

12 April 2019

Miss H Hould
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/000014727

Dear Miss Hould

Re: Licensing Act 2003 – Review Application
Premises: @Home, 5 Bridge Street, Salisbury SP1 2ND

The Licensing Authority is in receipt of the review application for premises licence LN/000014727.

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 her 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 Protection of Children from Harm.

The Licence holder has demonstrated during her interactions with the Licensing Department that she has little comprehension of the requirements required to operate a licensed premises under the Licensing Act 2003 and her dealings with Licensing Officers have been challenging and unprofessional. There has been a reliance on the Licensing Authority to assist with every application made and when guidance/advice has been given, this has been met with a lack of understanding or rationale around implementation

The incidents which have led to this review application highlight the licence holder's failure to ensure patrons safety, lack of compliance with the licence issued and failure to promote the Licensing Objectives.

The Licensing Authority wrote to the licence holder on the 21st February 2019, formally warning her, in relation to her failure to comply with the conditions attached to the premises licence, namely to have a noise limiter installed at the premises. The concerns raised by Wiltshire Police relating to CCTV, which is a condition of the licence, alongside the serious nature of the recent incident regarding a vulnerable person and minors at the premises, 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



Linda Holland
Licensing Manager – Public Protection
Tel. 01249 706410
Email: publicprotectionnorth@wiltshire.gov.uk

Holland, Linda

From: Louella Adamson [mailto: [REDACTED]]
Sent: 07 May 2019 12:07
To: Holland, Linda
Subject: Re: @home review

Hello,

Linda I am most dissappointed that this all hasn't been resolved and I haven't had confirmation from you as you said about what the police want to see from my and @home. I have called today and whilst being transferred to someone was cut off. Please can we sort this with the upmost urgency. I have my DPS waiting to fill the forms in and submit but I need assurances that this is what you want and it will go through smoothly, you as a council have taken a lot of money off me for all of this and nothing has come through, I don't want to pay you more and it all happen again. Lets move forward. I am happy to change my licence name and DPS, will you put this to police and ask if this is what they want to see and can we drop the review and move to the variation hearing and speak about what conditions they want to see from me there THEN if you still think @home is you can put it up for review on the other side of these. My loss of earnings per week since the variation hasn't been granted and I've had all of this going on have been £3,800 as confirmed and advised by SWLEP and my mentoring team on the programme. This is considerable and I feel no urgency from your side in this.

Kind Regards

Louella Adamson
Top Dog
@home Salisbury ltd
athomesalisbury.com
fb @homesalisbury ig home_salisbury t @home salisbury

On 03/05/2019 17:12, Holland, Linda wrote:

Hello

The administration team have now finishes for the day, if you wish to submit a tens today with payment please use the GOV.uk portal available on our website.. where payment can also be made..

<http://www.wiltshire.gov.uk/licences-permits-tens>

Please be aware its subject to a three working day consultation if submitted today would start on Tuesday following the Bank Holiday.

Regards

Linda

Linda Holland
Licensing Manager
Public Health & Public Protection

Wiltshire Council | County Hall | Trowbridge | Wiltshire | BA14 8JN

T. 01249 706410 | Email: linda.holland@wiltshire.gov.uk | www.wiltshire.gov.uk
Follow Wiltshire Council

-----Original Message-----

From: Louella Adamson [mailto: [REDACTED]]
Sent: 03 May 2019 16:42
To: Holland, Linda
Subject: Re: @home review

One more question!

My dps is putting in the TEN for the festival today. I submitted one previously but we have amended and submitting today, I don't want it to be processed next week and become a late ten, is it possible for the payment to be made and it to be accepted by the end of the day please?

Kind Regards

Louella Adamson
Top Dog
@home Salisbury ltd

athomesalisbury.com
fb @homesalisbury ig home_salisbury t @home_salisbury

On 03/05/2019 13:10, Holland, Linda wrote:
Good Afternoon

Further to my earlier email I have now managed to speak to Martin O Neil (Police Licensing) who will be responding to you in due course.

Regards

Linda

Linda Holland

Licensing Manager

Public Health & Public Protection

Wiltshire Council | County Hall | Trowbridge | Wiltshire | BA14 8JN

T. 01249 706410 | Email: linda.holland@wiltshire.gov.uk | www.wiltshire.gov.uk

Follow Wiltshire Council

[1] [2]

[3]

FROM: Louella Adamson [mailto: [REDACTED]]
SENT: 03 May 2019 10:50
TO: Holland, Linda
SUBJECT: Re: @home review

Good morning Linda,

pushing you on this case please and keen to hear the response from PC Burlington regarding the best course of action for the business.

Kind Regards

Louella Adamson
Top Dog
@home Salisbury Ltd

athomesalisbury.com
fb @homesalisbury ig home_salisbury t @home_salisbury

On 02/05/2019 08:36, Holland, Linda wrote:

Good Morning Louella

Thank you for your email.

The review of the licence has been called by Wiltshire Police and the Licensing Authority has submitted a representation in support of the review application.

The Licensing Authority does not make representations lightly without due consideration of the concerns presented to and or experienced/noted by the Licensing Authority.

The Licensing Act 2003 requires licence holders to promote the four licensing objectives and comply with the hours and conditions on any licence that is issued. The promotion of the licensing objectives is demonstrated by how a premises is managed and the licence holders understanding of the Act/s that they are trading under.

There cannot be a reliance on the Authorities to continuously offer advice and guidance, and when this is given to express discord or feel one is being singled out.

The Licensing Authority is seeking compliance with statute legislation from which it cannot lawfully deviate. There are set forms, associated documentation, timeframes, capacity and fees set out within the regulations that govern the application of the legislation; all applicants and licence holders must comply with the legislation, regardless of where they are trading within Wiltshire. This Authority makes no allowance for who or where applications are coming from.

On a number of occasion officers have advised you seek your own legal counsel if you do not agree with how this Authority is processing any of your applications (in compliance with the required procedures set out in the regulations or Licensing Act 2003) or guidance given. You are of course at liberty to seek advice from other sources.

I would politely remind you that @Home is your business and it is your obligation to ensure compliance with all applicable statutory legislation.

Kind regards

Linda

Linda Holland

Licensing Manager

Public Health & Public Protection

Wiltshire Council | County Hall | Trowbridge | Wiltshire | BA14 8JN

T. 01249 706410 | Email: linda.holland@wiltshire.gov.uk |
www.wiltshire.gov.uk

Follow Wiltshire Council

[1] [2]

[3]

This email originates from Wiltshire Council and any files transmitted with it may contain confidential information and may be subject to Copyright or Intellectual Property rights. It is intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the sender and delete the email from your inbox. Any disclosure, reproduction, dissemination, modification and distribution of the contents of the email is strictly prohibited. Email content may be monitored by Wiltshire Council to ensure compliance with its policies and procedures. No contract is intended by this email, and any personal opinions expressed in this message are those of the sender and should not be taken as representing views of Wiltshire Council. Please note Wiltshire Council utilises anti-virus scanning software but does not warrant that any e-mail or attachments are free from viruses or other defects and accepts no liability for any losses resulting from infected e-mail transmissions. Receipt of this e-mail does not imply consent to use or provide this e-mail address to any third party for any purpose. Wiltshire Council will not request the disclosure of personal financial information by means of e-mail any such request should be confirmed in writing by contacting Wiltshire Council.

This email originates from Wiltshire Council and any files transmitted with it may contain confidential information and may be subject to Copyright or Intellectual Property rights. It is intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the sender and delete the email from your inbox. Any disclosure, reproduction, dissemination, modification and distribution of the contents of the email is strictly prohibited. Email content may be monitored by Wiltshire Council to ensure compliance with its policies and procedures. No contract is intended by this email, and any personal opinions expressed in this message are those of the sender and should not be taken as representing views of Wiltshire Council. Please note Wiltshire Council utilises anti-virus scanning software but does not warrant that any e-mail or attachments are free from viruses or other defects and accepts no liability for any losses resulting from infected e-mail transmissions. Receipt of this e-mail does not imply consent to use or provide this e-mail address to any third party for any purpose. Wiltshire Council will not request the disclosure of personal financial information by means of e-mail any such request should be confirmed in writing by contacting Wiltshire Council.

Links:

Grant, Lisa

From: Grant, Lisa
Sent: 02 May 2019 14:20
To: info@homesalisbury.com
Cc: Hould, Hannah; Garrod, Ian
Subject: RE: Best foot forward
Attachments: Premises-licence-transfer-applicationjan19.pdf; Transfer-consent-holder-premises.pdf; Transfer-premises-licence-guidance-2018.pdf; Schedule-9-6-3-17-application-to-vary-a-premises-licence-to-specify-dps-2018..pdf; Schedule-15-6-3-17-consent-of-individual-to-being-specified-as-premises-supervisorapril-2017doc.pdf; Vary-dps-guidance-2018.pdf; Counter Notice - Late TEN - @Home.pdf; Police objection - TEN 3rd-5th May.pdf; Objection to TEN - Environmental Health.pdf

Good afternoon

I have been passed your email in Hannah and Ian 's absence to respond to your query.

As you are aware, there is currently a Review consultation on @Home premises licence bought by Wiltshire Police.

If you are requesting to Transfer the premises licence and DPS of the premises, you will need to complete the attached forms and return to the Licensing Authority with the prescribed fees of £23 each (£46). Although this process takes immediate effect as soon as we receive the completed/valid applications, consents and fee; there is a 14 day consultation period in which the Police can make representation to.

Even though you are applying to Transfer and change the DPS, the Review of the premises will still proceed; the person applying for the transfer should be advised that the licence is under review and the premises licence is at risk.

Unfortunately the late T.E.Ns that you applied for this weekend has been objected by Wiltshire Police and Environmental Health and a counter notice served; therefore the event cannot go ahead and it will be an offence to carry on licensable activities without the correct authorisation. The penalty on conviction for offences under the Licensing Act 2003 is an unlimited fine, up to 6 months imprisonment or both. (I have attached the Counter Notice and objections to the Late T.E.Ns again for your information).

Regards

Lisa Grant
Public Protection Officer (Licensing)
Wiltshire Council
County Hall
Bythesea Road
Trowbridge
Wiltshire
BA14 8JN
Email: lisa.grant@wiltshire.gov.uk
Direct Dial: 01380 826332

Web: www.wiltshire.gov.uk

Follow Wiltshire Council

-----Original Message-----

From: @home [mailto:info@homesalisbury.com]

Sent: 02 May 2019 12:26

To: Hould, Hannah; Garrod, Ian

Subject: Best foot forward

Hello,

After my police interview yesterday they said that pressure is coming from Wiltshire council on this case. I am proposing to change the dps and licence holder name today. Will this give you confidence to grant the ten for this weekend and the variation moving forward? My business and I are really suffering and this animosity is unjust.

Welcome home!

athomesalisbury.com

fb @homesalisbury ig home_salisbury t @home_salisbury

Holland, Linda

Subject: FW: Business Rates - @Home Salisbury, 5 Bridge Street

From: Southway, Paul
Sent: 01 May 2019 10:44
To: Hould, Hannah
Cc: Ruddle, Phil; Wood, Damian
Subject: FW: Business Rates - @Home Salisbury, 5 Bridge Street

Hannah

Thank you for your time this morning

As discussed, we have been unable to collect any business rates from @Home Salisbury Ltd and the arrears are currently EXXXX.XX Please see the latest emails with Louella below regarding rates, but I am no further forward to resolving this matter.

Although, I have taken court action and passed the case to the council's enforcement agent, in the current circumstances I do not feel it is appropriate or would be beneficial at this stage. I will continue to hold this case until the court hearing regarding the licence issue has taken place.

Please let me know once you have further information to share with me.

Regards

Paul

Paul Southway
Revenues Manager
01249 706227
21227

From: Southway, Paul
Sent: 03 April 2019 10:41
To: 'Louella Adamson'
Cc: Ruddle, Phil; Wood, Damian
Subject: RE: Business Rates

Louella

At the present time I am not in any doubt the rateable occupier of the premises is @Home Salisbury Ltd. You originally gave this as your trading name and this is the name on your small business rate relief application form and the premises licence.

I am interested to find out the outcome of your charity application, but whether Mental Monday's are deemed to be the rateable occupier of all or part of the property I am still unsure. I would really like to fully understand the set up here & the funding. Just because you have never taken a penny from the business, it does not automatically mean it is conducted for non-profit. Would you be able to email me a copy of the institution or organisation constitution and rules and do you have any trading accounts or financial information that I could see for Mental Monday's and @Home Salisbury.

If you are able to provide this now, then I will see what relief may be available to you before the outcome of your charity application. Even if/when your charitable application is approved, I will still ask for this information to support any application for rate relief.

I sent your case to Bristow & Sutor Enforcement Agents as you did not respond to my email in the time frame given. However, I confirm that following your latest contact, I have asked them to hold further action until the end of April. I would therefore like you to provide the information requested before this date or at least to call me with an update. A meeting with Phil Ruddle (Head of Revenues) or myself and Damian Wood (Economic Development Officer) can still be arranged if you think this would be useful.

I look forward to hearing from you.

Regards

Paul Southway
Revenues Manager
01249 706227

From: Louella Adamson [mailto: [REDACTED]]
Sent: 02 April 2019 21:25
To: Southway, Paul
Subject: Re: FW: Business Rates

Hello Paul,

Mental Monday's is the original business, it came before @home. @home is just written on the outside, it runs through a CIO motive. When charity status is set it will be on the entire property UNLESS by May I have a sub let to a cafe in which we will split. These rates are monstrous and if we have to pay the full amount plus the other pressures under us from the council we will have to close, which is apparently the trend in Salisbury. I have Altus working on it from a government perspective for me too. I just want to keep my business alive in Salisbury, its given so much to the community. I have never taken a penny from it! That's charity don't you think?

Kind Regards

Louella Adamson
Top Dog
@home Salisbury ltd

athomesalisbury.com
fb @homesalisbury ig home_salisbury t @home_salisbury

Holland, Linda

Subject: FW: @home, 5 Bridge Street, Salisbury - TEN - 3rd-5th May 2019 - Counter Notice
Attachments: Counter Notice - Late TEN - @Home.pdf; Police objection - TEN 3rd-5th May.pdf; Objection to TEN - Environmental Health.pdf

From: Hould, Hannah
Sent: 01 May 2019 10:52
To: Louella Adamson; @home
Cc: O'Neill, Martin; Holland, Linda; Fowler, Katherine; PublicprotectionSouth
Subject: RE: @home, 5 Bridge Street, Salisbury - TEN - 3rd-5th May 2019 - Counter Notice

Dear Miss Adamson,

Further to the details below I have received another representation from Environmental Health in relation to the TEN that you applied for this weekend. The position has not changed, in that only one valid objection from the consultees is needed for a late TEN to be issued with a counter notice, but I wanted to inform you for completeness, as Environmental Health made an objection yesterday, within the 3 working day consultation period. The counter notice is attached showing both consultees objections. Copies of both objections are attached to this email.

I am writing further to the receipt of your Temporary Event Notice (TEN) for an event to be held at the above named premises on the following date(s) and times:

- Friday-Sunday 3rd – 5th May 2019 22:00hrs - 02:40hrs

The TEN application process, once received by the Licensing Authority, involves a 3 working day consultation period with Police and Environmental Health.

The TEN that you submitted was a late TEN; if the Police, Environmental Health or both give an objection to a late TEN, the notice will not be valid and the event will not go ahead as there is no scope for a hearing or the application of any existing licence conditions. (para 7.14 s.182 Guidance)

I am therefore writing to inform you that the Licensing Authority is issuing you with a counter notice (attached to this email), as required under s.104A Licensing Act 2003. The reasons for the objection are detailed in the attached email from Wiltshire Police. The effect of the Counter Notice is that the event cannot take place. **It is an offence to carry on licensable activities without the correct authorisation. The penalty on conviction for offences under the Licensing Act 2003 is an unlimited fine, up to 6 months imprisonment or both.**

Kind regards

Hannah Hould
Public Protection Officer (Licensing)

Wiltshire Council
Bourne Hill
Salisbury
Wiltshire
SP1 3UZ

Email: hannah.hould@wiltshire.gov.uk
Direct Dial: 01722 434414
Internal: 54414

Wiltshire Council

Counter Notice—Permitted Temporary Activities

On 25th April 2019 the licensing authority received from you, Miss Louella Adamson a late temporary event notice ("the notice") in respect of proposed temporary licensable activities due to take place on 3rd-5th May 2019 at @Home, 5 Bridge Street, Salisbury, Wiltshire, SP1 2ND. The licensing authority has received an objection under section 104(2) of the Licensing Act 2003 ("the Act")


The objection which applies is indicated by an "X" in the following table:

Objection	Insert "X" as applicable
A chief officer of police for any police area in which the premises are situated is satisfied that allowing the premises to be used in accordance with the notice would undermine a licensing objective.	X
A local authority exercising environmental health functions for the area in which the premises are situated is satisfied that allowing the premises to be used in accordance with the notice would undermine a licensing objective.	X

A copy of this counter notice will be sent to the chief officer of police and the local authority exercising environmental health functions for the area in which the premises specified in the late temporary event notice you gave is situated.

The Licensing Act 2003 does not make provision for you to appeal against this counter notice.

Under section 136 of the Licensing Act 2003 a person commits an offence if he carries on a licensable activity on or from any premises otherwise than under and in accordance with an authorisation; or if he knowingly allows a licensable activity to be so carried on. A person convicted of such an offence is liable to imprisonment for a term not exceeding six months or to a fine of an unlimited amount, or to both.

SIGNATURE	 On behalf of the Licensing Authority	DATE	30/04/2019
Name of Officer Signing	Hannah Hould		

From: [Fowler, Katherine](#)
To: [Hould, Hannah](#)
Subject: RE: TEN for @Home
Date: 30 April 2019 11:26:25
Attachments: [image001.png](#)
[image002.png](#)

Dear Hannah,

I write with reference to the recent TEN application to extend the hours of operation for the sale of alcohol and provision of regulated entertainment at the premises, @Home between the hours of 22.00 and 02.40 on Friday 3rd May 2019 to Sunday 5th May 2019.

In light of the Police Licensing objection to the TEN and further to this departments objection to the Premises Licence Variation application we can confirm that we would also object to the TEN based on a complaint of loud music following a previous TEN held at the premises and lack of confidence in management to ensure that the prevention of public nuisance licensing objective is effectively met.

Kind regards

Kat Fowler
Environmental Health Officer

Environmental Protection, Public Protection Services
Tel: 01722 434346
Internal: 54346
E-mail: katherine.fowler@wiltshire.gov.uk

NB: I work Mondays, Tuesdays and Thursdays

Web: www.wiltshire.gov.uk

Follow Wiltshire Council:



Want to know more about your alcohol consumption? Please take our [short survey](#)*

*Please note that the anonymised data will be collated to inform service development and commissioning in the future

Holland, Linda

Subject: FW: @home, 5 Bridge Street, Salisbury - TEN - 3rd-5th May 2019 - Counter Notice

-----Original Message-----

From: @home [mailto:info@homesalisbury.com]

Sent: 30 April 2019 10:59

To: Hould, Hannah

Subject: Re: @home, 5 Bridge Street, Salisbury - TEN - 3rd-5th May 2019 - Counter Notice

I have contacted them and the email address provided by the police in that statement wasn't valid! My licence is in review for something that didn't happen and I didn't do! I am taking it seriously but also it is ridiculous, you must understand that. My business will fold this month if all this keeps persisting and I'm guessing that is your aim. Please ask Linda to call me. I have not had a single incident and there is no evidence to prove I am incompetent at running that business. None what so ever. This is all a personal bias case because you all hate me and it's not got a single legal entity to it, as my barristers and lawyers keep saying.

I've had enough. This is a horrendous circus and waste of everyone's time. Surely you all have better things to do?

Welcome home!

athomesalisbury.com

fb @homesalisbury ig home_salisbury t @home_salisbury

On 30/04/2019 10:25, Hould, Hannah wrote:

> Louella,

>

> Your premises licence is currently undergoing a review, which is a >

> very serious matter. Wiltshire Police have submitted the review application.

> I strongly advised you to contact the Police prior to submitting a > temporary events notice, as they are consultees of the process.

>

> Kind regards

>

> Hannah Hould

> Public Protection Officer (Licensing)

>

> Wiltshire Council

> Bourne Hill

> Salisbury

> Wiltshire

> SP1 3UZ

>

> Email: hannah.hould@wiltshire.gov.uk

> Direct Dial: 01722 434414

> Internal: 54414

>

>

>

>

> -----Original Message-----

> From: @home [mailto:info@homesalisbury.com]
> Sent: 29 April 2019 18:31
> To: Hould, Hannah
> Subject: Re: @home, 5 Bridge Street, Salisbury - TEN - 3rd-5th May
> 2019 - Counter Notice
>
> Is everything I put in and pay for going to get objected?
>
> ---
> Welcome home!
>
> athomesalisbury.com
> fb @homesalisbury ig home_salisbury t @home_salisbury
>
> On 29/04/2019 17:53, Hould, Hannah wrote:
>> Dear Miss Adamson,
>>
>> I am writing further to the receipt of your Temporary Event Notice
>> (TEN) for an event to be held at the above named premises on the following date(s) and times:
>>
>> . Friday-Sunday 3rd - 5th May 2019 22:00hrs - 02:40hrs
>>
>> The TEN application process, once received by the Licensing
>> Authority, involves a 3 working day consultation period with Police and Environmental Health.
>>
>> The Licensing Authority have received an objection from Wiltshire
>> Police against this Temporary Event Notice. I have attached the
>> objection to this email. The TEN that you submitted was a late TEN;
>> if the Police, Environmental Health or both give an objection to a
>> late TEN, the notice will not be valid and the event will not go
>> ahead as there is no scope for a hearing or the application of any
>> existing licence conditions. (para 7.14 s.182 Guidance)
>>
>> I am therefore writing to inform you that the Licensing Authority is
>> issuing you with a counter notice (attached to this email), as required under s.104A Licensing Act 2003. The
>> reasons for the objection are detailed in the attached email from Wiltshire Police.

>> The effect of the Counter Notice is that the event cannot take place.

>> IT IS AN OFFENCE TO CARRY ON LICENSABLE ACTIVITIES WITHOUT THE
>> CORRECT AUTHORISATION. THE PENALTY ON CONVICTION FOR OFFENCES UNDER THE LICENSING ACT 2003 IS
>> AN UNLIMITED FINE, UP TO 6 MONTHS IMPRISONMENT OR BOTH.
>>
>> Kind regards
>>
>> HANNAH HOULD
>>
>> PUBLIC PROTECTION OFFICER (LICENSING)
>>
>> Wiltshire Council
>>
>> Bourne Hill
>>
>> Salisbury
>>
>> Wiltshire

Holland, Linda

From: Louella Adamson <[REDACTED]>
Sent: 28 April 2019 00:14
To: Holland, Linda
Subject: @home review

Follow Up Flag: Follow up
Flag Status: Flagged

Hello Linda,

I have just read your representation for my premises @home. I am upset by what has been written and feel that you haven't seen both sides to the story and also these are not accounts that you witness and so how can they form your representation?

I have sat with Amanda Newberry and written my licences and again with Ian and Hannah & Susan & Kat because I wanted it to go through with everyone's understanding and notes on it and as I went through I asked each person from their side what they'd like to see from me and so that was written. I've had to put up a fight as there was no licence when I took the property over and the previous tenant left on bad terms with the council which is a brush I am still being tarred with.

I have been at this site less than a year and in that time with 10pm closing and late licences I have only had 1 incident! In the last month my neighbours the Kings Head have had at least 3 incidents, in my pubwatch count, and a very serious case with a child that hit the papers earlier today.

In regards to the noise limiter, I have 2. One that only works when the music is extremely loud and then cuts out, I rarely notice or see this one as the noise is too low for the lights to come on most of the time! The other is easier to see and has a lower db start point and so I see that when I'm working. Anyone and everyone is more than welcome to come and see them, I even sent pictures to confirm. Also I have no limit set on my licence so I can't see what use they are just yet, I offered with Kat on numerous occasions for her to set a limit on my licence if that would make the council feel more at ease and nothing was stated.

The issue mentioned with the CCTV; I have full cctv set up in the premises working at all times, it saves on a hard drive for 30 days, this has always been the case, this has never been breached. When police have asked, CCTV has been given. I believe the police have 3 usb sticks with my cctv on at Bourne Hill now. I don't understand why that has been included as I have complied entirely with this.

The event mentioned with the minors as I have stated various times and as the CCTV, my witness and staff statements show, **didn't happen @home**. Unfortunately it happened outside of @home but after we had closed, locked up and driven home. We had no idea about it until a week later when police interest sprouted.

The mother was previously recorded being served in my neighbour's establishment. I feel very closely looked at from the council and all I am doing is providing an arty community bar. I thought it was disgusting that I was summoned into the police station for having Drag Artists perform. @home is something new yes and it may not be understood but it's still operating lawfully. I hope that the letters of support many patrons have written are taken into consideration. The King's Head next door instigated the events that happened with the minors and has had a reflected event with a 15 year old as written today in the Salisbury Journal. They have had incidents consistently. I have reported their staff on a couple of occasions for verbal assault, harassment, trespassing and bullying but I haven't seen their licence go into review and no action was taken on any single report and matters had to be resolved through solicitors. Through legal actions their manager has now been sacked and they have someone else in charge, I hope things will improve between us and I've sent many peace offerings. I have several photographs of patrons of the King's Head, drinking in the streets, spilling into the street and the road. Being sick on the road and in front of my bar window, without any efforts from staff or doormen to clear it up, I've been the one with the bucket and the mop!

I wonder if a phone call and meeting would help for this to be cleared up?

I am just someone trying to run a new business in Salisbury.

For nearly a year trading I have a pretty clean sheet and a very clean sheet compared to many other venues in Salisbury. @home is a safe space. Emails may be looked at as unprofessional from my side, but I am feeling a huge frustration here and friction from your side as I'm starting a business in diminishing Salisbury, I have come for support at every step of the way to make sure everyone is happy. Financially we really needed our variation to come through in March and this was stressed to Hannah, now we are really struggling and the effect this is having on the business is huge, its upsetting. I have had to sack staff because I need to pay for a solicitor in all this. I have talked the case over with a couple of solicitors and a previous police officer and they are also failing to see the evidence or reasoning behind all this. I am doing nothing wrong. I just want it all to stop so I can put all my efforts into running a successful business in Salisbury. What do I need to do for you to have confidence in my abilities? It ran for 8 months without a problem, nothing has changed, it was good and safe then and its good and safe now.

--

Kind Regards

Louella Adamson

Top Dog

@home Salisbury ltd

[REDACTED]

athomesalisbury.com

fb @homesalisbury ig home_salisbury t @home_salisbury

Holland, Linda

Subject: FW: inbox failure

From: Hould, Hannah
Sent: 17 April 2019 11:12
To: @home
Subject: RE: inbox failure

Dear Ms Adamson,

The regulations state that a hearing must be held within 20 working days, following the 28 day consultation period. Therefore the last possible day a hearing can be held is 3rd June, as the last day of consultation is 2nd May and there are two bank holidays within that time frame.

The review application has been submitted by Wiltshire Police. Wiltshire Council have followed the legislation and regulations throughout this facilitating process and happily welcome any questions.

Feel free to pass my details on to any publication who require further information and I will put them in to contact with the relevant media officer for Wiltshire Council.

I will be in touch once I know the hearing date.

Kind regards

Hannah Hould
Public Protection Officer (Licensing)

Wiltshire Council
Bourne Hill
Salisbury
Wiltshire
SP1 3UZ

Email: hannah.hould@wiltshire.gov.uk
Direct Dial: 01722 434414
Internal: 54414

From: @home [<mailto:info@homesallsbury.com>]
Sent: 17 April 2019 10:57
To: Hould, Hannah
Subject: Re: inbox failure

The review hearing needs to be held as close to the end of the 28 day period as possible. I may remind you that I am losing a huge amount of revenue over all of this and expected to have a new licence in March. Several publications have taken interest in this case and my mistreatment. Should everything come to light and all my applications be passed, Wiltshire Council will have to answer questions as to why all of this happened and there will be a claim for loss of earnings. Are you trying to close every business in Salisbury down?

Welcome home!

athomesalisbury.com

fb @homesalisbury ig home_salisbury t @home_salisbury

On 17/04/2019 09:57, Hould, Hannah wrote:

Dear Ms Adamson,

I should have a date for you by the end of next week. It is likely to be the last week in May.

I will need to know the outcome of the review before the paperwork for the variation hearing can be completed, or else it will be incorrect. All hearing paperwork must be circulated to all parties at least 5 working days prior to the hearing. Therefore the variation will be not able to be held the same week.

As soon as I am provided with a date by democratic services I will let you know.

Kind regards

Hannah Hould

Public Protection Officer (Licensing)

Wiltshire Council

Bourne Hill

Salisbury

Wiltshire

SP1 3UZ

Email: hannah.hould@wiltshire.gov.uk

Direct Dial: 01722 434414

Internal: 54414

From: @home [mailto:info@homesalisbury.com]
Sent: 15 April 2019 12:40
To: Thurman-Newell, Susan; Hould, Hannah
Subject: inbox failure

Hello,

My domain went down for a week and any incoming mail was lost, I am just messaging to make sure that I am up to date with you both and you aren't waiting on a reply from me on an email I haven't received yet. Thank you.

Do we have a date and venue for the review hearing? Is it possible to schedule the variation hearing depending on outcome on the same day or week please?

--

Welcome home!

athomesalisbury.com
fb @homesalisbury ig home_salisbury t @home_salisbury

This email originates from Wiltshire Council and any files transmitted with it may contain confidential information and may be subject to Copyright or Intellectual Property rights. It is intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the sender and delete the email from your inbox. Any disclosure, reproduction, dissemination, modification and distribution of the contents of the email is strictly prohibited. Email content may be monitored by Wiltshire Council to ensure compliance with its policies and procedures. No contract is intended by this email, and any personal opinions expressed in this message are those of the sender and should not be taken as representing views of Wiltshire Council. Please note Wiltshire Council utilises anti-virus scanning software but does not warrant that any e-mail or attachments are free from viruses or other defects and accepts no liability for any losses resulting from infected e-mail transmissions. Receipt of this e-mail does not imply consent to use or provide this e-mail address to any third party for any purpose. Wiltshire Council will not request the disclosure of personal financial information by means of e-mail any such request should be confirmed in writing by contacting Wiltshire Council.

Holland, Linda

From: Garrod, Ian
Sent: 11 April 2019 13:33
To: Hould, Hannah
Cc: Holland, Linda
Subject: Meeting with Louella Adamson

Categories: Red Category

Hello Hannah

FYI record of meeting with Louella Adamson 11/4/19 around 1120 Castle Street Social Club 1st Floor after Pubwatch.

After the Pubwatch meeting I was approached by Louella Adamson who said she wanted a word with me, there were still members there and Andy Milton and Richard Goodman were in close proximity moving tables and could have heard some of the conversation or seen my arm movements. Louella said she wanted to speak with me as I had a different approach to things than Hannah and she informed me that her Premises was under Review and she thought it was unfair and she did not know what to do as the event described in the Review had not taken place in her Premises. I informed her that the review would be under consultation until early May and until that time responsible authorities and members of the public could either make objections or write letters of support under the 4 Licensing objectives and they would then be heard at the Committee.

She asked what I thought of the Review I raised both hands up and said I wasn't dealing with it and didn't know anything so could not comment. I did inform her that Police had bought the Review and it had been accepted and that was all I knew. She told me that was unfair and I again raised both hands palms flat and said I could not comment so it was apparent both visually and verbally it was not in my remit. I also informed her that 3 things could happen at the review the Licence was revoked, the Licence has additional conditions or nothing at all. The Hearing for the variation would be heard some time after this if the Licence was active to which the following would happen granted, granted with conditions or not granted. She asked if I was going to the meetings and I said I did not know as I had not been invited.

She then went on to say how unfair the objections were to the variation as the 3 people she had sat down at a meeting and made the application with had all objected. I again raised both hands and said I could not comment as I was not there. She said she knew that but wanted to know why the consultation period was extended and the objections went in on the last day. I informed her the notice was not in a readable position which was the reason for the extension and she replied it was in the window and Hannah got the extension. I said the reason the extension was given was because it was 12' up in the air in the window and not readable, I continued that objections often come in on the last day and I could not comment further on why the objections came in when they did.

There were comments about the financial position of the premises and how the variation was needed to pay for things.

I was then asked why I wasn't dealing with it as it was my area I informed her I was away over Christmas when the TEN's came in followed quickly by the variation so Hannah dealt with these in my absence and as a result she was now dealing with the Review.

She then informed me she had employed a lawyer and I advised her to go and speak with him and prepare her evidence for the Committee She responded that she had still claiming it was unfair. I told her that there was nothing that I could do.

She then left, I was then approached by a member of Pubwatch whilst I was informing the Police Licensing Officer Mrs Sue Thurman- Newell of the conversation that had just taken place, he said I saw that she (Louella) had come

up to you she has been doing it to everyone here, she has said she is bringing the Press to the review. She stated that she was having problems with the noise Limiter so I went round and had a look she was told it was working apparently when the volume was turned down it was fine when it was full blast it could be heard at Burger King. I did not get into a conversation over specifics, he left and I continued speaking with Mrs Thurman Newell who also heard what was said. Louella Adamson was not present for the conversation with Mrs Thurman Newell and I noticed she avoided speaking with her all the time she was at the meeting and afterwards.

These are my original notes of the conversation made at the first possible opportunity. (just in case you want a statement, otherwise for you to do with as you wish.)

Cheers
Ian

Ian Garrod
Licensing Officer
Licensing Team South
Wiltshire Council
Bourne Hill
Salisbury
SP1 3UZ

Tel: 01722 432484
Internal: 52484
Fax: 01722 438064
E-Mail: ian.garrod@wiltshire.gov.uk
Web: www.wiltshire.gov.uk

ASK FOR ANGELA

SAYING NO TO SEXUAL VIOLENCE IN WILTSHIRE AND SWINDON



Holland, Linda

From: Hould, Hannah
Sent: 12 March 2019 16:18
To: [REDACTED]
Cc: Holland, Linda; Thurman-Newell, Susan; Fowler, Katherine
Subject: FW: Warning letter - @Home, Salisbury
Attachments: E68BEF2C-77D9-45D3-995E-409AA4969AAF.jpeg; F67D0148-8D81-4313-A992-AD692126A420.jpeg

Louella,

Further to the formal warning letter that was issued to you on the 21st February 2019, I note receipt of your correspondence and photographs of the alleged noise limiter at the premises.

I have sought advice from Environmental Health regarding this matter, and Katherine Fowler has responded as follows:

"0-3 dB is incredibly low, given that sound levels from amplified and live music is usually between 80dB and 100dB. It would appear that Louella has sent over a photograph of the mixing system for the speakers, it is not a noise limiting device.

A noise limiter is a separate piece of equipment that monitors the sound levels in the room and will control the volume of the sound system to ensure it does not go beyond a set dB level. Some noise limiters will cut power from the sound equipment if the maximum sound level set is exceeded, some will provide a warning traffic light system which will flash when noise levels are nearing the maximum noise level and others may automatically control the volume.

As I understand music played in the downstairs room does not cause disturbance to the adjacent hotel, given the separation distance between the two premises and it is the upstairs room that causes concern. Therefore the noise limiter should be installed in this room to control the sound levels from the sound system."

In light of the above, the Licensing Authority has not been satisfied that the condition attached to the premises licence is being met, and therefore you are continuing to breach your premises licence. Regulated entertainment cannot take place at the premises, until such time that a noise limiter has been implemented and agreed with Environmental Health.

It is a legal requirement that all the terms of the Premises Licence are strictly complied with. The penalty for conviction of offences under the Licensing Act 2003 is an unlimited fine and/or 6 months imprisonment.

I look forward to hearing from you.

Kind regards

Hannah Hould
Public Protection Officer (Licensing)

Wiltshire Council
Bourne Hill
Salisbury
Wiltshire
SP1 3UZ

Email: hannah.hould@wiltshire.gov.uk
Direct Dial: 01722 434414
Internal: 54414

On 21/02/2019 19:43, Louella Adamson wrote:

> Hi,
>
> They've just been round and I have had a noise limiter the whole time
> in my PA, picture attached and it operates between 0-3 decibels on a
> Friday and Saturday. Still much below the recommended limit. Also
> attached is my blue form displayed in my window.

>
> ---
> Kind Regards


>
> Louella Adamson
> Top Dog
> @home Salisbury ltd
> [REDACTED]
> athomesalisbury.com
> fb @homesalisbury ig home_salisbury t @home_salisbury

>
>
> On 21/02/2019 19:26, Hould, Hannah wrote:

>> Louella,
>>
>> You have conditions on your premises licence that you are required to
>> abide by, by law. You openly admitted today in front of Sue, Kat and
>> I that you were aware you had a condition to have a noise limiter,
>> but were operating without one. Therefore it is my job, as a
>> licensing officer, to formally deal with that breach. I am pleased to
>> hear Amanda is helping you source one.

>>
>> I have spent two hours today to assist you filling out the
>> application forms correctly, it is disappointing to hear that you
>> think that constitutes a "block". Similarly, under the legislation,
>> it is the applicants responsibility to ensure the notices are
>> completed and displayed. I was happy to help produce the blue notice
>> for you so that it contained all the information it needed to.

>>
>> I had not received the completed application form for the field as
>> the plan did not meet the criteria under the legislation, hence why
>> you had not received a draft copy of the blue notice. The plan that
>> you have sent through is not to scale, and it needs to be to scale to
>> be accepted. The consultation period cannot start until that is received.
>> I am on leave tomorrow, so if you would like further advice, please
>> contact my colleagues on 01249 706555 or
>> publicprotectionnorth@wiltshire.gov.uk and someone will assist you.

>> If you are able to get a to scale plan to the licensing department
>> tomorrow, that will fit in with Valley News needing the notices by
>> Monday.
>>
>> Please make sure you put the date on the blue notice for the
>> variation application using the date that the notice is displayed at
>> the premises.
>>
>> Kind regards
>>
>> HANNAH HOULD
>>
>> PUBLIC PROTECTION OFFICER (LICENSING)
>>
>> Wiltshire Council
>>
>> Bourne Hill
>>
>> Salisbury
>>
>> Wiltshire
>>
>> SP1 3UZ
>>
>> Email: hannah.hould@wiltshire.gov.uk
>>
>> Direct Dial: 01722 434414
>>
>> Internal: 54414
>>
>> FROM: Louella Adamson [mailto: 
>> SENT: 21 February 2019 17:00
>> TO: Hould, Hannah
>> SUBJECT: Re: Warning letter - @Home, Salisbury
>>
>> Oh for goodness sake, I give up with this city! Amanda is sorting one
>> out for me today, like I said.
>>
>> Last time with my licensing I went to the government ombudsman with
>> the council for their treatment in this matter and I won, I don't
>> want to have to go through all this again but I have a full case
>> based on today to take with me. I am fed up and exhausted by the
>> blocks put in by the council, there are two teams meant to be on
>> board with this, licensing officials upholding licensing objectives
>> and business management and growth officials to build up the city and
>> create a safe space for businesses to achieve what they need to and to grow.
>> Unfortunately for me Wiltshire council cannot afford this side of it
>> and that goes only in my favour when arguing my points, plus the
>> apparent failing state of our high street, having sat in 2 hours of
>> council and SWLEP yesterday plus my meeting today with Damian we are
>> all noticing that you as a governing body have no plan to reinstate
>> the city, not just after novichock but after its general demise over
>> the past 15 years and I am the only person who has brought a new
>> business to the area post novichock, I need a little more support
>> than the dismissals I am given. I've won awards around the world for
>> the work I have done, all eyes are on me to make something work here

>> in Salisbury to give the town some hope. This town is dying when it
>> needs to thrive, let it.
>> Where is the blue notice for the field? I am sending over to Valley
>> news before I open up this evening.

>>
>> ---

>>
>> Kind Regards

>>
>> Louella Adamson
>> Top Dog
>> @home Salisbury ltd

>> [REDACTED]
>> athomesalisbury.com
>> fb @homesalisbury ig home_salisbury t @home_salisbury

>>
>> On 21/02/2019 16:28, Hould, Hannah wrote:

>>
>>> Hi Louella,
>>>

>>> I need to write to you following a matter that was raised at the
>>> meeting this morning. You explained at the meeting that you do not
>>> have a noise limiter installed at the premises currently; this
>>> constitutes a breach of the premises licence.

>>>
>>> The Licensing Authority must act when a premises licence is not
>>> being complied with, consequently I must formally write to you
>>> regarding this breach.

>>>
>>> Please find attached the formal warning letter. A hard copy has been
>>> sent in the post to your home address.

>>>
>>> I have also attached a copy of the current conditions attached to
>>> the premises licence.

>>>
>>> Kind regards

>>>
>>> HANNAH HOULD

>>>
>>> PUBLIC PROTECTION OFFICER (LICENSING)

>>>
>>> Wiltshire Council

>>>
>>> Bourne Hill

>>>
>>> Salisbury

>>>
>>> Wiltshire

>>>
>>> SP1 3UZ

>>>
>>> Email: hannah.hould@wiltshire.gov.uk

>>>
>>> Direct Dial: 01722 434414

>>>
>>> Internal: 54414



Holland, Linda

From: Hould, Hannah
Sent: 21 February 2019 19:26
To: Louella Adamson
Cc: PublicprotectionNorth; Holland, Linda
Subject: RE: Warning letter - @Home, Salisbury

Louella,

You have conditions on your premises licence that you are required to abide by, by law. You openly admitted today in front of Sue, Kat and I that you were aware you had a condition to have a noise limiter, but were operating without one. Therefore it is my job, as a licensing officer, to formally deal with that breach. I am pleased to hear Amanda is helping you source one.

I have spent two hours today to assist you filling out the application forms correctly, it is disappointing to hear that you think that constitutes a "block". Similarly, under the legislation, it is the applicants responsibility to ensure the notices are completed and displayed. I was happy to help produce the blue notice for you so that it contained all the information it needed to.

I had not received the completed application form for the field as the plan did not meet the criteria under the legislation, hence why you had not received a draft copy of the blue notice. The plan that you have sent through is not to scale, and it needs to be to scale to be accepted. The consultation period cannot start until that is received. I am on leave tomorrow, so if you would like further advice, please contact my colleagues on 01249 706555 or publicprotectionnorth@wiltshire.gov.uk and someone will assist you. If you are able to get a to scale plan to the licensing department tomorrow, that will fit in with Valley News needing the notices by Monday.

Please make sure you put the date on the blue notice for the variation application using the date that the notice is displayed at the premises.

Kind regards

Hannah Hould
Public Protection Officer (Licensing)

Wiltshire Council
Bourne Hill
Salisbury
Wiltshire
SP1 3UZ

Email: hannah.hould@wiltshire.gov.uk
Direct Dial: 01722 434414
Internal: 54414

ASK FOR ANGELA
SAYING NO TO SEXUAL VIOLENCE IN WILTSHIRE AND SWINDON

From: Louella Adamson [mailto: [REDACTED]]
Sent: 21 February 2019 17:00
To: Hould, Hannah
Subject: Re: Warning letter - @Home, Salisbury

Oh for goodness sake, I give up with this city! Amanda is sorting one out for me today, like I said.

Last time with my licensing I went to the government ombudsman with the council for their treatment in this matter and I won, I don't want to have to go through all this again but I have a full case based on today to take with me. I am fed up and exhausted by the blocks put in by the council, there are two teams meant to be on board with this, licensing officials upholding licensing objectives and business management and growth officials to build up the city and create a safe space for businesses to achieve what they need to and to grow. Unfortunately for me Wiltshire council cannot afford this side of it and that goes only in my favour when arguing my points, plus the apparent failing state of our high street, having sat in 2 hours of council and SWLEP yesterday plus my meeting today with Damian we are all noticing that you as a governing body have no plan to reinstate the city, not just after novichock but after its general demise over the past 15 years and I am the only person who has brought a new business to the area post novichock, I need a little more support than the dismissals I am given. I've won awards around the world for the work I have done, all eyes are on me to make something work here in Salisbury to give the town some hope. This town is dying when it needs to thrive, let it.

Where is the blue notice for the field? I am sending over to Valley news before I open up this evening.

Kind Regards

Louella Adamson
Top Dog
@home Salisbury ltd
[REDACTED]
athomesalisbury.com
fb @homesalisbury ig home_salisbury t @home_salisbury

On 21/02/2019 16:28, Hould, Hannah wrote:

Hi Louella,

I need to write to you following a matter that was raised at the meeting this morning. You explained at the meeting that you do not have a noise limiter installed at the premises currently; this constitutes a breach of the premises licence.

The Licensing Authority must act when a premises licence is not being complied with, consequently I must formally write to you regarding this breach.

Please find attached the formal warning letter. A hard copy has been sent in the post to your home address.

I have also attached a copy of the current conditions attached to the premises licence.

Kind regards

Hannah Hould

Public Protection Officer (Licensing)

Wiltshire Council

Bourne Hill

Salisbury

Wiltshire

SP1 3UZ

Email: hannah.hould@wiltshire.gov.uk

Direct Dial: 01722 434414

Internal: 54414

ASK FOR ANGELA

SAYING NO TO SEXUAL VIOLENCE IN WILTSHIRE AND SWINDON

This email originates from Wiltshire Council and any files transmitted with it may contain confidential information and may be subject to Copyright or Intellectual Property rights. It is intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the sender and delete the email from your inbox. Any disclosure, reproduction, dissemination, modification and distribution of the contents of the email is strictly prohibited. Email content may be monitored by Wiltshire Council to ensure compliance with its policies and procedures. No contract is intended by this email, and any personal opinions expressed in this message are those of the sender and should not be taken as representing views of Wiltshire Council. Please note Wiltshire Council utilises anti-virus scanning software but does not warrant that any e-mail or attachments are free from viruses or other defects and accepts no liability for any losses resulting from infected e-mail transmissions. Receipt of this e-mail does not imply consent to use or provide this e-mail address to any third party for any purpose. Wiltshire Council will not request the disclosure of personal financial information by means of e-mail any such request should be confirmed in writing by contacting Wiltshire Council.