

17 December 2021

Mrs Adkins
Public Protection Services
Licensing Team
Wiltshire Council
Monkton Park
Chippenham
Wiltshire
SN15 1ER

Public Protection Services
Licensing Team
Wiltshire Council
County Hall
Bythesea Road
Trowbridge
BA14 8JN

Our ref: LN/000043211

Dear Mrs Adkins

Re: Licensing Act 2003 – Review Application
Premises: New Inn High Street Amesbury

The Licensing Authority is in receipt of the review application by Wiltshire Police for premises licence LN/000043211 held by Keystone Public Houses Limited.

As the officer delegated to respond on behalf of the Licensing Authority, I am writing in support of the Police application. Having considered the review application and the evidence contained within, the Licensing Authority has a number of serious concerns relating to the management of the premises.

It is the view of the Licensing Authority that the premises licence holder has not demonstrated their ability to manage the premises in a sufficient manner to enable the promotion of the licensing objectives, The Prevention of Crime and Disorder, Public Safety, and the Prevention of Public Nuisance.

The Licensing Authority has significant concerns given the levels of consumption and indifferent management of intoxication that is associated with the current level of disorder and the impact it is having on the local community. The review highlights that on occasions the intoxication levels of patrons leaving the New Inn are excessive, the possible and increased vulnerability of those who have been permitted to consume too much alcohol undermines the licensing objective of public safety.

The Licence holder has demonstrated during their interactions with the Licensing Department that whilst comprehending the necessary requirements to operate a licensed premise under the Licensing Act 2003, that compliance can sometime be overlooked, and staff awareness of what the licence requirements are and need for conditions to be compiled with is lacking.

Earlier in the year Mr Muirhead created a new Jager bar in an area that was not covered by the premises licence. Mr Muirhead was unaware of the area covered on the licence and was also unaware of the licensable activities permitted in each area.

The Licensing Authority expects responsible licence holders to comply with their licence and not complain it's the fault of the authorities for not enforcing. Even during the period of consultation for the review the communication between staff and management does not demonstrate

effective management of a late night venue with high volumes of customers and worrying intoxication levels.

The Licensing Authority is aware that Police concerns have been growing in relation to the number of incidents linked to the New Inn which has also been subject to considerable concerns raised by the local community in the past few years in relation to noise break out from the premise and the lateness of the operating hours.

The accumulation of concerns and incidents which have led to this review application by the Police clearly demonstrate the licence holder's failure to ensure patrons safety, highlight a lack of compliance with the licence issued, poor management of customers intoxication levels effectively and a failure to promote the Licensing Objectives.

The Licensing Authority wrote a formal warning to the licence holder on the 15th November 2021, in relation to their failure to comply with the conditions attached to the premises licence, namely, "*The use of the external drinking area will cease at or before 23:30hrs*" at the premises.

The licencing authority, having considered the review application made, are supporting the application as the Licence holder has not demonstrated they are promoting the four licensing objectives therefore continuation of the current premises operating practices without intervention is likely to seriously undermine the prevention of public nuisance, prevention of crime and disorder and public safety.

The concerns raised by Wiltshire Police relating to drugs and consumption levels, leading to antisocial and sometime violent behaviour of their customers and the ineffectiveness of the licence holder to understand that their premises needs robust management to operate in the late night economy which leaves the Licensing Authority with no other conclusion than to support revocation of the licence.

If you have any queries regarding the content of this letter, please contact me.

Yours Sincerely



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