

**Timeline of Concerns submitted by Licensing Authority in relation to SN15,
17a Station Hill, Chippenham (Variation Application)**

Date	Issue	Information
19/01/2016	Licensing Hearing	Variation granted with conditions
14/02/2016	Licensing	Late night licensing visit to premises on Saturday 12th into Sunday 13th March. 55 customers, promoted event with known Radio 1Xtra DJ, both floors open, music not audible outside, faint bass heard only, 7 door staff (balcony closed), no glass policy for night. Door staff records not completed, sick in women's toilets and screws/hardware in cupboards under sinks, no challenge posters on 1st floor.
16/03/2016	Licensing	Meeting with DPS, Robin Puddephatt to discuss CCTV not downloading. Susan Thurman-Newell Police Licensing Officer in attendance. Police reported following request on 7th February for footage of vehicle accident outside on 5th Feb. Discussed licence conditions, security, management documents and use of glassware including images on Facebook site.
17/03/2016	Licensing	Formal warning letter issued.
23/03/2016	Email from Police Licensing	Email received from Robin Puddephatt to police licensing (meeting cancelled) - confirming issues in Formal Warning Letter (17th March 2016) addressed/being addressed.
23/03/2016	Email from Paul Shayegan	Regarding meeting and addressing outstanding issues.
30/03/2016	Licensing Visit	Joint visit with Roy at premises meeting with Mr Shayegan, and Mr Puddephatt discuss details of warning letter and requirements needed to comply with licence, attempts have been made to address the items, but more detail and actions required to manage paperwork systems. CCTV writer still not working and will be sorted tomorrow (31 st)
30/03/2016	Management Plan	Provided by Robin Puddephatt & Paul Shayegan
05/04/2016	Email from Paul Shayegan	CCTV fully operational from 1 st April
17/06/2016	Enquiry visit to Monkton park by Mr Shayegan	Paul Shayegan came in to Monkton Park to speak about premises and ask if they can sell spirit bottles in the VIP area. He was informed that glass bottles of spirits cannot be on the tables for the customer to self-serve. The only way to sell a bottle of spirit is to hold the bottle behind the bar and serve to the tables, as long as consumption levels are monitored.

		Paul Shayegan informed that last week's event (Chipmunk) was successful with 400 customers. He said it was well managed and all people were searched on entry. Two people were not permitted entry due to drugs found and confiscated - not yet spoken with police. Mr Shayegan was advised that police should be told at earliest opportunity not waiting a week.
29/07/2016	SN15 – Variation application: received via TLT	Variation - Amended (or removal) of conditions re: Doors Staff/Polycarbonates/Use of outside area
08/08/2016	Licensing Authority	Email to TLT requesting further documentation: <ul style="list-style-type: none"> • Proposed / revised risk assessment for the use of polycarbonate to support the application and to put the proposed use into context. • Proposed / revised management plan outlining how the premises will operate with the change to the SIA provision.
09/08/2016	SN15	Email from Robin Puddephatt (DPS) - left position at SN15 on 31/07/2016
10/08/2016	TLT	Will contact their client for new plans.
16/08/2016	TLT	Plans and risk assessments received from TLT following request of 08/08/2016
17/08/2016	Licensing	Letter to Licence Holder regarding no DPS at premises. Emailed to Paul Shayegan and TLT Solicitors. Hard copy posted to premises (Paul Shayegan, SN15 Leisure Ltd)
18/08/2016	SN15	Email from Mr Adam Hatch advising he will be taking over as DPS
18/08/2016	SN15 Email from Mr Shayegan	Thank you for your email. I assure you that we take every step to ensure that the premises comply with all licensing laws. This is a miscommunication between us and the DPS. I do apologise for that. Mr Hatch was supposed to start on the 26th of July but due to personal reasons he was delayed in starting, Robin knew this, I was not aware that he has written to you to take himself off the position, and we had discussed this. We had his authorization to sell alcohol with my own license. Robin was present in the club on the Saturday gone 31st July, all night. The following week Adam started and was going to apply for the DPS but was under impression that we have to apply to take off the previous DPS first. This is just a miscommunication.

18/08/2016	Email to/ from TLT	Licensing reject variation of DPs application as in the name of New Millennium Developments Ltd who are not the licence holder.
18/08/2016	TLT	Variation of DPs forms correctly served.
18/08/2016	Licensing Authority	Email to TLT setting out comments regarding variation application.
20/08/2016	Licensing & Environmental Health visit	<p>Checked Door Steward records incomplete/not signed correctly or steward's details completed as required. Incident log again poorly completed, advice given to head of security and DPS.</p> <p>Patio area: During our visit we found the top patio area has been fenced off in breach of the licence issued. Licensing Authority and Environmental Health had not been advised of this change. This change causes the customers to congregate nearer to the residential properties when using the smoking area.</p>
01/09/2016	Licensing	Meeting held with new DPS to go through the conditions on the licence and the training requirement for the DPS.
02/09/2016	Licensing	Email to DPS and Licence holder

Linda Holland – Licensing Manager – Public Protection

12th September 2016