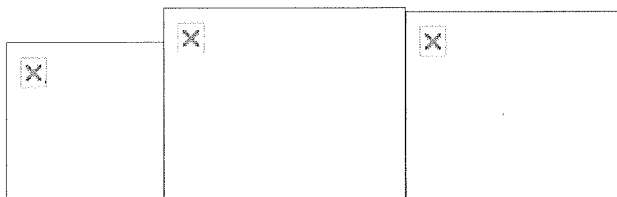


**From:** Amcleisure@aol.com  
**Sent:** 18 March 2013 16:21  
**To:** Simon Jones  
**Subject:** Fwd: TEN Objections  
email 1



10 Snooker Tables - 10 American Pool Tables - 8 English Pool Tables - 5 dartboards  
Empress Banqueting & Conferencing - Occasions 80's Themed Nightclub

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WORTHING  
WEST SUSSEX  
BN11 3QA  
T: 01903 214636  
T: 01903 211853  
F: 01903 367031  
FACEBOOK/AMCLEISURE

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**From:** Amcleisure@aol.com  
**To:** David.Whitcombe@sussex.pnn.police.uk  
**CC:** simon.jones@adur-worthing.gov.uk  
**Sent:** 12/03/2013 14:51:21 GMT Standard Time  
**Subj:** Re: TEN Objections

Mr Whitcombe,

I have received no letter.

Although, I am not used to receiving letters from your department, in the past, if there has been a problem I have spoken with your department and held meetings to discuss any concerns you have and I have always responded to any concerns that have been raised.

example concerns raised previously.

The use of glassware - I voluntarily changed to plastics, I am not required to use plastics but I decided to remove the glassware.

Selling of pitchers/jugs - again I voluntarily removed these from sale, due to your concerns, although the rest of town continue to sell them, it seems it was just us you took exception to selling them, however, I removed them from sale and they remain so.

drunkenness - I took measures after my last meeting with your department to emphasize to the staff and door staff of the importance of not allowing drunkenness, I took on extra door staff on a regular basis to help combat this, we also introduced a burger bar on the terrace, that encourages people to eat and not just drink, we have a full log (a log, your department was not willing to look at, at the last meeting) of all refusals and ejections, which have vastly increased since the last meeting, because of the measures taken and is available to view at anytime.

the terrace - concerns were raised about the supervision of the terrace, I immediately employed a terrace supervisor, who is in radio contact with the door staff, he also wears a high visibility vest, that states terrace attendant and helps to act as a deterrent.

We have regularly received compliments from your team which includes yourself about how we have improved and how hard we are working. The police officer I spoke to on Saturday 2nd (for some 2 hours) raised a few concerns, which I responded to as set out below. he also complimented our team on how we handled the people queuing and leaving, stating we were the best in town, I explained that we were caught out by liquid being closed and that it wouldn't happen again, he commented that similar conversations were had with all over venues in town and also stated that we were not the worst by far.

We admittedly had a few issues the weekend of the 1st & 2nd of march, we were quite literally caught out by the sheer volume of customers and the standard of them, following the temporary closure of liquid lounge, something we do not usually have issues with, we have our own set of regulars as you are aware.

I fully accept that we were under prepared for liquid not being open and I immediately took measures to ensure it would not happen again, for instance the weekend just gone, I had 2 extra door staff on each night, giving us a total of 8 each night, my licence requires me to have 1 per 100, so that would be 3, I had 8 on both nights as I take the running of Occasions very seriously, as well as the safety of my customers. We also introduced a door charge for the first time ever in order to put off wandering in type customers, because I did not want to be seen as cashing in, we did the door charge 100% for charity, raising £1583.75 for help Iona-May build a bedroom.

I would suggest that the strain on us and other venues in town were solely due to liquid lounge being closed, this will not be the case going forward and I fully expect to return to our normal smooth operation with our regulars, we have also used the last few weekends to bar those unsavoury type customers that would normally have frequented another venue.

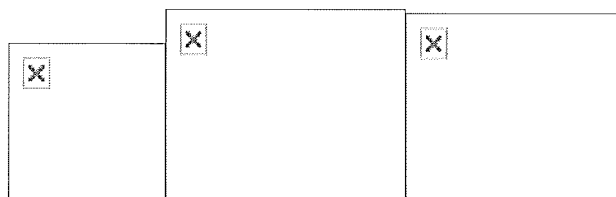
I would also like to state that we opened under the operation of a TEN for most bank holiday Sundays last year and had no issues.

I have not seen the content of the letter you have sent but following my comments above and the fact we have operated TEN events of this nature previously without any issues, I urge you to reconsider your objection.

I am as always available at any time to meet and discuss any issues you have.

Regards

Andrew Connor  
Owner/DPS



10 Snooker Tables - 10 American Pool Tables - 8 English Pool Tables - 5 dartboards  
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F: 01903 367031  
FACEBOOK/AMCLEISURE

In a message dated 12/03/2013 14:03:25 GMT Standard Time,  
David.Whitcombe@sussex.pnn.police.uk writes:

Dear Mr Connor

I refer to the recent Temporary Event Notices your have served on Worthing Borough Council in respect of The Empress Suite/Bali-Hi Bar and Occasions Night Club.

In view of the outstanding response required to the letter Sussex Police had cause to send you on 8th March 2013, it has been necessary to raise objections with regard to both these Notices.

Attached for your information are the letters regarding these objections (both of which have also been posted to you)

<<Temp Event Obj Letter Occasions Nightclub.DOC>>

<<Temp Event Obj Letter Empress Suite and Bali Hi Bar.DOC>>

David Whitcombe  
Police Constable  
Neighbourhood Licensing Team  
Tel: 101 Ext. 81443 Mobile: 07767 322361

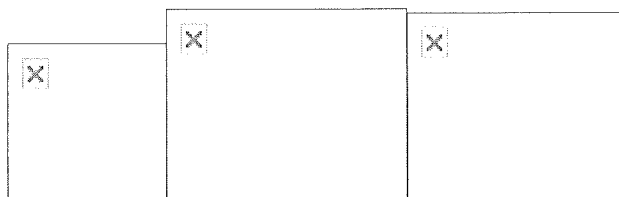
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**From:** Amcleisure@aol.com  
**Sent:** 18 March 2013 16:22  
**To:** Simon Jones  
**Subject:** Fwd: Occasions 8th March 2013 Letter email 2



**10 Snooker Tables - 10 American Pool Tables - 8 English Pool Tables - 5 dartboards  
Empress Banqueting & Conferencing - Occasions 80's Themed Nightclub**

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WEST SUSSEX  
BN11 3QA  
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T: 01903 211853  
F: 01903 367031  
FACEBOOK/AMCLEISURE**

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**From:** Amcleisure@aol.com  
**To:** David.Whitcombe@sussex.pnn.police.uk  
**CC:** simon.jones@adur-worthing.gov.uk  
**Sent:** 13/03/2013 13:50:56 GMT Standard Time  
**Subj:** Re: Occasions 8th March 2013 Letter

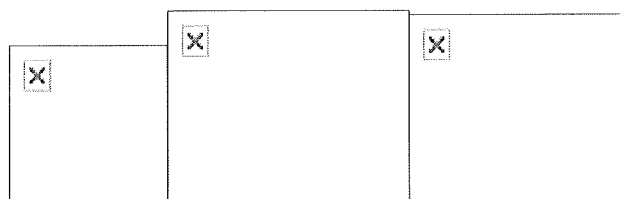
**Mr Whitcombe,**

**Before I comment on your letter dated the 8th March 2013, I would like to see the incident records and the statistics that confirm your findings.**

**Please would you forward these by return and could we arrange a meeting between ourselves to discuss the points and concerns raised.**

**Regards**

**Andrew Connor**



**10 Snooker Tables - 10 American Pool Tables - 8 English Pool Tables - 5 dartboards  
Empress Banqueting & Conferencing - Occasions 80's Themed Nightclub**

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WEST SUSSEX  
BN11 3QA**

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T: 01903 211853  
F: 01903 367031  
FACEBOOK/AMCLEISURE

In a message dated 13/03/2013 13:34:10 GMT Standard Time,  
David.Whitcombe@sussex.pnn.police.uk writes:

Dear Mr Connor

Further to your e-mail yesterday, please find attached a copy of the Police letter sent to you on 8th March 2013, but which you have yet to receive.

Your reponse is now awaited

<<Occasions march 2013.doc>>

David Whitcombe  
Police Constable  
Neighbourhood Licensing Team  
Tel: 101 Ext. 81443 Mobile: 07767 322361

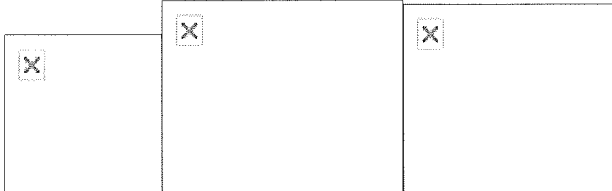
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**From:** Amcleisure@aol.com  
**Sent:** 18 March 2013 16:29  
**To:** Simon Jones  
**Subject:** Fwd: Occasions 8th March 2013 Letter

**Attachments:** IdentifyingtheSignsofintoxication[1].docx  
email 3, rather than keep sending various emails, all the emails below I want included, obviously they start from the bottom up



10 Snooker Tables - 10 American Pool Tables - 8 English Pool Tables - 5 dartboards  
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FACEBOOK/AMCLEISURE

---

**From:** Amcleisure@aol.com  
**To:** David.Whitcombe@sussex.pnn.police.uk  
**CC:** simon.jones@adur-worthing.gov.uk  
**Sent:** 14/03/2013 21:30:08 GMT Standard Time  
**Subj:** Re: Occasions 8th March 2013 Letter

Mr Whitcombe,

Thank you for responding to my email.

If I could beg your indulgence further as I respond to the various points you have made as this is likely to be a lengthy response.

- 1) I will respond to the letter from Simon Morgan, after I have responded to your comments.
- 2) paragraph 4 of your email.

I am the DPS but the premises licence is held by AMC Leisure Ltd of which I am the sole director.

As per my email of the 12/03/2013 at 14.51 I can confirm that I did indeed identify that we were experiencing some extra problems, especially on the weekend of the 1st and 2nd of March, problems that were caused I believe by the closure of Liquid Lounge, Indeed the police officer I spoke on the Saturday evening also confirmed that all venues were under extra strain because of Liquid Lounge not being open, I have in the same email admitted that we or I got caught out by this and fully hold my hands up to this, I simply did not expect to gain Liquid Lounges customers and neither did I want too !

We simply do not ever get any Liquid Lounge customers, although I knew it would be closed, we are completely opposite to how Liquid Lounge operates and I fully expected people to frequent the other venues in town that had applied to open later during this period of closure, ie, Bar Release & Bar Ten (I heard that the Three Fishes had also obtained later hours but I can not confirm this). I also confirmed in the same email that I had

taken measures to ensure we or I would not be caught out again and as explained in the same email, we or I increased the door supervisors for the following weekend by two each night (we are committed to having 1 door supervisor per 100, we regularly have six), we also for the first time introduced an entry charge, a charge I 100% donated to charity (I introduced the charge as a deterrent, I did not want to be seen to be cashing in by charging), the help Iona-May build a bedroom fund, the charity raised £1583.75 over the Friday and Saturday, the entry charge was introduced in the hope this would deter the passing customers who just come in because we do not charge normally, these measures, I fully believe resulted in us having a much better weekend following on the 8th and 9th of March.

I also believe that because we are actively ejecting people and refusing them entry at the door that yes, we are being highlighted as having drunkenness at the door and witnessed by police officers, we are also in the habit of keeping problem customers here until we receive Police assistance, rather than just release them to the street and the general public, we were asked to deal with this problem and we have responded, is this something we should be seemingly punished for ?

I totally refute allegations that Occasions Nightclub was in danger of becoming out of control, let alone totally, I still believe that we operate a very good ship and I believe we work tirelessly to keep it that way, I do not believe that at any point have we been out of control, I am relentlessly talking to my staff, management and door supervisors to ensure we remain the safest venue in town, a comment that has been made by your officers in the past and a comment I am very proud of.

### 3) paragraph 5.

I fully understand that it is my responsibility to manage the premises, I have not at any point expected Sussex police to undertake such responsibility.

I have as set out above and in my email on the 12/03/2013 @ 14.51, addressed concerns I had and I believe I dealt with them both properly and professionally by introducing the measures I did.

I am not looking for Sussex police to advise me or manage my business, the point I made in the email was that it had always been the situation that we talked should the Police have any issues, I have not received a letter before, I was always asked to a meeting to discuss your concerns, I would like to state that I have always responded to all your concerns and I believe that I have carried out measures to make sure we have always addressed any concerns from the Police.

### 4) paragraph 6.

I had no idea that there were concerns about the running of Occasions, until your objection I had no idea there was a letter on its way to me.

I totally refute there was a failure on my part to address concerns the Police have, I spoke at great lengths to the police officer on duty on Saturday the 2nd of March and we both fully went through everything that he had concerns about, as pointed out in my email, the same police officer said that everyone was under extra pressure because of Liquid Lounge being closed and that it was very refreshing to talk about he's concerns to a DPS and not argue about them, every concern that was put to me I discussed and answered honestly, the same officer also stated that he had more or less had the same conversation with every other venue in town and we were by no means the most severe or the worst, during the same conversation, the officer praised us for generally being a well run venue previously too these latest concerns and that our door supervisors handling of the huge queue we had and how we dealt with people we had refused or ejected to be the best he had witnessed in town.

### 5) paragraph 7.

Yes I agree that the crossing of letters/applications is unfortunate, however, I do object to the wording of negligent and I find your objection to my applications as a bit strange, whilst I now appreciate that you have concerns and concerns that I intend to address, I can only assume by your objection that you find me unfit to hold the licence I have applied for, if this is the case, I am a little bemused that I am fit and proper to hold the licence on the Friday



and Saturday but not the Sunday.

I fully understand that you have concerns and I fully understand that I need to address them but as set out above, I actually had no idea that you had concerns, it would seem to me that the way forward would be to discuss them, rather than consider yourself negligent for not objecting to my application, either I am fit to hold a licence or I am not, please would you clarify this.

6) paragraph 8.

Yes I agree that the meeting with you was arranged first, however under the Licensing act, you will be aware that the council are obligated to hold a hearing at least 24 hours before the event, in the event of a police objection, given the timescale it would not have been unreasonable to assume that the hearing would be close to the arranged meeting, I have no problem with the date of the hearing or the date of our meeting, however, I do have a problem with the claim that we have the highest recorded common assault incidents and the 2nd highest drunk and disorderly incidents in the whole of West Sussex and Brighton, I was absolutely stunned at this statement and simply asked for the incident reports and the statistics that warranted such a claim. In my emails, I did not object to the timing of the meeting, I simply re-requested the information I had previously asked for before the meeting, so that I had time to study them and respond, not only because I needed too before the hearing but more importantly to me, so I could respond properly at our meeting, after having time to look at them and collate them with our incident book. I assume the reports I have requested are freely available, they must have been in order to make the claim in Simon Morgan's letter, so I see no reason why I could not receive a copy of them in advance of our meeting.

Regarding your second point, "I could easily have contacted Sussex Police to arrange a meeting, rather than waiting to be provided with a time and date by the Police" I took the content of Simon Morgan's letter extremely seriously and I am deeply concerned by its contents, I do believe that I was fully proactive, in fact I believe it was actually me who requested to have a meeting, in my email dated 13/03/2013 @ 13.51, I was not summonsed to a meeting and there was not a meeting arranged until I requested a meeting, you responded to my email requesting a meeting @ 14.20 with a date and time.

at no point was I requested to come to a meeting and at no time did I wait to be given a time and date, I fully refute that I was not proactive, as soon as I received your original email, I sought to clarify the position and indeed it was I who requested to meet.

For the record, I whole heartedly do not believe it to be the case that we have the highest recorded incidents of common assault, neither do I believe that we have the second highest recorded incidents of drunk and disorderly in the whole of West Sussex and Brighton, in fact I totally refute these claims. I also wish to make it clear for the record, that I have now requested the information which led to the claim in Simon Morgan's letter three times (including this email) I do not understand why you seem reluctant to make them available to me, they were obviously available to Simon Morgan.

7) paragraph 9.

I have previously stated that I refute these claims and have asked to see the reports, I have no doubt our own incident report book will show more incidents that the records I have asked for, if this is the case, then I believe will be vindicated of such accusations, as our incident book shows us dealing with drunkenness and other issues, not ignoring them.

Simon Morgan's letter.

As previously stated, I accept we got caught out by Liquid Lounge not being open but I also demonstrated how we reacted to the problems of the 1st and 2nd of March and how we ensured that they would not happen again, I believe we took the appropriate action and I believe we handled ourselves correctly at all times, even when we were under pressure.

We have since receiving your letter, had further meetings with the staff and door supervisors, they have been instructed on how to determine someone under the influence of alcohol and we have made them sign the form attached to confirm they have been spoken to and trained.

I have previously carried out the following measures to deal with previously raised concerns.

I have removed all glassware and now serve only plastic, even though my licence doesn't not dictate this.

I have stopped selling pitchers of drinks, again even though my licence does not dictate this and whilst the rest of the town continues to sell them, I believe it was just us singled out but none the less, we stopped selling them.

I have increased the number of door staff to 6 every Friday & Saturday, even though my licence says I only need 3.

I introduced a terrace supervisor, although not cia registered, he is there to keep the door closed and monitor the terrace, he is in full radio contact with the door supervisors informing them of any issues, hence when we had a fight on the terrace on the 2nd of March, door supervisors were on the scene in 27 seconds (I have the cctv showing this)

we have been stricter with serving people who are drunk, hence there being more recorded incidents of us removing them, also we are more strict as to who we let in, hence more drunks being outside because we will not let them in.

we have introduced a burger bar on the terrace and encourage people to eat as well as drink.

we have upgraded our cctv system to full digital

I believe we run a good ship and I believe we have responded to all Police concerns as and when we have been made aware of them, I believe that we operate fully within the licensing act and I fully believe we go above and beyond what is expected of a licensed establishment.

I would like to point out my personal history.

I have worked in the licensed trade since I was 17, my 41st birthday ironically is Easter Sunday, the date of my TEN application, previously to owning and operating AMC Leisure, I owned and operated 13 pubs in London under the banner of FT Pubs & bars, which included various late night venues and one of Londons only 24 hour licenced pubs, I held my first licence at the age of 20, which in its time was very unusual. I have completed the BII level 2 late night establishment course and consider myself to know the licensing laws backwards, I always operate within the laws of the licensed trade and unlike other operators have never bent the rules to suit myself, I consider myself to be a licensed professional.

As previously said in earlier emails, I am not interested in arguing, I simply wish to operate my business, I am always available to discuss any issues and I am more than willing to make any changes that are justified, however I will always defend my position, when I believe it to be correct.

Following the seriousness of your comments, my Solicitor Mr Richard Samuel of Samuel & co will be attending both our meeting and the TEN hearing, I trust this is acceptable.

Regards

Andrew Connor  
Owner\DPs

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**WEST SUSSEX**

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**T: 01903 211853**

**F: 01903 367031**

**FACEBOOK/AMCLEISURE**

In a message dated 14/03/2013 18:20:34 GMT Standard Time,  
David.Whitcombe@sussex.pnn.police.uk writes:

**Mr Connor**

If you refer to the Police letter of 8th March 2013, you will see that it clearly states-

"Since 1<sup>st</sup> January 2013 Occasions Nightclub has recorded the highest level of incidents of Common Assault and the 2<sup>nd</sup> highest level of incidents of Drunk & Disorderly Behaviour in West Sussex, including the Brighton area and venues of a considerably larger capacity. Clearly this situation is unacceptable and cannot be allowed to continue.

As the Designated Premises Supervisor and the representative of AMC Leisure Ltd, the premises licence holder, you have been made aware of your responsibilities under the Licensing Act 2003 and of the obligation placed upon you to promote the licensing objectives. Despite numerous interventions and visits to your premises by members of the Neighbourhood Licensing Team and local police officers, these responsibilities remain unfulfilled.

While it is accepted that since August some measures have been taken to improve the situation at your premises, it is imperative that these increasing concerns are addressed as a matter of urgency. Failure to do so shall place members of the public, and consequently the premises licence, at risk."

Although as both the Premises Licence Holder and the DPS for the premises you should, from your own Incident Records, have been able to identify the fact that both Drunk and Disorderly Behaviour and Common Assault Offences were on an upward trend and therefore something needed to be done to address that situation, Sussex Police considered it necessary to alert you to the problems and seek details of the actions you intended taking to prevent the matter getting totally out of control.

Whilst it is accepted both in the Police Letter of 8th March 2013 and your e-mail response of 12th March 2013 that you have previously responded to Police concerns when they were raised, the fact is, it is your responsibility and not that of Sussex Police, to manage your premises. It should therefore not be a case of you just waiting to be told by Sussex Police that there is a particular problem which needs some positive action before such action is taken and instead you should be looking to address such issues before they become a concern. Sussex Police are only too willing to offer advice in this regard but the responsibility is yours to contact Sussex Police for such advice rather than waiting for Sussex Police to contact you to provide it.

Sussex Police where therefore looking to you to both address this latest concerning trend and for you to inform us what action you would be taking. Given that a failure to address the issues could have a detrimental effect on your premises licence it is only correct that this requirement was put in writing.

Whilst it perhaps unfortunate for you that the Sussex Police letter of 8th March 2013 and your Temporary Event Notice of 7th March (received on Monday 11th March 2013) crossed in the post, that does not alter the fact that having yet again had to raise a concern with you about problems at your premises, Sussex Police where left with no option but to object to your TEN until those concerns had been addressed. Indeed failure to raise an objection would have been negligent.

I do not accept your argument with regard to the short time frame between you meeting at Centenary House on Tuesday 19<sup>th</sup> March 2013 and the TEN hearing on Wednesday 20<sup>th</sup> March 2013. Firstly, as is apparent from the e-mail sent to you regarding the Police Meeting and the e-mail received from the Council regarding the TEN hearing, the Police meeting was arranged first. Secondly, had you been so inclined to be proactive in addressing this matter, you could easily have contacted Sussex Police to arrange a meeting rather than waiting to be provided with a time and date by the Police.

As already previously mentioned Sussex Police will be pleased to provide you with details of the Drunk and Disorderly incidents and Common Assault Incidents that we are aware of as occurring at your premises since 1<sup>st</sup> January 2013 when you attend Centenary House on 19<sup>th</sup> March 2013. Given that it is entirely likely that not all such incidents have been reported to the Police it is expected that your own Incident Records will list a greater number of incidents.

It is noted that both Lewis Ip and Alan Kennedy will be attending with you.

David Whitcombe  
Police Constable  
Neighbourhood Licensing Team  
Tel: 101 Ext. 81443 Mobile: 07767 322361

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

From: Amcleisure@aol.com [mailto:Amcleisure@aol.com]  
Sent: Wednesday 13 March 2013 14:58  
To: Whitcombe David AW403  
Cc: simon.jones@adur-worthing.gov.uk  
Subject: Re: Occasions 8th March 2013 Letter

Mr Whitcombe,

I will be more than happy to attend the meeting arranged below, however in order for it to be a fully productive meeting, I would request to see the information I have requested in advance of the meeting, it would be wholly unfair to expect me to respond on the spot, the accusations levelled at me and occasions are very serious and I take them as such.

Also, It leaves me no time to compile a defence (if one is justified, I would not

presume to think there is always a defence, I am the first person to hold my hands up if we are found wanting) for the TEN hearing the following day (20th March), I need to give notice of any persons I wish to attend, 5 days before the hearing, as I have no idea what incidents I will need to defend\comment on, I can not possibly give the notice required of me, also a meeting at 3pm the day before the hearing, leaves me very little time to prepare.

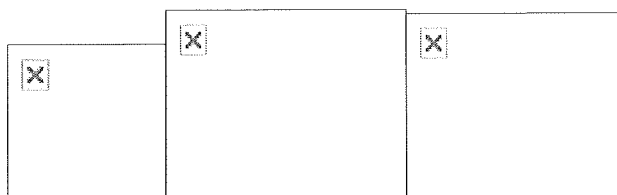
In order for me to give a full and frank response, I would need to time to consider the information, collate it against our incident book and investigate my end any discrepancies.

In any event I will of course be at the meeting, along with Lewis Ip (Occasions Manager) and Alan Kennedy (head door supervisor).

It has always been my policy and will always remain my policy to listen fully to the Police and Licensing and do all that is necessary to implement any changes that are justified, I am here to run a business and nothing else, I have no interest in being obstructive and am at all times available to discuss any concerns that you may have.

Regards

Andrew Connor  
Owner\DPs



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F: 01903 367031  
FACEBOOK/AMCLEISURE

In a message dated 13/03/2013 14:20:08 GMT Standard Time,  
David.Whitcombe@sussex.pnn.police.uk writes:

Dear Mr Connor

Sussex Police will be pleased to provide you with the information requested at a meeting to be held at Centenary House, Worthing on Tuesday 19th March 2013 at 3pm.

When attending this meeting would you please bring your premises 'Incident Book' with you.

Regard

David Whitcombe  
Police Constable

Neighbourhood Licensing Team  
Tel: 101 Ext. 81443 Mobile: 07767 322361

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

From: Amcleisure@aol.com [mailto:Amcleisure@aol.com]  
Sent: Wednesday 13 March 2013 13:51  
To: Whitcombe David AW403  
Cc: simon.jones@adur-worthing.gov.uk  
Subject: Re: Occasions 8th March 2013 Letter

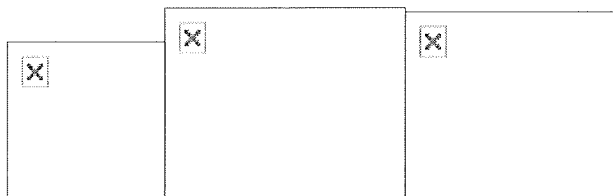
Mr Whitcombe,

Before I comment on your letter dated the 8th March 2013, I would like to see the incident records and the statistics that confirm your findings.

Please would you forward these by return and could we arrange a meeting between ourselves to discuss the points and concerns raised.

Regards

Andrew Connor



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In a message dated 13/03/2013 13:34:10 GMT Standard Time,  
David.Whitcombe@sussex.pnn.police.uk writes:

Dear Mr Connor

Further to your e-mail yesterday, please find attached a copy of the Police letter sent to you on 8th March 2013, but which you have yet to receive.

Your reponse is now awaited

<<Occasions march 2013.doc>>

David Whitcombe  
Police Constable  
Neighbourhood Licensing Team  
Tel: 101 Ext. 81443 Mobile: 07767 322361

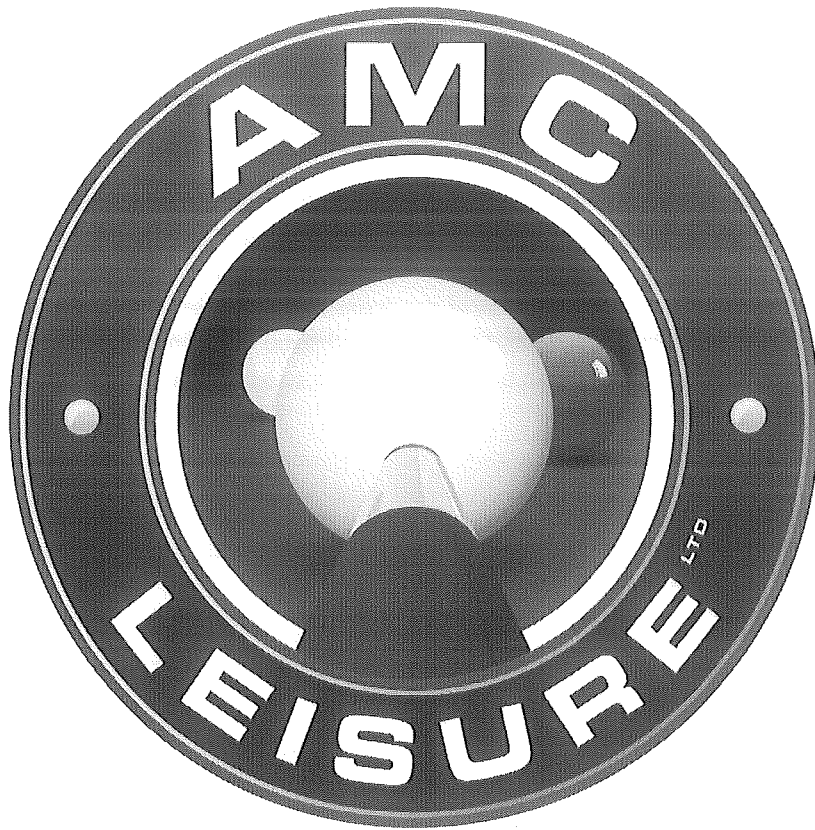
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# Identifying the Signs of Intoxication

## Training Guide

## **Introduction**

It is an offence for a person to sell/supply alcohol to a drunken person or to permit a drunken person to consume alcohol on licensed or regulated premises. It is also an offence for a licensee to permit drunkenness to take place on licensed premises.

A person is considered 'drunk' for the purposes of the licensing objectives if: the person is on licensed or regulated premises; and the person's speech, balance, coordination or behaviour appears to be Noticeably impaired; and it is reasonable in the circumstances to believe that the impairment results from the consumption of alcohol.

The person on whom the responsibility rests is then entitled to refuse entry or service, and request the removal of the drunken person from the licensed premises. However, it is important to recognise that there are a variety of medical conditions and disabilities that may cause a person to display symptoms or signs similar to those of intoxication.

## **Intoxication**

Not all people will be affected by alcohol in the same way. Several factors, such as the amount of alcohol consumed, general state of health, gender, weight, age, medications and food intake affect the rate at which a person becomes intoxicated.

Alcohol is absorbed into the bloodstream as a person drinks. It is absorbed through the stomach and intestines and carried through the bloodstream to the brain. One of the first effects of alcohol is the loss of judgement and inhibitions.

Employees who sell or serve alcoholic beverages should be aware of the following signs of intoxication:

### **Coordination**

- Stagger, sways while attempting to stand still; holding on to bar, chair, etc.
- Loss of train of thought (stops talking in mid-sentence)
- Stands with feet wide apart for balance.
- Leans against structure for support.
- Fumbles with wallet or money.
- Slurred speech or speaking very slowly and deliberately
- Falls off a stool or chair
- Slurs or trips over words while ordering.

### **Reduced Judgment and Inhibitions / Change in Behaviour:**

- Buys rounds for strangers or the house
- Argues / Annoys employees or other customers
- Consumes drinks faster than usual, gulps drinks, orders doubles
- Complains about strength of drink or slowness of service
- Annoys other customers
- Sudden or unexplained mood changes
- Bragging
- Overly friendly
- Gets more Quiet
- Goes to sleep
- Becomes overly excited.
- Speaks loudly and/or profanely (uses foul language).

Throws objects.  
Giggles or laughs for no apparent reason.

**Vision:**

Eyes glassy, dilated pupils, lack of focus  
Red or watery eyes.  
Droopy eyelids or tired appearance.  
Squints continuously.  
Closes or covers one eye to remove double vision

**Reflexes:**

Spills drink; misses mouth with glass  
Unable to pick up money or drops money; unable to count out correct amount for drink  
Sullen, doesn't want to communicate except to order drinks  
Slow or deliberate movements.  
Slow or no response to questions.  
Slow or no reaction to actions such as spilling a beer on oneself.

**Manners & Appearance:**

Head bobs, eyelids drooping, looks sleepy  
Frequently rubs hands through face and hair.  
Sometimes has involuntary eye movement.  
Frequent trips to the bathroom.  
Strong, stale odour of alcohol.

One sign of intoxication alone may not be cause to suspect intoxication. However, 2 or more of these signs would lead someone to suspect the person is intoxicated or becoming intoxicated. Remember, just because a person "holds his/her alcohol" well sometimes, doesn't mean that will be true all the time.

## **REFUSING SERVICE**

Get to know your customers to ensure any refusal of service is based on their state of sobriety, not a disability. It is important to be careful not to confuse a disability characteristic with a sign of intoxication. Determine if the symptoms of apparent intoxication could mimic symptoms of a disability or medical condition. Isolate and evaluate each symptom in order to determine if there is a possible disability or medical condition. If questions still remain, when possible, interview the apparently intoxicated person in a discreet manner.

It is against the law to discriminate against a person due to a disability. If a disability appears to explain a sign of intoxication – unsteady walking due to leg braces, muscular dystrophy, cerebral palsy, etc., or drooping eyelids due to blindness, stroke, head injury, etc. – look for additional signs of intoxication.

Drinking can put people on the defensive. It gives them a sense of power and a false sense of security. You are no longer dealing with the logical, rational person of several drinks ago, because judgment is affected.

1. Be courteous but firm, avoid confrontation and don't bargain or back down.

2. Don't make statements that will embarrass or provoke a customer, such as "you're drunk" or "you've had too much".
3. Don't give the customer the impression you know what's best for him/her.
4. Count drinks, but also be aware that new customers may have been drinking elsewhere.
5. Chat briefly with customers to help determine their sobriety. If the intoxicated person is part of a group, suggest to a sober member that the person be taken home (not allowed to drive home).
6. Slow the frequency of service down when a customer orders rapidly.
7. When a customer begins to show signs of intoxication, do not continue to serve weakened drinks. No amount of alcohol may be served to an apparently intoxicated person and you **must remove** any alcoholic drinks in their possession.

### Suggested Statements

- a. I'd really appreciate it if you don't order another drink.
- b. The Licensing team (or, the local police are) cracking down and I can't serve you another drink.
- c. You're welcome to stay – you can order water or food, but I can't serve you another drink **(or allow you to keep this drink)** (Note: water/food will not sober someone up, but it will buy time, and time is the only thing that will bring about sobriety)
- d. I might lose my job (permit or license) if I serve you another drink.

**REMEMBER:** After telling a customer that you cannot serve him/her another drink – *remove any existing drinks and walk away*. It is harder for a person to argue when you're not there.

If in any doubt or believe a patron needs to leave the premises please ask for the assistance of the management or a member of the security team.

Staff Member

Name.....

Date.....

Sign

Management

Name.....

Date.....

Sign

(Please note this training guide will be re-visited once a month in order to prevent drunk and disorderly behaviour, these will be dated and recorded.)

**DO NOT THROW ANYTHING OFF**

**THE TERRACE**

**PLEASE USE THE ASHTRAYS**

**OR THE FLOOR FOR CIGARETTE BUTTS**

**PLEASE LEAVE YOUR EMPTY GLASSES FOR**

**THE STAFF TO COLLECT**

**ANYONE SEEN THROWING ANYTHING**

**OVER THE TERRACE WILL BE EJECTED**

**AND BARRED - IF THE TERRACE IS ABUSED**

**WE WILL HAVE NO CHOICE BUT TO REMOVE**

**IT FROM USE**

**THE POLICE ARE JUSTIFIABLY CONCERNED**

**AND ARE MONITORING THE SITUATION**

