

**From:** [Day, Alastair](#)  
**Sent:** 22 December 2021 10:52  
**To:** [Adkins, Carla](#)  
**Cc:** [Elle Strong](#); [Osborn, Tina](#)  
**Subject:** New Inn - Application to Review - Appendix 1 (amended 22/12/21)  
**Attachments:** [NEW INN APPLICATION TO REVIEW APPENDIX 1.docx](#)

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**Importance:** High

Dear Carla,

Please find attached an amended copy of the above document.

The paragraph which read '*The current licensee, Mr Nathan MUIRHEAD has run another venue in the town centre previously and this premises was also subject to a review*' has been deleted.

This was entered in error on the original appendix 1 that was submitted and was recently noted to be inaccurate on closer examination of the police master licensing records relating to the former licensed premises known as The Bank, Amesbury.

Regards, Alastair

**9935 Alastair M DAY**

Police Licensing Officer | Wiltshire (South) | Wiltshire Constabulary  
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NEW INN - APPLICATION TO REVIEW - APPENDIX 1

Amesbury town centre consists of a number of small businesses and residents (80% residential) and contains 4 main licensed premises within the areas of Salisbury Street and High Street.

Over an extended period of time and now certainly since the re-opening of licensed premises on the 19/7/21 there has been a very high number of complaints from members of the public concerning things such as loud music, urinating/vomiting on residents property and in residents doorways and multiple reports of fighting/disorder in both of those streets.

Two of the licensed premises, namely The Bell Inn and The George Hotel close at 23:59. The Bell has been observed to always close dead on time, but The George Hotel often closes early, sometimes as early as 21:00 hrs.

The remaining two main licensed premises, namely The New Inn and The Kings Arms stay open until 02:30 hrs on a Thursday, Friday and Saturday night and it is between the hours of 23:59 - 02:30 on those days where almost all the incidents take place.

Historically there has always been a considerable number of drink/drug related incidents in this small town but since 19/7/21 there has been 17 (to date) reports made to the police concerning The New Inn either directly i.e. at or inside the premises or very nearby that can be attributed to over-intoxicated clientele who've come from the premises. This includes incidents of disorder/fighting in both large and small groups, assaults of various degrees of severity and over-intoxication. It is also felt that drug use and drug dealing is a regular occurrence at the premises.

Large numbers of over-intoxicated clientele are often observed to be leaving the New Inn between the hours of 02:00 - 02:30 hrs on Thursday, Friday and Saturday nights.

The subject of over-intoxication has been discussed numerous times over the last few months either directly with the DPS, Mr Nathan MUIRHEAD or discussed in open forum at local Pubwatch meetings where, more often than not, a representative from the pub has been in attendance. All Pub watch members are fully aware of the issue of over-intoxication in the town and the misery it brings to residents. Again, it must be emphasised that the over-intoxication is observed to be taking place between the hours of 23:59 - 03:00 hrs.

During recent discussions, Mr MUIRHEAD has displayed a level of ignorance towards the issues caused by over-intoxication and has appeared unconvinced/disbelieving of what has been described to him by Police Licensing Officer, Mr Alastair DAY.

The observations are that the New Inn is the main source of the over-intoxication in the town, despite the many discussions between police licensing, the DPS and other representatives from the pub.

Additionally, there has been a high number of complaints regarding loud music coming from the pub causing considerable public nuisance to the residents of Salisbury Street and the surrounding areas. This nuisance is on-going despite several months of engagement with both Wiltshire Council Environmental Health Officer (Vicky BROWN) and Police Licensing Officer (Alastair DAY). In respect of these on-going complaints Mr MUIRHEAD was directed to produce a noise management plan (NMP) and install sound limiting equipment within The Stables part of the premises. This equipment was inspected several months ago by aforementioned Vicky BROWN and Alastair DAY and the volume was set at a level that, at that time could not be heard by local residents with their windows open and that limit was locked into the equipment and the password only known to police and council authorities. Both live and recorded music must be plumbed into that equipment so that the sound level does not exceed the level that was set. However, on a recent visit and meeting at the pub, that equipment had been removed from The Stables part of the pub and replaced with different equipment from inside the pub, the sound limiter on which was observed to working intermittently and was easily adjustable. The removal of the original equipment is viewed by the police as a deliberate attempt to circumnavigate the sound level that was agreed and written into the NMP.

The latest complaint regarding noise from music emanating from the pub is from the weekend of 19/21 November 2021, many months after engagement started with responsible authorities.

Mr MUIRHEAD recently applied to vary the conditions of his current licence to include the use of a part of the pub called The Jaeger Bar and to extend the use of the area known as The Courtyard. Following the submission of that application it was noted by licensing staff that his current licence contains a condition that the use of the courtyard shall cease at or before 23:30 hrs. The Courtyard has historically been in continual use for several years up until 02:00 hrs on a Thursday, Friday and Saturday evening but the condition hadn't been enforced as, due to an oversight it hadn't been spotted. Mr MUIRHEAD was arguably aware of this condition but has continually used the courtyard after 23:30 hrs for many years. However, this condition was immediately pointed out to him and he was directed by both Council Licensing Officer (Carla ADKINS) and PLO Alastair DAY that the use of the courtyard after 23:30 hrs must cease with immediate effect until such times as a variation to that condition had been agreed. Mr MUIRHEAD initially argued that he didn't feel that this condition could be enforced, and it was again reiterated to him that it would be from thereon in.

However, during the evening of Saturday the 13/11/21 PLO Alastair DAY spoke to Mr MUIRHEAD at The New Inn and the focus of that discussion was on the use of courtyard and the fact that its' use should cease at or before 23:30 hrs that evening. Mr MUIRHEAD agreed that this was the case. He was also informed that another visit would be made after that time to ensure compliance.

Mr DAY returned to the pub at 01:00 hrs in company with a police officer and both observed the courtyard in full use with the area containing approximately 50-60 people, several of whom were consuming alcohol. This observation went on for approximately 10 mins before a member of the door staff was asked to find Mr MUIRHEAD who was in The Stables building. During this short period several very intoxicated persons were also observed to leave the premises as well.

The matter was pointed out to Mr MUIRHEAD and he was notified that it would be reported to Wiltshire Council Licensing as a clear breach of his premises licence conditions.

Following that visit, Mr DAY returned to the premises at a little after 02:00 hrs on the morning of 14/11/21 to observe clientele leaving the pub and it could be clearly seen that many were over-intoxicated. In particular, 2 females came out of the courtyard gate and into the pub car park in a very intoxicated state and went on to cause a considerable public order incident in the street. These females had been present in the pub during the visit at 22:00 hrs 13/11. It would be fair to describe their level of intoxication as being way past a score of 10 on scale of 1 to 10.

This incident caused a high level of public nuisance, so much so that the Manager of The George Hotel opposite came out into the street to complain and he was followed by paying residents in the hotel who'd been awoken by all of the screaming and shouting and police presence.

Mr MUIRHEAD was able to observe the whole incident as he was present in the car park at the time.

Subsequently to these incidents, Mr MUIRHEAD was issued with a formal warning in respect of both breaching a condition of his premises licence (use of the courtyard) and a breach of S.141 of the Licensing Act 2003, serving alcohol to a person who is drunk.

It is acknowledged that not all the issues in Amesbury are caused solely by over-intoxication and that some incidents can be attributed to the illegal use of drugs and several dealers have been identified and arrested.

During the evening of 3/10/21 one of those identified dealers was arrested directly outside The New Inn and was found to be in possession of several hundred pounds in cash and over 8 grams of the class B drug, ketamine. It was confirmed by door staff at the New Inn that this drug dealer had been inside the pub for several hours. There is police intelligence available that illustrates a clear personal link between this dealer and a former member of the New Inn door staff and the police suspect that this member of staff was facilitating drug dealing within the premises and that person was employed by the pub at this time but has since been dismissed over another matter.

On the 9/11/21, a female was found in Salisbury Street in what can only be described as a stupefied state. Thankfully she was accompanied by her boyfriend. She had previously been in The Bell and it was staff there who called the police. Subsequent enquiries have revealed that she had been in The New Inn from approximately 19:30 - 22:30 and that her boyfriend had consumed 14 or 15 double rums and she herself

had consumed approximately 12 alcoholic drinks. She was in a very vulnerable state and ended up being taken to hospital where blood samples have been taken for toxicology.

Following the events of 13/14 Nov '21 a meeting was arranged at the premises for the 17/11/21 to discuss these matters. Present at that meeting was the licence holder and his partner, the Local police commander Inspector Tina OSBORN, PLO Alastair DAY and Wiltshire Council Environmental health Officer Vicky BROWN. During this meeting the licence holder and his partner were specifically asked about measures that they have in place to deter drug users and/or drug dealers coming into the premises. The answer that was given was that if they didn't let drug users/drug dealers into the premises then they wouldn't have any customers!

This has caused grave concerns for the police in that it now presents a real possibility that the licence holder may knowingly be allowing drug use/dealing to take place on the premises?

Further to that meeting an incident took place at the premises in the early hours of the morning of 26/11/21 whereby customers are seen to be leaving the premises in a very intoxicated state, one of whom was subsequently arrested for being drunk & disorderly. Other customers, also highly intoxicated are seen to leave the premises and head into Salisbury Street where they start shouting and swearing loudly and then verbally abuse police officers who are trying to deal with the earlier detainee. This is another illustration that the licence holder seems incapable of upholding the licensing objectives and continues to over serve alcohol to customers despite the high level of engagement, explanation and encouragement that has taken place over the last 12 months.

Engagement with residents and a local residents committee highlights the level of misery that they have put up with for a very long period of time and a large percentage of their vitriol is directed at this particular premises, the New Inn.

Police body worn video footage is stored on police systems and can be made available for viewing. Properly redacted incidents reported to the police and subsequently logged will be presented in appendix style along with records of complaints from local residents.

Wiltshire Police are seeking Revocation of the Premise Licence, as there is no confidence in the ability of the management to provide any demonstrable compliance with or promotion of the Licensing Objectives, together with Licensing Act Offences.