

**Documents to be relied on by Wiltshire Police  
Review Hearing of Premise Licence**

@Home, Bridge Street, Salisbury

**In the presence of  
Wiltshire Licensing Sub Committee  
31<sup>st</sup> May 2019  
City Hall, Salisbury**

## **WILTSHIRE POLICE HEARING DOCUMENTS**

### **Review of Premise Licence - @Home, Salisbury**

- Wiltshire Police Review Application Document dated 5<sup>th</sup> April 2019
- Report by Ms A.J. Newbery, Designated Premise Supervisor, The Chapel, Milford Street, Salisbury
- Objection to Temporary Event Notice Application for @Home for 3<sup>rd</sup> & 4<sup>th</sup> May 2019
- Report by A Milton, Senior City Ranger, Salisbury BID regarding visit made on 8<sup>th</sup> May 2019

**From:** [Amanda Newbery](#)  
**To:** [Thurman-Newell, Susan](#)  
**Subject:** At Home  
**Date:** 18 April 2019 12:26:20  
**Importance:** High

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Dear Susan

I am emailing to clarify my position regarding any advice or mentoring that I have given to Louella Adamson over the past year. I would be disappointed if any advice that I have given regarding licensing or venue matters has been used in an inappropriate way and can confirm that all information and advice that I have given would always be in full compliance with the law. I regard licensing law and health & safety law in the utmost regard and have always sought to work in partnership with the authorities in a totally transparent and compliant way, advising others to do the same.

Louella first contacted me on 12<sup>th</sup> April 2018 after being referred by a business owner in town, [REDACTED] and a city councillor, [REDACTED] as someone who helps and encourages young people in business. I had not met Louella before that date. Louella was interested in taking a lease on the Heart Foundation building in Fisherton Street for her arts business (which I was led to believe had got Arts Council backing and was the subject of further grants being applied for). I knew too that the Young Chamber were also involved with advising, as well as a number of other local business people that I was aware of who were helping on the business side. I was invited to her first Mental Health movement meeting on 30<sup>th</sup> April in Wildwood but couldn't attend. I fully intended to attend some of these as this is a subject close to my heart but actually only ever made one.

We next spoke on 3<sup>rd</sup> May when Louella had agreed to take over the running of Pride from [REDACTED] and I was (and still am) fully supportive of a Salisbury Pride. We met for coffee with [REDACTED] and we both agreed to help with advice and support on the day.

By 10<sup>th</sup> May, Louella was still having difficulties in finding suitable premises for her business and I suggested the Moloko building as I knew that Alex Nettle was stuck with the lease following a disastrous previous tenant who had surrendered the licence. We used to trade in that building for many years (without any licensing or noise issues) and I thought the layout would be big enough as a starter for At Home and the situation would suit them both. Louellas' business plan was to open every day for three sessions a day with seniors in the morning, families and teenagers in the afternoon and then adults in the evening. Alcohol was incidental to the offer with the sessions as the core and membership was the main income driver.

I had a series of meetings with Louella and Alex and agreed to help Louella get a Premises Licence to 10pm while Alex offered subsidised rent which was a situation that helped them both. During the past month, I had suggested a series of empty properties, some being pubs, but Louella was fixed on not having anything too close to an alcohol outlet as the arts, teenager and mental health offer was not compatible. Brendan Jeynes offered to carry out her risk assessments, helped with the Premises Licence application and even stood as the DPS for a short period while Louella took her Personal Licence qualifications and then took over as DPS herself.

I became aware in August that there were some problems between At Home and Wetherspoons

and noted that the premises was trading more as a bar in the evening and suggested changing her operating schedule and risk assessments and to make sure her insurance knew. I went into the premises for the first time for a cup of coffee on 7<sup>th</sup> September and spoke to Lizzie who was her manager. I have only visited the premises once thereafter. I knew that Louella was applying for further funding in September and that cashflow was difficult.

I contacted Louella on 22<sup>nd</sup> October as I was planning the Purple Flag walk about and she again told me that business was hard and that she was going to put in for some TENs to open longer and also that licensing had contacted her for a chat. I suggested that she talk to you after Pubwatch. Later in the week, I advised Louella to go carefully through her Premises Licence conditions and to think whether she might have inadvertently broken any and that she must make sure her incident book, first aid kit etc are all in place.

I knew that Louella was looking for premises again on 23<sup>rd</sup> November and I explained that some areas of town would not be suitable for late licences. I didn't have much interaction with Louella until the next year when in February when she asked me about [REDACTED] who were advertising locally and I advised not to get involved. I tried to give moral support but that she needed to write down her ideas, focus on a plan and that I doubted that she would get a 3am where she was. I said it might be possible to get a 1am if everything was going well and in place. She told me that she had 3am TENs in place and I was surprised. I was aware that money was tight for Louella.

Apart from Pubwatch meetings, where Louella or a member of her staff usually attend, the next interaction with Louella was while organising focus groups for the High Street Fund. We held an 18-35 consultation at The Chapel in conjunction with the Chamber (which Louella took part in) and Louella was going to hold the teenager one down in her venue which never actually took place.

Louella messaged me about a noise limiter on 21<sup>st</sup> February and I passed her on to [REDACTED] who is a sound engineer on facebook and had no more to do with it.

Regarding Louella's festival, we were asked to do the bar and declined as we don't do outside bars. She also asked me to attend the ESAG with her but I said I would only be able to go through her operations plan and risk assessment. I said that her security manager and her bar company should accompany her. I had heard her ask [REDACTED] to do her security and [REDACTED] to do her bars. We were never asked to do the security.

We were contacted on 1<sup>st</sup> March about a door course and said that her licence variation for At Home was okay but she needed two security as a condition. Louella was going to put two or three on the course but this didn't actually take place. I became aware that things had got difficult with the festival due to neighbours. I suggested she step back and think carefully about these things, offering to meet. I was never told the venue for the festival but looked at the online ticket information which pin pointed it to her parents' home and I let her know I was worried about the event due to location and size.

I knew on 9<sup>th</sup> March that she had had a difficult experience in the bar with a young family but not the details. I advised her to speak to you whenever you request it and to be open and

compliant. I also advised getting proper legal advice and I thought she should withdraw her 3am variation application. On 12<sup>th</sup> March, I go further reminding her that alcohol was not even in her core business plan that that she should think carefully about that. I advised to withdraw from the festival or downsize it to a TEN and to tackle one thing at a time.

I had an online conversation with Louella about issues, empathising with her about how frightening all this must be and stressed to her to listen to her lawyer on 14<sup>th</sup> March but questioned their qualifications in licensing law when Louella was adamant that they had said that she was in the right. I said that the police would not be taking things this seriously if there wasn't something very wrong and again said that being a DPS made things very serious. I again advised to withdraw the variation and stop the festival or make it for under 499 people.

She contacted me on 20<sup>th</sup> March saying that the council had rejected the variation and I again said that I thought that it should be a midnight licence. I advised again to lie low, foster better relations with licensing and listen to her lawyer. When Louella contacted me last time, I said that I thought [REDACTED] would be very worried about losing the premises licence and that I didn't know how to help as she didn't take my advice seriously. I said her lawyer should be advising her and that she needed a licensing specialist.

I confirm that I have no financial interests in At Home or ever have had. We did the work for the Pride ESAG and licensing for free and just to help. We have offered our venue for free when Louella wants to hold events such as a Ballroom dancing competition in August.

I am totally sorry that things have gone wrong for Louella. She is fired up with a passion for creativity and has a wonderful set of ideas, most of which would be completely lovely. I am also sorry that she hasn't had guidance and support from other arts organisations such as Wiltshire Creative. I did once suggest to her that she should try to come under their umbrella as I think that her offer would be perfect and that she just needs someone to do the financials and the regulatory part of the business.

I have seen for myself one teenager who was helped at last year's Pride when he came out in public for the first time and I know of lots of other incidences where her messages have hit the spot for some young people in crisis. I just think that the lack of cash in Louella's business has caused her to panic and push the boundaries. Things happen in the night time economy, and especially where vulnerable people are concerned, but you need to understand the severity and how to deal with it. Louella goes straight to the heart of vulnerability with her offer and her original business plan was an amazing, creative piece of work. Ultimately, it failed because the overheads were too high and she never received her grant funding. I don't believe Louella has meant to do anything wrong but is just out of step with regulatory bodies, increasingly due to panic and stress.

If I could wish anything for this difficult situation, it would be for Alex or another person to take over the Moloko building and licence and for Louella to go and take her offer to other parts of the city, working with Wiltshire Creative, the City Hall, us and other venues with pop up offers so that she has no overhead cost. This way, she could concentrate on the arts and creative offer and would not be selling alcohol. I would be fully supportive of that.

Very best wishes

Amanda

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**From:** [O'Neill, Martin](#)  
**To:** [Hould, Hannah](#)  
**Cc:** [Thurman-Newell, Susan](#); [Sparrow, Pete](#); [Hutchings, John](#)  
**Subject:** TEN @home, Salisbury.

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Dear Miss Hould, I refer to the temporary event notice that was received on 26<sup>th</sup> April 2019, in respect of @home, 5 Bridge St, Salisbury for a proposed event covering 3<sup>rd</sup> and 4<sup>th</sup> May 2019. I have spoken with the Police Licensing officer for that area, Mrs Thurman-Newell, who is currently on annual leave.

@home has been investigated in relation to numerous Premises Licence offences including over intoxication, and noise which are currently the subject of a review hearing process. The DPS Louella Adamson, has also been the subject of a Police investigation which is still in progress.

In addition to the review process a formal objection has been made by Wiltshire Police Licensing in relation to a variation submitted in respect of the Premises.

Wiltshire Police, acting as a responsible authority, have no confidence in the ability of the applicant to support the Licensing Objectives and formally object to this temporary event in relation to the Licensing Objectives of

The Protection of Children from harm.  
Public safety.  
The Prevention of Crime and Disorder.  
Public Safety.

Regards

Martin O'Neill  
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**From:** [Andy Milton](#)  
**To:** [Thurman-Newell, Susan](#)  
**Subject:** @Home  
**Date:** 08 May 2019 12:39:19  
**Attachments:** [image163206.png](#)  
[image562747.png](#)  
[image101491.png](#)

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Good Afternoon Sue,

Just thought I would touch base to let you know about my short experience with @Home the other evening.

As a City Ranger dealing with Citywatch radios, ( One of many hats ), I had concerns about her future and the fact she does not use the Citywatch radio. It was decided the best course of action was to retrieve the radio. I had also spoken about my concerns / Findings to PC Alan Cromwell.

I attended the venue at 18:30hrs, she was not present but on her way according to Harry ( The chap who greeted me ) I also noticed he was on a poster mounted inside the venue called "Harryoke" ( A spin from Karaoke ) I was then offered a drink by the same chap, initially I declined the offer, then some minutes later accepted because I could not see a price list or any draught taps and was interested what or how I would get it served. I said i would have a coke. He then apologised and said he did not know the cost but a pound should do it, so I paid him a pound.

Whilst waiting, a couple of girls came in and in my opinion (SIA, Door Supervisor Qualified ) one looked under 18 years of age, certainly younger than the other but neither were at any point asked for I.D, but were offered a drink. A few minutes later another party of four young girls entered, again the first thing said was "Hi, can I get you a drink" no I.D check. They refused initially, but a few minutes later I believe they did have a drink.

At approximately 19:10hrs Louella arrived in no hurry ( Although she knew I was waiting for her ) and we started the search for the Citywatch radio. She was unsure of where it could be due to her moving the bar area upstairs.

Whilst looking for the radio we were in a room I believe was holding some sort of Arts class. In the middle of the floor was a Cardboard box, the size of box that would hold approx. six bottles of wine. It was addressed to her and approaching it she stopped looking for the radio and opened the sealed box, it had bottles of Sourz which is alcohol. I thought it strange that it would be sitting in the middle of the floor instead of behind the bar. We then continued the search for the radio, eventually finding it in a cupboard.

My concerns:

- No apparent I.D checks
- Alcohol just anywhere.
- Electric cables. ( Just a mess behind the till / counter
- No pricing policy ?

Kind regards  
Andy Milton

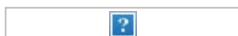


**Andy Milton**

**Senior City Ranger**

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### Statement of events on the 1<sup>st</sup> March 2019

On the 1<sup>st</sup> of March 2019 I was working a 3pm to 8pm, approximately half an hour into my shift I noticed the family in question whilst I was working on the floor. I noticed the family because they were a large group who had moved tables together. I was then moved onto the bar where I no longer had a clear view of the family. I returned to the floor at approximately 6pm and immediately noticed they were still in the premises which was concerning as we have a policy regarding parents alcohol consumption when with their children. To protect children from harm we have a policy that is permanently enforced of parents having two drinks maximum. With this policy in mind I told my Shift Leader on duty (Jacomb Hansford) to cease serving them anymore alcohol. I stood nearby whilst Jacomb went to the table directly to tell them, Jacomb made it very clear that the reason they will no longer be served is because of our policy only and not because they were overly intoxicated. They made no fuss and left the premises approximately half an hour later. I then finished work at 8pm, when I attended my shift the next day I was informed of the events that happened later that night.

Nadine Lane

