

## Adkins, Carla

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**From:** Nathan Muirhead <admin@newinnamesbury.com>  
**Sent:** 22 December 2021 12:43  
**To:** Day, Alastair; Brown, Vicky; Holland, Linda  
**Cc:** Adkins, Carla; Nathan Muirhead; Osborn, Tina  
**Subject:** Letter to Wiltshire Police  
**Attachments:** Letter to Wiltshire Police & Wiltshire Council.pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Good afternoon

Please see attached letter for consideration. This letter is intended to take constructive action to remove the need for a licence review.

Regards  
Elle Strong



Elle Strong  
The New Inn | Keystone Public Houses Ltd | Tiki Group  
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To:

Wiltshire Police Licensing  
Wiltshire Council Licensing  
Wiltshire Council Environmental Health

22<sup>nd</sup> December 2021

**APPLICATION TO REVIEW A PREMISES LICENCE - THE NEW INN AMESBURY**

Dear Alastair, Linda and Vicky

Having considered the application from Wiltshire Police and the representations of responsible authorities, we are extremely saddened by the situation and disappointed by the collective effort to revoke our premises licence, resulting in the closure of The New Inn.

The New Inn has been a public house for just over 200 years, and it is a hub for the community. Under our ownership, we have hosted a range of music and entertainment events which have been well attended and well supported. The New Inn is one of the most popular venues in the town centre, attracting around 500-600 unique customers per week. We appreciate that your attention is rightly on those matters that require improvement, but we also ask that you do not ignore the majority of occasions where the pub has been well managed and well frequented. There are significantly more positives coming out of The New Inn than negative and we know that the community would be devastated by its closure.

The issues of crime and disorder appear to be relatively new. In 2018 when The Bank was open, we were able to take positive steps, working closely with the Amesbury Residents Committee, Wiltshire Police and Wiltshire Council, that led to a reduction in crime and disorder in the town centre. There was certainly no review of our licence as suggested by Wiltshire Police. We firmly believe that we can work constructively with authorities and residents to manage the existing issues and return to a safe and enjoyable nightlife.

We do recognise the issues raised by Wiltshire Police and other responsible authorities and we believe that we have taken significant steps to reduce the risk of crime and disorder, public nuisance and safety of the public. As a result of these actions, we ask that Wiltshire Police reconsider the application with a view to withdrawing it.

In the last month, we have implemented measures that will instil confidence in Wiltshire Police and Wiltshire Council:

- The nominated Designated Premises Supervisor has been changed
- All members of staff have received additional training around intoxication and drugs
- The Stables closes at 12.30am

- The courtyard is not in use after 11.30pm other than for smoking
- A Door Supervisor is employed with the sole responsibility of monitoring the courtyard
- The games room closes at 9.00pm
- Door supervisors are more proactive in assessing levels of intoxication at the point of entry
- Known drugs users and dealers have been barred
- We have increased the frequency of checks on the door eg bags and coats
- We have closed earlier over two weekends to measure the impact on the streets

If Wiltshire Police withdraw their application, we will submit a variation to formalise the following changes, thereby going further in promoting the four licensing objectives.

- Reduce the hours of operation on Friday and Saturday from 1200 to 0230 to 0130
- Move the noise limiting device back to pub and install a new limiter in The Stables
- All regulated entertainment to stop at 0100
- Monthly meetings with responsible authorities to review progress
- Implement Best Bar None with a view to seek accreditation within 6 months
- Implement monthly training sessions with the team to focus on key areas of the Licensing Act and best practice
- Implement regular meetings with the ARC, key venues and Wiltshire Police with a view to proactively manage disorder in the town centre
- Permit use of the courtyard to 0100 with an agreed NMP in place (we strongly believe that this will have a positive impact, not negative)

We stand by to defend our position through the review process, but we would much rather work with authorities to ensure the long term future of The New Inn. Were The New Inn to close, the community would lose a valuable asset, 16 members of staff would lose their job and 5 residents would lose their home. We strongly believe that steps can be taken to reverse the opinion of authorities and The New Inn can be an enjoyable and safe place for customers. We also believe that efforts over the last month help demonstrate how seriously we are taking this situation.

Yours Sincerely



Elle Strong  
For Keystone Public Houses Ltd