence holder shall be present.
7. The premises will maintain a comprehensive CCTV system that ensures that all entry and exit points and the street environment immediately outside the premises are recorded. The recording will enable frontal identification of every person entering in any light condition. All cameras shall continually record whilst the premises are open to the public and the recordings shall be kept available for a minimum of 31 days with time and date stamping. Recordings shall be made available to an authorised officer or a police officer together with facilities for viewing. The recordings for the preceding two days shall be made available immediately upon request. Recordings outside this period shall be made available on 24 hours notice (subject to the Data Protection Act 1998). (*This condition supersedes conditions 4, 5 and 6 of annex 3 on the current licence*)
8. An age identification scheme will be established and maintained. The scheme shall require the production of evidence of age (comprising any PASS accredited card, passport or driving licence with a photograph) from any person that appears to be under the age of 21.
9. The designated premises supervisor will liaise with the Metropolitan Police to ensure that reasonable arrangements are being made to reduce any possibility of crime and disorder at the premises, to include the sharing of information of forthcoming events.
10. All relevant members of staff shall receive training in crowd safety management, dealing with conflict, weapons and drug awareness.
11. A list of all SIA registered door supervisors on duty, including details of each door supervisor's responsibilities shall be produced and retained for a minimum period of 31 days. This list is made available for inspection to the police or the licensing officers of the council on request.
12. The management and licensees shall ensure all staff are trained to use and maintain the incident book to the satisfaction of the police. The incident book shall be properly maintained and it shall be produced to the police and the Licensing Authority upon request. The incident book shall record the following:
 - All crimes reported to the venue
 - All ejections of patrons (all such ejections, wherever practical shall be recorded by a hand held camera in accordance with Metropolitan Police recommendations)
 - Any complaints received
 - Any incidents of disorder

- Seizure of drugs or offensive weapons
 - Any faults in the CCTV system or searching equipment or scanning equipment
 - Any visit by a relevant authority or emergency service
13. A zero tolerance policy to drugs shall be implemented. Signage confirming this policy will be prominently displayed at the entrance to the premises and in the WCs.
14. Any incidents of unlawful violence by or on customers (whether inside the premises or immediately outside) shall be notified to the police immediately.

In addition to the above conditions, those matters detailed in the operating schedule and the relevant mandatory conditions under the Licensing Act 2003 will form part of the licence issued.

In reaching this decision, the Panel took into consideration the submission made by the applicant at the hearing and the written representation received from interested parties and the Responsible Authorities.

The Panel considered that the conditions imposed were both reasonable and proportionate to address the issues raised.

All parties are reminded that under the provisions contained within Schedule 5 to the Licensing Act 2003, there is the right of appeal against the decision of the Licensing Authority. Such an appeal is to be made within twenty one days of the date of this notification (i.e. by 4th June 2008). Any appeal should be made to the Magistrates' Court.

Yours sincerely

Stephen Gallagher
Licensing Support Officer
Community & Environment Services
Telephone: 020 8863 5611
Email: licensing@harrow.gov.uk

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JUSTICES REASONS

Rock and Chill -v- London Borough of Harrow

This is an appeal in respect of a review hearing before the Harrow Licensing Authority on 13th May 2008. The premises concerned are known by the style 'Crazy Horse'.

The review was brought by the Metropolitan Police following a number of violent incidents at the premises. A number of residents in support of the review made representations to the panel. There were written representations in support of the premises from other residents and customers of the premises.

The licensing authority reduced the hours the premises was permitted to sell alcohol and provide live music to 11.00.p.m. Sunday to Thursday and on Fridays and Saturday to 11.30.p.m. A number of conditions were imposed on the premises licence. The appellant proposed a number of the conditions adopted.

The court will have regard to the decision of the Licensing Authority but is not bound by its decision. We have also considered the licensing policy of the licensing authority.

The court is aware of its duty to promote the licensing objectives. It is apparent the relevant licensing objectives in this case are:

- a. The prevention of crime and disorder
- b. The prevention of public nuisance
- c. Public Safety

There is no statutory definition of nuisance.

The powers of the court are either to dismiss the appeal or substitute for the decision appealed against any other decision which could have been made by the licensing authority.

It is not appropriate to remit the case to the licensing authority with directions.

We have read all the evidence submitted by the appellant and the licensing authority.

If we now turn to the evidence we have heard. There were three serious incidents of disorder on 12 January, 23 February, and 1 March 2008. The court also received evidence cocaine residue was found on every surface in the gent's toilet and on a number of surfaces in the ladies toilet. We read the statements of a number of police officers and three officers gave evidence before the court. The evidence of the police is not dispute.

Dr. Prupti Malde, Alan Garner, and Mr Salman Al-Haider, Resident Association members of Pynacles Close, gave evidence of the noise and disturbance from the incidents that occurred outside the premises. In particular Mr Al-Haider gave evidence of music noise emanating from the premises. Other than the incidents in the

earlier part of the year they gave evidence that no other serious disturbance had taken place.

We found all three witnesses helpful. In effect their evidence went to the issue of noise nuisance. Mr Garner and Mr Al-Haider gave evidence of noise disturbance on a date in August and October. Police were called on both occasions but no action was required.

Police Sergeant Davis, the Licensing Officer for Harrow Borough gave evidence to the court. He confirmed the police were not averse to applying for revocation of a premises licence or a reduction in hours if necessary. The police were not asking for either, it was a matter entirely for the licensing authority and the court.

Prior to the three incidents complained of the premises had not come to the attention of the police. He was unable to assist the court in relation to the issue of nuisance. He confirmed Mr Owide had sought advice from him on a number of occasions and understood Mr Owide had acted on his advice in full.

Sergeant Davis confirmed there had been no reported incidents since March. He was of the view that these types of incidents can occur in licensed premises from time to time where there has been a change of management, poor security or an individual incident which can escalate.

The court then heard the evidence of the appellant.

Mr David Press, Chandelle Lambe, residents of Pynnacles Close gave evidence in support of the premises. They gave no evidence of noise nuisance. We found their evidence equally helpful.

Mr Simon Baker a customer of the premises gave evidence the premises in his opinion well run.

Dunhall Newhall, an acoustic's consultant submitted a report that showed noise levels were generally high in the locality. Observations and measurements were taken on one visit both inside and outside the premises. The measurements were taken after the appellants had re-sealed the windows and fitted an acoustic screen to prevent noise break out. All noise levels appeared to be within an acceptable level. Even on full volume the music could not be heard outside the premises. Noise levels in the area were dominated by road traffic.

We cannot find noise created by Crazy Horse is a nuisance.

Michael Watson, a licensing consultant, gave evidence to the court. He was instructed by Mr Owide in 18 March 2008 following the third incident. His evidence was to the effect there was a total lack of operating procedures. He proposed an operation manual which incorporates thirteen areas of policy and formal staff training. Mr Owide adopted his proposals in full, including all signage, and security measures.

Mr Daniel Owide, designated premises supervisor gave evidence of his extensive experience in the licensed trade. He purchased the premises in 2002. He spent

£450,000 in re-furbishing the premises. He has an over 21 years of age policy. He states his clientele from Stanmore have changed in recent years. He also owned nearby premises until 2006. At that point he had more control over who entered the Crazy Horse. He did not dispute the seriousness of the three incidents in the earlier part of the year. He accepted he had taken his eye off the ball. He cannot explain how the incidents occurred. He confirmed there had been no incidents since.

It is obvious that during the earlier part of the year Mr Owide did not fulfil his responsibility as a licensee, and we believe this situation has brought home the need for him to be vigilant, particularly with regard to staff performance both inside and outside the premises. We acknowledge the extensive steps he has taken to minimise the risk of future serious disorder, in particular staff training, change of security and maintaining the use of his newly introduced operational manual.

Mr Owide has taken steps to address the problem of noise escape from the premises. He has made a start in installing an acoustic screen and sealing the windows. A noise limiter is on the music equipment behind a tamper proof device.

The court is minded to grant the appeal subject to conditions:

In respect the licensable activities the court has decided to re-instate the hours in full.

1. The sale by retail of alcohol shall cease at 12.30.a.m. Sunday to Thursday, and cease at 1.30.a.m. Fridays and Saturdays.
2. Provision of live entertainment shall cease at 12.30.a.m. Sunday to Thursday, and cease 1.30.a.m. Fridays to Saturdays.

Conditions:

1. There shall be no entry or re-entry to the premises after 11.30.p.m. Sunday to Thursday and midnight Friday and Saturday. *Other than by agreement*
2. Condition 15 amended to add a 'tamper proof box'
3. The car park to be patrolled three times an hour from 10.00.p.m. on Friday, Saturday and Sunday and Burn's Night etc as per Condition 2. The car park to be patrolled at 10 minutes intervals during the last hour the premises are open to the public. The time of such patrol to be noted on a log, available for inspection by the local authority.
4. The smoking policy will be in force after 22.30 as per Annex A (p175)
5. Condition 9 in respect of drugs shall be replaced as follows: There shall be random searches of customers and staff in respect of illegal drugs and weapons on entry to the premises. Such searches to be filmed on CCTV and noted on an incident log. The CCTV footage and log to be retained for inspection by licensing authority and police for a minimum 31 days. All substances and weapons seized to be placed in sealed bags (proved by police) signed, and retained for police in a secure area. There be random inspections of the toilets.

We expect Mr Owide to have learnt from this experience and that some of the detailed issues we have been asked to consider we are not dwelling on as we are sure they will be dealt with by his common sense approach.

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LICENSING ACT 2003

Schedule 12

Part A (Regulation 33,34)

PREMISES LICENCE

HARROW COUNCIL, P O BOX 18, STATION ROAD, HARROW

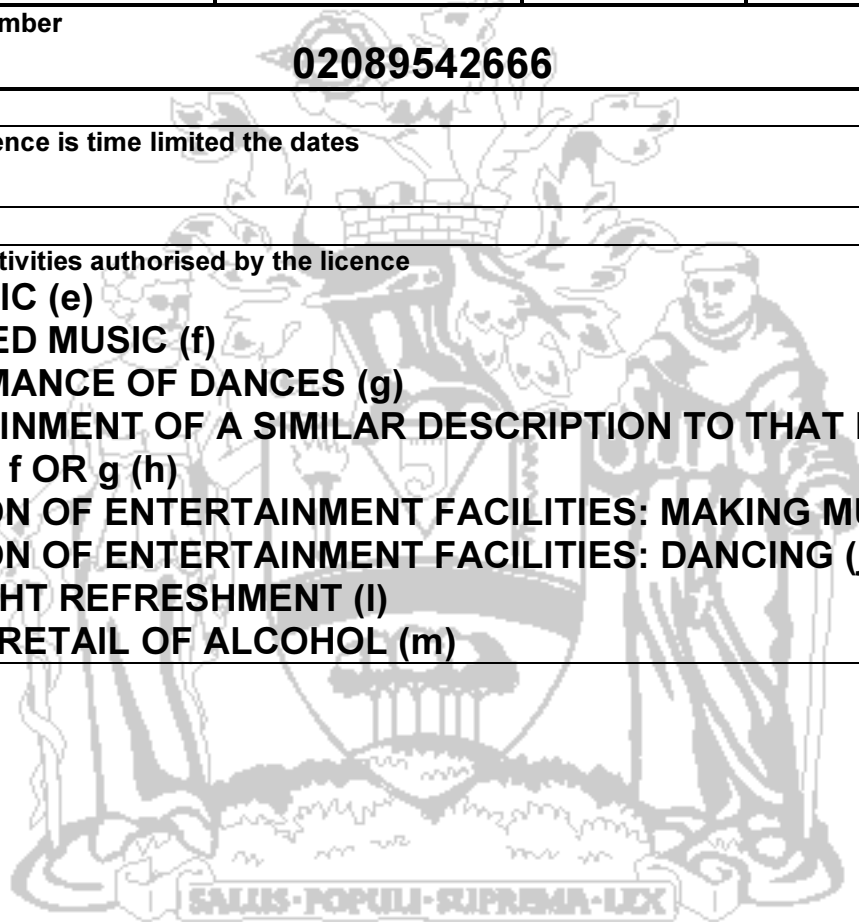
Premises Licence Number	0705-LEKC-C4WX-YPT7
-------------------------	---------------------


Part 1 – Premises details **CRAZY HORSE**

Postal address of premises, or if none, ordnance survey map reference or description 43 CHURCH ROAD			
Post town	STANMORE	Post code	HA7 2RG
Telephone number 02089542666			

Where the licence is time limited the dates N/A

Licensable activities authorised by the licence LIVE MUSIC (e) RECORDED MUSIC (f) PERFORMANCE OF DANCES (g) ENTERTAINMENT OF A SIMILAR DESCRIPTION TO THAT FALLING WITHIN e, f OR g (h) PROVISION OF ENTERTAINMENT FACILITIES: MAKING MUSIC (i) PROVISION OF ENTERTAINMENT FACILITIES: DANCING (j) LATE NIGHT REFRESHMENT (l) SALE BY RETAIL OF ALCOHOL (m)




Andrew McKenzie Head of Community Safety Services

THE TIMES THE LICENCE AUTHORISES THE CARRYING OUT OF LICENSABLE ACTIVITIES

HOURS OPEN TO PUBLIC (o)							
	MON	TUE	WED	THU	FRI	SAT	SUN
	0000-0100	0000-0100	0000-0100	0000-0100	0000-0100	0000-0200	0000-0200
	1000-0000	1000-0000	1000-0000	1000-0000	1000-0000	1000-0000	1200-0000

LIVE MUSIC (e)							
	MON	TUE	WED	THU	FRI	SAT	SUN
	0000-0030	0000-0030	0000-0030	0000-0030	0000-0030	0000-0130	0000-0130
	1000-0000	1000-0000	1000-0000	1000-0000	1000-0000	1000-0000	1200-0000

RECORDED MUSIC (f)							
	MON	TUE	WED	THU	FRI	SAT	SUN
	0000-0030	0000-0030	0000-0030	0000-0030	0000-0030	0000-0130	0000-0130
	1000-0000	1000-0000	1000-0000	1000-0000	1000-0000	1000-0000	1200-0000

PERFORMANCE OF DANCES (g)							
	MON	TUE	WED	THU	FRI	SAT	SUN
	0000-0030	0000-0030	0000-0030	0000-0030	0000-0030	0000-0130	0000-0130
	1000-0000	1000-0000	1000-0000	1000-0000	1000-0000	1000-0000	1200-0000

ENTERTAINMENT OF A SIMILAR DESCRIPTION TO THAT FALLING WITHIN e, f OR g (h)							
	MON	TUE	WED	THU	FRI	SAT	SUN
	0000-0030	0000-0030	0000-0030	0000-0030	0000-0030	0000-0130	0000-0130
	1000-0000	1000-0000	1000-0000	1000-0000	1000-0000	1000-0000	1200-0000

PROVISION OF ENTERTAINMENT FACILITIES: MAKING MUSIC (i)							
	MON	TUE	WED	THU	FRI	SAT	SUN
	0000-0030	0000-0030	0000-0030	0000-0030	0000-0030	0000-0130	0000-0130
	1000-0000	1000-0000	1000-0000	1000-0000	1000-0000	1000-0000	1200-0000

PROVISION OF ENTERTAINMENT FACILITIES: DANCING (j)							
	MON	TUE	WED	THU	FRI	SAT	SUN
	0000-0030	0000-0030	0000-0030	0000-0030	0000-0030	0000-0130	0000-0130
	1000-0000	1000-0000	1000-0000	1000-0000	1000-0000	1000-0000	1200-0000

LATE NIGHT REFRESHMENT (l)							
	MON	TUE	WED	THU	FRI	SAT	SUN
	0000-0030	0000-0030	0000-0030	0000-0030	0000-0030	0000-0130	0000-0130
	2300-0000	2300-0000	2300-0000	2300-0000	2300-0000	2300-0000	1200-0000

SALE BY RETAIL OF ALCOHOL (m)							
	MON	TUE	WED	THU	FRI	SAT	SUN
	0000-0030	0000-0030	0000-0030	0000-0030	0000-0030	0000-0130	0000-0130
	1000-0000	1000-0000	1000-0000	1000-0000	1000-0000	1000-0000	1200-0000

1. SALE BY RETAIL OF ALCOHOL CAN BE EXTENDED BETWEEN THE TERMINAL HOUR ON NEW YEAR'S EVE AND THE COMMENCEMENT HOUR ON THE FOLLOWING MORNING.
2. IN ADDITION TO THE ABOVE, THE PREMISES IS AUTHORISED TO OPEN TO THE PUBLIC BETWEEN THE HOURS OF 1000 AND 0200 THE FOLLOWING MORNING AND FURTHER AUTHORISED TO CARRY OUT THE LICENSABLE ACTIVITIES LISTED ABOVE BETWEEN THE HOURS OF 1000 AND 0130 THE FOLLOWING MORNING ON THE FOLLOWING DAYS: BURN'S NIGHT, ST.VALENTINE'S DAY, ST. DAVID'S DAY, ST. PATRICK'S DAY, ST.GEORGE'S DAY, DIWALI, ST.ANDREW'S DAY, CHRISTMAS EVE, BOXING DAY AND NEW YEAR'S EVE.

FOR CONSUMPTION ON OR OFF THE PREMISES

Part 2

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

**ROCK AND CHILL LIMITED
C/O ADMIN SOLUTIONS LIMITED
2ND FLOOR COMPTON HOUSE
29-33 CHURCH ROAD
STANMORE, MIDDLESEX
HA7 4AR**

Registered number of holder, for example company number, charity number (where Applicable)

04802227

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

DANIEL O'WIDE

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

**PER-0264
HERTSMERE BOROUGH COUNCIL**

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

N/A

Annex 1 – Mandatory Conditions

Mandatory conditions where licence authorises supply of alcohol

- (1) No supply or sale of alcohol shall be made under the premises licence
 - I. at a time when there is no designated premises supervisor in respect of the premises licence
 - II. at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended
- (2) Every supply or sale of alcohol made under the premises licence must be made or authorised by a person who holds a personal licence

Mandatory condition: door supervision

Where one or more individuals are required to be at the premises to carry out a security activity, such individual(s) must be licensed by the Security Industry Authority

Annex 2 – Conditions consistent with the operating Schedule

- 1) Any AWP machines will be emptied nightly or fitted with an appropriate recommended security device (e.g. a 'boot' or 'metal roller shutter').
- 2) No nuisance to be caused by noise or vibration at the boundary of neighbouring dwellings.

Annex 3 – Conditions attached after a hearing by the licensing authority.

1. The maximum number of patrons accommodated at any one time should not exceed 200.
2. Numerical counters are to be used on all doors to ensure the maximum capacity of the premises is not exceeded.
3. The licensee is to employ a suitable number of SIA registered staff at the premises in agreement with the Metropolitan Police.
4. The premises will maintain a comprehensive CCTV system that ensures that all entry and exit points and the street environment immediately outside the premises are recorded. The recording will enable frontal identification of every person entering in any light condition. All cameras shall continually record whilst the premises are open to the public and the recordings shall be kept available for a minimum of 31 days with time and date stamping. Recordings shall be made available to an authorised officer or a police officer together with facilities for viewing. The recordings for the preceding two days shall be made available immediately upon request. Recordings outside this period shall be made available on 24 hours notice (subject to the Data Protection Act 1998).
5. An analogue CCTV system must record in SVHS quality: a digital CCTV system must have the facility to download images to a CD.
6. A noise limiter is to be fitted to the satisfaction of the Chief Environmental Health Officer.
7. No alcohol shall be consumed immediately outside the premises, including the

forecourt, after 2230.

8. No food shall be served or consumed immediately outside the premises, including the forecourt, after 2230.
9. After 2230, apart from access, egress and in case of emergency, all doors and windows will be kept closed.
10. Air conditioning is to be fitted throughout the premises so that the doors and windows can be kept closed at all times except for the purposes of admission to and exit from the premises.
11. No rubbish, including bottles, will be moved, removed or placed in outside areas between 2230 and 0800.
12. There shall be no entry or re-entry to the premises after 2330 Sunday to Thursday and after 0000 on Friday and Saturday other than by agreement between the Designated Premises Supervisor and the Licensing Authority.
13. No speakers shall be located in the entrance area.
14. No noise shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.
15. No amplified sound / music shall be generated on the premises unless it is relayed through a sound limiting device, which must be linked to graphic equaliser and a tamper proof box and be set at a level that has been previously approved by the Chief Environmental Health Officer.
16. The premises licence holder shall ensure that no independent sound system shall be brought on to the premises and used for entertainment so as to give rise to nuisance to occupiers in neighbouring dwellings.
17. The premises licence holder shall ensure that no music shall be played within the premises so as to give rise to nuisance within neighbouring dwellings.
18. The premises licence holder shall provide and maintain a dedicated telephone number of the designated premises supervisor for use by any person who may wish to make a complaint during the operation of the licence, which shall be provided to the licensing authority and local residents' associations. Any change to the number shall be notified to the licensing authority and to local residents' associations within seven days of the change. The premises licence holder shall ensure that the details of the complaints are recorded.
19. A dedicated taxi service for members and their guests is to be maintained, details of which are to be notified to the proper officer of the licensing authority.
20. The premises licence holder shall ensure that the pavement shall be cleaned after the collection of rubbish each day.
21. All customers or staff waiting for a taxi or other lift are to be encouraged to wait within the premises.
22. The premises licence holder shall ensure that clearly legible notices shall be displayed at all exits from the premises requesting patrons to respect the needs of

local residents and to leave the premises and area quietly.

23. An age identification scheme will be established and maintained. The scheme shall require the production of evidence of age (comprising any PASS accredited card, passport or driving licence with a photograph) from any person that appears to be under the age of 21.
24. The designated premises supervisor will liaise with the Metropolitan Police to ensure that reasonable arrangements are being made to reduce any possibility of crime and disorder at the premises, to include the sharing of information of forthcoming events.
25. All relevant members of staff shall receive training in crowd safety management, dealing with conflict, weapons and drug awareness.
26. A list of all SIA registered door supervisors on duty, including details of each door supervisor's responsibilities shall be produced and retained for a minimum of 31 days. This list is to be made available for inspection to the police or the licensing officers of the council upon request.
27. The management and licensees shall ensure that all staff are trained to use and maintain the incident book to the satisfaction of the police. The incident book shall be properly maintained and it shall be produced to the police and the licensing authority upon request. The incident book shall record the following:
 - I. All crimes reported to the venue;
 - II. All ejections of patrons (all such ejections, wherever practicable, shall be recorded by a hand held camera in accordance with Metropolitan Police recommendations);
 - III. Any complaints received;
 - IV. Any incidents of disorder;
 - V. Any seizure of drugs or offensive weapons;
 - VI. Any faults in the CCTV system, searching equipment or scanning equipment
 - VII. Any visit by a relevant authority or emergency service.
28. There shall be random searches of customers and staff in respect of illegal drugs and weapons on entry to the premises. Such searches are to be filmed on CCTV and noted on an incident log. The CCTV footage and log are to be retained for inspection by the licensing authority and police for a minimum of 31 days. All substances and weapons seized are to be placed in sealed bags (provided by police), signed and retained for the police in a secure area. There are to be random inspections of the toilets.
29. Any incidents of unlawful violence by or on customers (whether inside the premises or immediately outside) shall be notified to the police immediately.
30. The car park is to be patrolled three times an hour from 2200 on Friday, Saturday and Sunday nights and on Burn's Night, St. Valentine's Day, St. David's Day, St. Patrick's Day, St. George's Day, Diwali, St. Andrew's Day, Christmas Eve, Boxing Day and New year's Eve. The car park is to be patrolled at 10 minute intervals during the last hour that the premises are open to the public. The times of such patrols are to be noted in a log, such log to be made available for inspection by the local authority upon request.
31. The smoking policy (attached hereto) will be in force after 2230.

Annex 4 – Plan Ref: 564-V

DATE OF ORIGINAL ISSUE: 27 SEPTEMBER 2006

REASON FOR RE-ISSUE: APPEAL AFTER REVIEW HEARING

DATE OF RE-ISSUE: 20 OCTOBER 2008

ISSUE NUMBER: 7

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Application for the review of a premises licence or club premises certificate under the Licensing Act 2003

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the guidance notes at the end of the form. If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary.

You may wish to keep a copy of the completed form for your records.

I Police Sergeant John Crump.....

(Insert name of applicant)

apply for the review of a premises licence under section 51 / apply for the review of a club premises certificate under section 87 of the Licensing Act 2003 for the premises described in Part 1 below (delete as applicable)

Part 1 – Premises or club premises details

Postal address of premises or, if none, ordnance survey map reference or description Crazy Horse 43 Church Road Stanmore	
Post town Harrow	Post code (if known) HA7 2RG

Name of premises licence holder or club holding club premises certificate (if known) ROCK AND CHILL LIMITED/DC/O ADMIN SOLUTIONS LIMITED, 2ND FLOOR COMPTON HOUSE, 29-33 CHURCH ROAD, STANMORE, MIDDLESEX, HA7 4AR

Number of premises licence or club premises certificate (if known) 0705-LEKC-C4WX-YPT7
--

Part 2 - Applicant details

I am

Please tick yes

- 1) an interested party (please complete (A) or (B) below)
- a) a person living in the vicinity of the premises
 - b) a body representing persons living in the vicinity of the premises
 - c) a person involved in business in the vicinity of the premises
 - d) a body representing persons involved in business in the vicinity of the premises
- 2) a responsible authority (please complete (C) below)

3) a member of the club to which this application relates (please complete (A) below)

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

Please tick

Mr Mrs Miss Ms Other title
(for example, Rev)

Surname

First names

I am 18 years old or over

Please tick yes

Current postal address if different from premises address

Post town

Post Code

Daytime contact telephone number

E-mail address (optional)

(B) DETAILS OF OTHER APPLICANT

Name and address

Telephone number (if any)

E-mail address (optional)

(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

Name and address
Metropolitan Police
South Harrow Police Station
74 Northolt Road
South Harrow
HA2 ODN

Telephone number (if any)
0208 733 3415

E-mail address (optional)

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

Please tick one or more boxes

- 1) the prevention of crime and disorder
- 2) public safety
- 3) the prevention of public nuisance
- 4) the protection of children from harm

Please state the ground(s) for review (please read guidance note 1)

This Premises Licence was reviewed by my colleague - Sgt Carl Davis - in 2008 and whilst it was not suspended or revoked a considerable number of conditions were placed on it .

I produce a copy of that Review application as exhibit JC/1.
I produce a copy of the current licence as exhibit JC/2

It has continued to function under the same management and the same Designated Premises Supervisor - Mr Daniel Owide.

I have completed a search of all crimes at the premises since the Review application was submitted in 2008 and these I list below :

Cris No: 2009117/08

Date: 12/07/2008

Time: 0130

Crime Type: Theft

Dets:

Theft of jackets from chairs in pub. CCTV provided. Suspect is seen to pick up jackets and leave pub.

Cris No: 2009811/08

Date: 26/07/2008

Time: 0215

Crime Type: ABH

Dets:

Victim alleges that he was punched several times by door supervisor. This was broken up by main door supervisor. Victim admitted that he was drunk. Allegation not proceeded with.

Condition 29 of Annex 2 states: Any incidents of unlawful violence by or on customers (whether inside the premises or immediately outside) shall be notified to the police immediately.

Police were not notified of this incident until reported by Victim.

Cris No: 2005878/09

Date: 08/03/09

Time: 0100

Crime Type: ABH

Dets:

Fight between two females in toilets. Suspect allegedly banged head of Victim against wall. Bruising to arms and side. No CCTV coverage as incident happened in toilets. Suspects arrested and gave account. Victim did not provide statement therefore matter was NFA'd.

Condition 29 of Annex 2 states: Any incidents of unlawful violence by or on customers (whether inside the premises or immediately outside) shall be notified to the police immediately.

Police were not notified of this incident until reported by Victim. Victim alleged that Door supervisors were aware of the incident and had spoken with victim but were concerned that further incidents were likely to occur.

Cris No: 2005878/09

Date: 28/04/09

Time: 0830 - 1900

Crime Type: Theft from Motor Vehicle

Dets:

Victim parked vehicle at location between above times. When he returned the registration plates had been stolen. CCTV does not cover that area of the car park.

Cris No: 2008839/09

Date: 27/06/2009

Time: 2300 - 0200

Crime Type: Theft - Pickpocket

Dets:

Victim placed mobile phone in back pocket of jeans and it was removed by persons unknown. Victim made enquiries with staff regarding CCTV but was told that it would be impossible to trace as he was moving around in a busy area.

Cris No: 2011151/09
Date: 15/08/2009
Time: 2300
Crime Type: Theft - Pickpocket
Dets:

Phone taken from victims pocket. No other details recorded - matter reported by phone to police telephone reporting unit.

Cris No: 2017126/09
Date: 19/12/2009
Time: 0235
Crime Type: ABH
Dets:

Police were called to a large group fighting armed with belts and poles. Victims of the incident are bar manager Victim1, licence holder (Mr Owide) Victim2 and door supervisor Victim3. Suspect (x3) have a fracas in bar. Victim1 and 2 (Mr OWIDE) intervene to pacify situation. Victim1 is pushed to the floor and repeatedly kicked and punched by all 3 suspects. Door staff break incident up. Victim1 receives swelling and bruising to right eye. Victim2 swelling and tenderness to face. Victim2 (Mr Owide) states he does not know whether he wants to provide written statement to police as he sees this as an occupational hazard. Victim1 does not wish to proceed with allegation stating that he doesn't have the time. Allegations therefore not substantiated and case closed.

Whilst both victims suffered injury dealing with their customers, neither has promoted the Licensing objectives by failing to assist police in investigating and potentially apprehending offenders.

Cris No: 2017318/09
Date: 24/12/2009
Time: 0200
Crime Type: GBH
Dets:

Police were called by London Ambulance Service(LAS). Victim had made his way home before calling LAS. Police attended home address. Victim had been standing at the bar and heard shouting behind him. He turned around and was allegedly punched on the nose causing him to fall backwards and was then punched a second time causing him to fall to the floor. Victim had a suspected broken nose that may have needed surgery. Police had attended premises(pub) earlier that evening responding to several calls to the venue. They spoke with several witnesses, one of whom was a member of bar staff who stated that 25 males had been fighting. No allegations were made to police. Mr OWIDE was spoken to the next day and stated there was no mass brawl... Investigation not proceeded with as Victim refused to substantiate allegation.

Cris No: 2000183/10
Date: 05/01/2010
Time: 1615
Crime Type: Attempted GBH
Dets:

Police called to venue after reports of male wielding machete at venue. Victim (Mr OWIDE) informed police that suspect is an ex-employee and there was a dispute over money. Suspect arrested and in interview stated that he had tried to contact Mr

OWIDE regarding his owed money but Mr OWIDE had mocked him and verbally abused him. He attended venue and entered carrying a metal pole. He was charged with S4 Public Order Act. and pleaded guilty at Court.

Cris No: 2001322/10

Date: 29/01/2010

Time: 0001

Crime Type: Theft/Damage to MV

Dets:

Domestic incident at venue . Victim remained in the venue and suspect was asked to leave by staff. Suspect has then damaged victim's car which was parked in the pub car park. Suspect was arrested later following police enquiries . CCTV footage was provided and suspect was charged with Criminal damage..

Cris No: 2005753/10

Date: 24/04/2010

Time: 0115

Crime Type: ABH

Dets:

Fight inside venue. Victim and suspect had got into an argument. This was dealt with by door staff. Later on in the evening the suspect pushed Victim onto a couch and has started punching her. Door staff intervened and ejected suspects but did not detain them. Victim asked them to call police and they allegedly replied that police have been called but would not be there for a while. It appears that police attended later for an unrelated matter.(see crime reported below) Victim sustained an injury - black eye. Victim decided later not to substantiate the allegation.

Cris No: 2005755/10

Date: 24/04/2010

Time: 0200

Crime Type: ABH

Dets:

Police were called to the venue as the informant stated that 10 to 20 people were fighting. Large group outside on police arrival. Victim sat in back of taxi and having verbal altercation with suspect. Suspect punched victim in head before police intervened. Numerous incidents occurring and further police units requested. On 24/04/10 police request CCTV from venue and are told it will be ready for collection on 25/04 after 3 pm. 02/06/10 report states that there was a problem with CCTV. Venue contacted and state it will be ready on 04/06. On 04/06 venue called and assistant manager 'Karl' is spoken to. States he does nto know anything about CCTV but will talk to manager. 06/06 Karl again spoken to who says system keeps for 30 days. Informed that it should already be on CD as told by manager 'Adam'. CCTV does not appear to have been provided. Matter not proceeded with - victim failed to substantiate allegation.

Cris No: 2010262/10

Date: 18/07/2010

Time: 0325

Crime Type: ABH

Dets:

Victim states that she has been punched by her ex-partner. Officer states that victim is very drunk, unable to string sentences together and is aided in standing up by

friends. Door staff state they did not see any assault but have had problems with drunk victim.

Cris No: 2013009/10

Date: 12/09/2010

Time: 0130

Crime Type: Common Ass

Dets:

Incident reported by telephone. Police not called to venue. Door staff involved but have not informed police as per Condition 9. Victim is leaving venue with sister. Suspect is outside venue leaning on the wall and pushes the sister. Victim gets sister and friends in taxi then returns. Suspect is now talking to door staff. When asked why he pushed his sister the suspect punches victim in the face. Door supervisor steps in and ushers victim away. When asked why he hadn't challenged the suspect the door supervisor allegedly replied 'he's the owner and you can't do anything'. Case not proceeded with.

Cris No: 2013591/10

Date: 19/09/2010

Time: 0100 - 0300

Crime Type: Theft

Dets:

Both Victims placed their handbags in the small staff room at rear of ground floor. Unknown person has entered the room, which is not locked, and stolen items. No CCTV coverage of this area.

Cris No: 2013825/10

Date: 26/09/2010

Time: 0001 - 0100

Crime Type: Theft - Pickpocket

Dets:

Victim has phone in pocket. Goes to bar and on returning notice phone is missing. Venue is very busy so CCTV not requested.

Cris No: 2014018/10

Date: 03/10/2010

Time: 0200

Crime Type: ABH

Dets:

Police called to venue by Victims stating they had been assaulted by staff. Does not appear to have been reported by venue staff. Suspect1 is alleged to be Mr OWIDE who is arrested along with Sus 2 after allegation of assault. On this occasion CCTV is provided and CCTV proves that Suspects are in fact defending themselves.

Cris No: 2014335/10

Date: 09/10/2010

Time: 0140

Crime Type: Common Ass

Dets:

Victim is punched in face by Suspect. Door staff detain suspect and police are called. Police arrest suspect. Manager (name not given) is spoken to to request CCTV and states it will be ready after 1200 hours. Officers requested to view the

CCTV but were told that staff were going home and officers did not receive co-operation from staff. Victim later withdrew allegation.

In October 2010 a number of applications for Temporary Event Notices at the venue were received by police. My colleague, PS Carl Davis, submitted a formal Police Objection Letter to the Licensing Authority dated 29th October 2010 and which I produce as my Exhibit JC/3.

The applications were withdrawn.

In November we were contacted by the solicitor acting for Mr OWIDE and he requested a meeting which took place on 1st December 2010 at South Harrow Police Station. Present were myself, Sgt Davis, Mr OWIDE and his solicitor.

We explained our serious concerns over the recent incidents and general management at the premises. Following the meeting the solicitors firm sent Sgt Davis and myself an e-mail dated 1st December 2010 1841hrs detailing fourteen(14) actions that Mr OWIDE agreed would take place. I produce a copy of this as my exhibit JC/4.

It is worth noting that No 12 reads : " All duty managers and members of staff have been instructed that when any of the statutory authorities want to view the CCTV footage or obtain copies of it they should cooperate fully"

Cris No: 2017100/10

Date: 04/12/2010

Time: 0130

Crime Type: Theft - Pickpocket

Dets:

Brief details on report. Victim states he was in venue when a commotion ensued causing a lot of pushing and shoving and his phone may have fallen out of his pocket. No further action was taken.

Cris No: 2017880/10

Date: 25/12/2010

Time: 0230

Crime Type: ABH X2

Dets:

Police called to venue following allegation of assault. Victim found with friends. Victim described as 'extremely intoxicated' and conscious but not alert during police attendance and could not walk unaided. He had a small cut and swelling to back of the head after falling when punched. Another, second, victim also assaulted by punch to face, small cut beneath left eye. DS BLACKWOOD attended venue and viewed CCTV. He requested footage is copied.

25/12/2010 - PC STEVENSON attends to collect CCTV. Only cleaner and chef present. She is told to return tomorrow.

03/01/2010 - Repeated attempts by PC STEVENSON to contact mr PANTAZIS to collect CCTV. No response.

08/01/2010 - CCTV seized but is not in a readable format.

20/01/2010 - CCTV viewed at Hendon. Only 1 camera has been copied and 3 were requested.

26/01/2010 - Whilst making enquires with staff at the pub PC STEVENSON asks why only 1 camera footage was provided and is informed there has been a technical difficulty with the download.

27/01/2010 -PC STEVENSON again attends pub to request CCTV and points out possible breach of licence conditions. Assured that it will be delivered that night...it

was not.

31/1/2010 - CCTV finally delivered along with apology note from Mr OWIDE. Initial investigation gave a name of suspect who was apparently know to staff as being involved. It transpires that one of the alleged suspects used to work at the venue as bar staff and was present this night selling tickets for the venue. When spoken to by police his account is vague and OIC believes he is not telling full story. CCTV later shows that the ex-employee along with another suspect goes outside pub and is at one point held back by door staff. They then go out again and suspect is seen to push past first suspect and punch Victim. This is all seen by first suspect and door staff. Following assault first suspect and second suspect shake hands and re-enter pub. Timeline below taken from cris.

02:20:16 - First suspect appears on camera.

02:21:00 - First Suspect is stood with two doormen and is pointing at the group of males who the victim is stood with. The three males in the group are standing together smoking and talking, they appear to be keeping themselves to themselves. They are stood approx twelve feet away from the main door next to the perimeter wall.

02:24:00 - First Suspect approaches the group, says something and gestures with his hand at them. They don't appear to retaliate in any way.

02:25:45 - First Suspect then starts arguing with a male who is not in the group, who is stood alone on the pavement outside the perimeter of the pub wall. This male has a satchel style bag around him.

02:26:39 - The male gestures to First Suspect to come out on to the pavement and fight him. One of the bouncers then has to restrain First Suspect and hold him back away from the male. First Suspect is then ushered back inside the pub by the bouncer.

02:27:18 - First Suspect then emerges from the pub with Second Suspect very close behind him. They walk over to the area where the male with the bag is. The Second Suspect then pushes past First Suspect , so he is directly in front of him and then proceeds to punch Victim to the ground. (The actual footage of the assault is not totally clear as there is a large group of people stood around and a lampost in the way). A Door Supervisor is holding the Second Suspect back and First Suspect is in the immediate vicinity next to the victim.

02:28:20 - First Suspect and Second Suspect then walk away from the victim and First Suspect shakes Second Suspect's hand. Second Suspect then re enters the pub.

02:28:48 - First Suspect then re enters the pub, then continues to walk in and out of the pub going over to look at the victim on the floor each time.

02:27:00 Second Suspect is seen at the bottom left of screen drinking with friends including a white female with long blonde hair. First Suspect enters the pub and directly approaches Second Suspect

02:27:03 First Suspect gets Second Suspect's attention by touching his arm and leading him out of the pub.

02:27:09 Both exit out of the main door.

02:28:29 Second Suspect re enters the pub alone and returns to the bar area where

the blonde female is sat. He is pacing around whilst watching the door. He appears to be out of breath.

02:29 First Suspect appears in the bar and goes outside the pub again.

02:32 Second Suspect goes outside.

02:33 Second Suspect re enters the pub alone and appears to be illustrating to his friends what has just happened.

02:33:40 He is examining his left hand with his friends and laughing.

02:34 He imitates the assault by throwing fake punches to his own face. His friend responds by patting him on the back.

02:35 He continues to watch the main entrance door as if he's expecting some trouble. His friends appear to be congratulating him by hugging him.

02:38:20 He imitates a head butt movement to his friends and then holds his own head both of his hands as if he is copying the victim.

02:39:20 First Suspect re enters the pub and speaks to Second Suspect. They both embrace each other and appear to celebrate. There is lots of cuddling between them until 02:40:35.

02:40:50 First Suspect starts collecting dirty glasses and then exits the pub again. He then re enters.

02:42 First Suspect is seen talking to Second Suspect again.

02:43:48 Second Suspect is still watching the door.

02:44 First Suspect and Second Suspect embrace again, cuddling each other. Daniel OWIDE (landlord) arrives and appears to be shouting at Second Suspect. Second Suspect and First Suspect then both leave the bar area possibly out of the back door. They are not seen on camera again and were not detained by the Door Supervisors or any staff. Police were called to the scene but the suspects were not pointed out to Police and were not arrested at the time

Bar manager Glyn was seen to be talking to Second Suspect several times following the incident.

Both Suspects were subsequently arrested. The Second Suspect charged with S39 Common Assault, First Suspect charged S4 Public Order Act (Threatening Words & Behaviour) and issued a PND for wasting police time.

Cris No: 2004696/11

Date: 09/04/2011

Time: 0150

Crime Type: GBH

Dets:

Two victims get into a verbal argument with suspects inside venue over cricket. At closing they stand in smoking area and are set upon by suspects. Possibly struck with bottle but none found at scene. Suspects make off and are stopped and arrested by police. First Victim is found in toilet at venue. Staff have attempted to clean the scene, one staff member had thrown a bucket of water over blood found.

First victim has two cuts to head that require stitches. Declines to substantiate with formal statement. Second Victim has cut to head and has to have 5 stitches. CCTV has been collected and needs to go to Hendon to be viewed as is not in a downloadable format. All victims have refused to substantiate any allegation. This investigation is still ongoing.

I have spoken with DS Walker who has written a statement detailing his officers dealing with this premises and the failings to promote the Licensing Objectives . i produce this as my exhibit JC/5.

I have also spoken with TDC Stevenson and I produce her statement as exhibit JC/6.

DC Simpson's statement I produce as exhibit JC/7.

PS Safraz's statement I produce as exhibit JC/8

In summary I strongly believe that this premises is not being effectively managed and that this is leading to Crime and Disorder, public nuisance and putting the safety of the public at risk . I believe that given the serious nature of these incidents above that the Premises Licence should be revoked.

Please provide as much information as possible to support the application
(please read guidance note 2)

Please tick yes

Have you made an application for review relating to this premises before

If yes please state the date of that application

Day Month Year

--	--	--	--	--	--	--	--

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

Please tick yes

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

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

Part 3 – Signatures (please read guidance note 3)

Signature of applicant or applicant’s solicitor or other duly authorised agent (See guidance note 4). **If signing on behalf of the applicant please state in what capacity.**

Signature

.....

Date .03.05.11

.....

Capacity Police Licensing Officer

.....

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 5)

--	--

Post town	Post Code
------------------	------------------

Telephone number (if any)

If you would prefer us to correspond with you using an e-mail address your e-mail address (optional)

Notes for Guidance

1. The ground(s) for review must be based on one of the licensing objectives.
2. Please list any additional information or details for example dates of problems which are included in the grounds for review if available.
3. The application form must be signed.
4. An applicant’s agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
5. This is the address which we shall use to correspond with you about this application.

WITNESS STATEMENT

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

Statement of **John CRUMP PS89QA** URN:

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

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 anything in it which I know to be false, or do not believe to be true.

Signature: Date:

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

I am Police Sergeant John CRUMP and I am currently employed as licensing officer for Harrow Borough Police. On Saturday 11th June 2011 I was on duty in plain clothes in company of Shankar SHIVASHANKAR who is the licensing manager for Harrow Borough Council. We were conducting visits to licensed premises on the borough. At about 2345 hours I stood about 50 metres away from the premises to observe the door supervision at the entrance point. From this point I could see several door staff with high visibility tabards on and standing beside them was Daniel OWIDE, the designated premises supervisor and owner. I could see there were several small gatherings of people who were being given entry to the premises. I observed several enter after midnight. Condition 12 of Annex on the current licence states:

“There shall be no entry or re-entry to the premises after 2330 Sunday to Thursday and after 0000 on Friday and Saturday other than by agreement between the Designated Premises Supervisor and the Licensing Authority”

At 0015 hours I approached the premises. When I was about 15 metres away Mr OWIDE saw me approaching and immediately went into the pub. I followed him and was told by door staff that he had gone to the toilet. As I approached the male toilet I saw about 7 males quickly exiting followed by Mr OWIDE. Mr OWIDE then showed us into a private area along with the current manager for the premises Rajesh ANJARIA. Mr OWIDE immediately said “Those six people you saw me letting in are possible buyers”. I informed Mr OWIDE that he had allowed more than that in and he initially denied it offering to show us the CCTV. When I pointed out to Mr OWIDE that I had been stood outside for some time he replied “Ok, you’ve got me on that one”. Mr OWIDE had clearly been drinking as his speech was slurred and his breath smelt strongly of alcohol.

The licence for the premises was reviewed in 2008 and resulted in an appeal to the magistrates court. As part of the appeal Mr OWIDE submitted an Operational Manual stipulating how the venue would be run. It was explained to Mr OWIDE that the purpose of this visit was to ensure that this was indeed the case. Mr OWIDE was shown a copy of the document in electronic format, specifically page 6, which details Terms and Conditions of Entry. Item 1 states “Persons must be on the guest list and/or pay an entrance fee, or be a bona fide guest, or

Signature: Signature witnessed by:

Continuation of Statement of **John CRUMP PS89QA**

invited at a private function.” Mr OWIDE stated that document shown was not correct and so was asked to produce his copy which he did. Both documents were identical and Mr OWIDE conceded that this must be an error on the document as they do not adopt that policy at the door. Pages 22 to 27 of the manual refer to a number of forms that should be completed as part of the running of the premises. On speaking to Mr OWIDE, Mr ANJARIA and head of door supervision it was evident that none of these forms are completed, or ever have been. On speaking to Mr OWIDE regarding his management structure he informed me that Mr [REDACTED], who he has employed as general manager, was currently awaiting a court hearing. When I asked what that was for it transpired that Mr [REDACTED] was involved in the incident that took place at the venue on the 25th December and was subsequently arrested and charged with a public order offence. This incident is one of the main contributing factors for the review of the licence being called and is fully documented in the application. I produce the Operation Manual document as exhibit JC/9.

Signature: Signature witnessed by:

Witness contact details

Home address:
..... Postcode:
Home telephone number Work telephone number
Mobile/pager number Email address:
Preferred means of contact:
Male / Female (delete as applicable) Date and place of birth:
Former name: Ethnicity Code (16+1): Religion/belief:

Dates of witness non-availability
.....

Witness care

- a) Is the witness willing and likely to attend court? Yes / No. If 'No', include reason(s) on **MG6**.
- b) What can be done to ensure attendance?
- c) Does the witness require a Special Measures Assessment as a vulnerable or intimidated witness? Yes / No. If 'Yes' submit **MG2** with file.
- d) Does the witness have any specific care needs? Yes / No. If 'Yes' what are they? (Disability, healthcare, childcare, transport, , language difficulties, visually impaired, restricted mobility or other concerns?)

Witness Consent (for witness completion)

- a) The criminal justice process and Victim Personal Statement scheme (victims only) has been explained to me Yes No
- b) I have been given the Victim Personal Statement leaflet Yes No
- c) I have been given the leaflet 'Giving a witness statement to police — what happens next?' Yes No
- d) I consent to police having access to my medical record(s) in relation to this matter: (obtained in accordance with local practice) Yes No N/A
- e) I consent to my medical record in relation to this matter being disclosed to the defence: Yes No N/A
- f) I consent to the statement being disclosed for the purposes of civil proceedings e.g. child care proceedings, CICA Yes No
- g) The information recorded above will be disclosed to the Witness Service so they can offer help and support, unless you ask them not to. Tick this box to decline their services:

Signature of witness: Print name:
Signature of parent/guardian/appropriate adult: Print name:
Address and telephone number if different from above:

Statement taken by (print name): Station:

Time and place statement taken:

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NORTHGATE SE GIS Print Template



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Mr A. Salman Al haider

[REDACTED]
Pynnales Close
Stanmore
HA7 4FE

22 May 2011

Your Ref: ce/css/aw/

Chief Environmental Health Officer
London Borough of Harrow
Civic Centre
P O Box 18
Station Road
Harrow, Middlesex
HA1 2UT

Also by E-mail: licensing@harrow.gov.uk

Dear Sir or Madam,

Licensing Act 2003 – Review of premises Licence for: The Crazy Horse, 43 Church Road, Stanmore, Middlesex HA7 4AA

I and my family including my little baby daughter live in Windsor House. My flat faces the Crazy Horse with both bedrooms directly faces the car park used by the customers of Crazy horse and reception room face their front entrance. I have lived in the above address since April 2007.

We have been disturbed on so many occasions by noise from customers leaving the Crazy Horse who been engaged in "Screaming, loud talking, shouting, and fighting" in the rear car park and the Pynnales Close Road. We have lost count of number of times I have had to phone the environmental health and police at night or early morning to address the issue.

On Number of occasions, I had my baby daughter waking up in the early morning crying as affected either by the noise of loud music coming out from the premises, or drunken customer fighting or screaming. I would then spend some time trying to comfort her and put her back to sleep again.

I or my family particularly concerned regarding the safety and amenity regarding the local residents during the weekends or at late nights. Necessary measures such as security is not enough during weekend to minimise crime, Noise disturbance and discouraging anti-social behaviour.

Another nuisance and safety hazard that we are exposed to by Crazy Horse Customers is urinating in the garden and against the fence of our premises.

not surprised by the problems related to drugs, alcohol, theft, noise, and fights that we do witness is occurring again and again.

I strongly feel that we are subjected to a public nuisance and feel our safety and basic necessities such as having a good night sleep are being are sabotaged by one establishment. As a family with little baby, struggle with sleepless nights especially during the weekends. We do not look forward to the weekend as normal family living in their normal home do!!.

I therefore support the application for review by the police and hope that this time could bring an end to such un-organised management of this bar/nightclub within this peaceful local residential area.

Yours Sincerely,

A. Salman Al haider

23rd May 2011

ELM PARK RESIDENT'S ASSOCIATION

Chief Environmental Health Officer,
London Borough of Harrow,
Civic Centre,
P.O Box 18,
Station Road,
Harrow. HA1 2UT.

Dear Sirs,

Licensing Act 2003 – Summary Review of Premises License for Crazy Horse Public House, 43 Church Road, Stanmore, Middlesex. HA7 4AA.

Thank you for your letter dated 4th May 2011 concerning the License for the above premises.

I have been nominated by the above Association to present our objections to the License for the above premises. I am a resident of Elm Park, Stanmore and I live at number 24, which is in close proximity to Church Road.

Since The Crazy Horse opened the residents of Elm Park have suffered nuisance and noise in the extreme. Following the granting of a Late License this all became much worse. Customers park outside our houses and most of our bedrooms face the road. This however, is a minor problem as it means that visitors to our homes cannot park outside and, indeed, we too cannot park outside our own homes but over the years we have accepted this as a cross we have to bear and the real problem has arisen after closing time. This public house attracts a particular type of customer. They are very young and very noisy. All of the advertising material put out by Mr. Ovide is aimed at these young people and I do not know of any resident who would attend these disco evenings and noisy type musical extravaganzas, even my own children complain about the quality of the drink and the noise. Therefore all customers come from outside the area and it must be assumed that they drive in and park in the local streets.

As The Crazy Horse closes so late those customers who have been drinking in The Spice Rack and Lava Lanes go on to The Crazy Horse to continue drinking after they have been drinking all night. They leave and return to their cars which are possibly parked in Sainsbury's car park, but mainly parked outside our bedroom windows. Having imbibed alcohol all night it takes no great imagination to see what happens next. They shout, sing

scream and fight. When they arrive at their cars they slam their doors and drive off in a very drunken manner.

Our objections therefore are based on the following:

The Prevention of crime and disorder:

In the past six months alone cars have been broken into, litter bins kicked until they are beyond use, bottles and glasses broken and left in the road and residents and children woken up.

Public Safety:

No member of the public living in Elm Park would dare approach any of these drunkards and indeed I do not know of any resident who will even walk past the premises when the drinkers are spilling out on to the pavement, let alone go in for a drink. This past weekend they were holding a party in Sainsbury's car park after closing time, with their car doors open and their radios blasting out. This was at an unearthly hour and many of us were woken up but none of us would dare go and ask them to stop. Many residents called the police and contacted The Environmental Health Department. We obtained several relevant CAD numbers.

The prevention of public nuisance.

If these customers did not drink so late and did not park in our road there would be no public nuisance.

The protection of children from harm:

I would add elderly and frail people to this category as when these young drunk people are rampaging even the police are not safe. The environmental Health people who visited this past weekend would not get out of their vehicle for fear of being hurt.

As stated above, I am happy to be the representative for the above Resident Association and would request that you contact me at [REDACTED] Elm Park, Stanmore, Middlesex. HA 7 4BJ. My telephone number is [REDACTED]. I wish to be present at any court Hearing and hope that you will notify me of the place and date.

Yours faithfully,