

Notice of Meeting

Licensing Sub-Committee

Monday 23rd January 2012 at 2.00 pm

in Council Chamber Council Offices
Market Street Newbury

Members Interests

Note: If you consider you may have an interest in any Application included on this agenda then please seek early advice from the appropriate officers.

Date of despatch of Agenda: Tuesday, 17 January 2012

FURTHER INFORMATION FOR MEMBERS OF THE PUBLIC

If you require further information about this Agenda, or to inspect any background documents mentioned in the reports, please contact Denise Anns.

Further information and Minutes are also available on the Council's website at www.westberks.gov.uk

The Black Horse, 2 St Johns Road, Thatcham, RG19 3SY



To: Councillors Jeff Beck, Adrian Edwards and Andrew Rowles (Chairman)

Substitute: Councillor Geoff Mayes

Agenda

Part I

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| 1 | Declarations of Interest
To receive any declarations of interest from Members. | |
| 2 | Schedule of Licensing Applications | |
| (1) | Application No. 11/02043/LQN - 2 St Johns Road, Thatcham, RG19 3SY | 1 - 10 |
| | Proposal: Review of existing licence
Location: The Black Horse, 2 St Johns Road, Thatcham, RG19 3SY
Applicant: Thames Valley Police | |
| (2) | Existing Licence | 11 - 18 |
| 3 | Representation on behalf of Thames Valley Police | 19 - 26 |
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Andy Day
Head of Policy and Communication

West Berkshire Council is committed to equality of opportunity. We will treat everyone with respect, regardless of race, disability, gender, age, religion or sexual orientation.

If you require this information in a different format, such as audio tape, or in another language, please ask an English speaker to contact Moira Fraser on telephone (01635) 519045, who will be able to help.





**Mr Mike King
Licensing Officer**

Police Station
Castle Street
Reading
RG1 7TH

Tel. **01189 536353**

Fax. 0118 9536317

e-mail

mike.king@thamesvalley.pnn.police.uk

6th December 2011

Dear Sir

Licensing Act 2003, Section 51(1)
Black Horse, St John's Road, Thatcham

Please find enclosed an application under the above mentioned legislation for a review of the Premise Licence for the Black Horse Public House, St John's Road, Thatcham.

If you require any further information or assistance then please do not hesitate to contact me where every assistance will be given.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Mike King', is written over a faint circular stamp.

Mike King | Licensing Officer | Thames Valley Police | Reading & West Berkshire Police Area | Telephone 08458 505 505 | Internal 7516353 | Fax 01189 536353 | Reading Police Station, Castle Street, Reading, RG12 7TH

Application for the review of a premises licence or club premises certificate under the Licensing Act 2003

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the guidance notes at the end of the form. If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary.

You may wish to keep a copy of the completed form for your records.

We Thames Valley Police

(Insert name of applicant)

apply for the review of a premises licence under section 51 / apply for the review of a club premises certificate under section 87 of the Licensing Act 2003 for the premises described in Part 1 below (delete as applicable)

Part 1 – Premises or club premises details

Postal address of premises or, if none, ordnance survey map reference or description	
Black Horse St John's Road Thatcham	
Post town Newbury	Post code (if known) RG19 3SE

Name of premises licence holder or club holding club premises certificate (if known)
Punch Taverns PLC

Number of premises licence or club premises certificate (if known)
Premises Licence Number 013215

Part 2 - Applicant details

I am

Please tick yes

- 1) an interested party (please complete (A) or (B) below)
- a) a person living in the vicinity of the premises
 - b) a body representing persons living in the vicinity of the premises
 - c) a person involved in business in the vicinity of the premises
 - d) a body representing persons involved in business in the vicinity of the premises

- 2) a responsible authority (please complete (C) below)
- 3) a member of the club to which this application relates (please complete (A) below)

(A) DETAILS OF INDIVIDUAL APPLICANT (fill in as applicable)

Please tick

Mr Mrs Miss Ms Other title
(for example, Rev)

Surname

First names

I am 18 years old or over

Please tick yes

Current postal address if different from premises address

Post town

Post Code

Daytime contact telephone number

E-mail address (optional)

(B) DETAILS OF OTHER APPLICANT

Name and address

Telephone number (if any)

E-mail address (optional)

Please state the ground(s) for review (please read guidance note 1)

The grounds for the review are:

1. The failure by the management to meet the Prevention of Crime and Disorder due to the dismissive management culture at the premises.
2. The unacceptable levels of incidents relating to intoxication within the premise and the apparent acceptance of this by the supervising staff.
3. The failure to support the Public Safety objective due to the incidents likely to cause alarm and distress to members of the public.
4. The failure to meet the Public Nuisance objective due to the levels of anti social behaviour linked to the premise.

(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

Name and address Superintendent Rickard Thames Valley Police Police Station Mill Lane Newbury RG14 5QU
Telephone number (if any) 08458 505505
E-mail address (optional)

This application to review relates to the following licensing objective(s)

Please tick one or more boxes

- 1) the prevention of crime and disorder
- 2) public safety
- 3) the prevention of public nuisance
- 4) the protection of children from harm

<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>
<input type="checkbox"/>

Please provide as much information as possible to support the application
(please read guidance note 2)

The supporting evidence and associated documentation is to follow in due course.

Please tick yes

Have you made an application for review relating to this premises before

If yes please state the date of that application

Day			Month			Year		

If you have made representations before relating to this premises please state what they were and when you made them

Thames valley Police recently supported an application for the review of the Pemsise Licence by The Environmental Health Department of West Berkshire Council.

Please tick yes

- I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate
- I understand that if I do not comply with the above requirements my application will be rejected

IT IS AN OFFENCE, LIABLE ON CONVICTION TO A FINE UP TO LEVEL 5 ON THE STANDARD SCALE, UNDER SECTION 158 OF THE LICENSING ACT 2003 TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION

Part 3 – Signatures (please read guidance note 3)

Signature of applicant or applicant's solicitor or other duly authorised agent (See guidance note 4). **If signing on behalf of the applicant please state in what capacity.**

Signature



Supv 1776

Date

05/12/2011

Capacity Commander West Berkshire Police Area

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 5)

Mike King
Thames Valley Police Licensing Officer
Police Station
Castle Street

Post town

Reading

Post Code

RG1 7TH

Telephone number (if any)

08458 505505

If you would prefer us to correspond with you using an e-mail address your e-mail address (optional)

mike.king@thamesvalley.pnn.police.uk

Notes for Guidance

1. The ground(s) for review must be based on one of the licensing objectives.
2. Please list any additional information or details for example dates of problems which are included in the grounds for review if available.
3. The application form must be signed.
4. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
5. This is the address which we shall use to correspond with you about this application.

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West Berkshire District Council

Property and Public Protection, Environmental Health & Licensing, Council Offices, Faraday Road, Newbury,
Berkshire RG14 2AF
Tel: (01635) 519209 Fax (01635) 519172

Licensing Act 2003 Premises Licence

Uniform Ref: 11/00796/LQN

Premises licence number 013215

Part 1 - Premises details

Postal address of premises, or if none, ordnance survey map reference or description

The Black Horse
2 St Johns Road, Thatcham, West Berkshire, RG19 3SY

Licensable activities authorised by the licence

Performance of Live Music
Recorded Music
Supply of Alcohol

The times the licence authorises the carrying out of licensable activities

Performance of Live Music

Monday to Saturday From 11:00 to 23:00

Sunday: From 12:00 to 23:00

Performance: Indoors

Further Details: Amplified and un amplified live music performed by no more than 2 entertainers.

Non Standard Timings: A further additional hour following every Friday, Saturday, Sunday and Monday for each May Bank Holiday, Spring/Whitsun Bank Holiday and every August Bank Holiday weekend. A further additional hour following every Thursday, Friday, Saturday, Sunday and Monday for the Easter Bank Holiday weekend. A further additional hour every Christmas Eve. A further additional hour every Boxing Day. To reflect existing New Year's Eve/ Day hours.

Recorded Music

Monday to Saturday From 11:00 to 23:00

Sunday: From 12:00 to 23:00

Performance: Indoors

Non Standard Timings: A further additional hour following every Friday, Saturday, Sunday and Monday for each May Bank Holiday, Spring/Whitsun Bank Holiday and every August Bank Holiday weekend. A further additional hour following every Thursday, Friday, Saturday, Sunday and Monday for the Easter Bank Holiday weekend. A further additional hour every Christmas Eve. A further additional hour every Boxing Day. To reflect existing New Year's Eve/ Day hours.

Supply of Alcohol

Monday to Sunday From 11:00 to 23:00

On and Off the premises

Non Standard Timings: A further additional hour into the morning following every Friday, Saturday, Sunday and Monday for each May Bank Holiday, Spring/Whitsun Bank Holiday and every August Bank Holiday weekend. A further additional hour into the morning following every Thursday, Friday, Saturday, Sunday and Monday for the Easter Bank Holiday weekend. A further additional hour every Christmas Eve. A further additional hour every Boxing Day. To reflect existing New Year's Eve/day hours.

The opening hours of the premises

Monday to Sunday From 11:00 to 23:30

Non Standard Timings: A further additional hour into the morning following every Friday, Saturday, Sunday and Monday for each May Bank Holiday, Spring/Whitsun Bank Holiday and every August Bank Holiday weekend. A further additional hour into the morning following every Thursday, Friday, Saturday, Sunday and Monday for the Easter Bank Holiday weekend. A further additional hour every Christmas Eve. A further additional hour every Boxing Day. To reflect existing New Year's Eve/day hours.

Where the licence authorises supplies of alcohol whether these are on and/ or off supplies

BOTH On and Off Sales

Part 2

Name, (registered) address, telephone number and email (where relevant) of holder of premises licence

Punch Taverns Plc
Jubilee House, Second Avenue, Burton Upon Trent, Staffordshire, DE14 2WF

01283 501600

Registered number of holder, for example company number, charity number (where applicable)

03752645

Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol

Mr Richard Morgan
37 Great Windmill Street, London, W1D 7LV

Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises the supply of alcohol

195 Three Rivers District Council

Date: 18th August 2011

Signed:

Authorised Officer

Licence granted 31/10/2005
DPS Variation 24/06/2010
Review 28/07/2011

Annex 1 - Mandatory conditions

Premises - Supply of Alcohol

1. No supply of alcohol may be made under the premises licence-
 - a) at a time when there is no designated premises supervisor in respect of the premises licence, or
 - b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.
2. Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.

Licensing Act 2003 Mandatory Licensing Conditions order 2010 made on 16th March 2010 came into force on 6th April with the exception of paragraphs 4 & 5 of the Schedule which will come into force on 1st October 2010.

SCHEDULE

Mandatory Licensing Conditions (from 6th April 2010)

1.
 - 1) The responsible person shall take all reasonable steps to ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.
 - (2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises in a manner which carries a significant risk of leading or contributing to crime and disorder, prejudice to public safety, public nuisance, or harm to children–
 - (a) games or other activities which require or encourage, or are designed to require or encourage, individuals to–
 - (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
 - (ii) drink as much alcohol as possible (whether within a time limit or otherwise);
 - (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic (other than any promotion or discount available to an individual in respect of alcohol for consumption at a table meal, as defined in section 159 of the Act);
 - (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less;
 - (d) provision of free or discounted alcohol in relation to the viewing on the premises of a sporting event, where that provision is dependent on–
 - (i) the outcome of a race, competition or other event or process, or
 - (ii) the likelihood of anything occurring or not occurring;
 - (e) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner.
2.

The responsible person shall ensure that no alcohol is dispensed directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of a disability).
3.

The responsible person shall ensure that free tap water is provided on request to customers where it is reasonably available.

Mandatory Licensing Conditions (from 1st October 2010)

4.

(1) The premises licence holder or club premises certificate holder shall ensure that an age verification policy applies to the premises in relation to the sale or supply of alcohol.

(2) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and a holographic mark.

5.

The responsible person shall ensure that–

(a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures–

(i) beer or cider: ½ pint;

(ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and

(iii) still wine in a glass: 125 ml; and

(b) customers are made aware of the availability of these measures.

Annex 2 - Conditions consistent with the operating Schedule

Conditions agreed with Trading Standards 27/07/2005

Staff are fully trained in licensing law and refusal to serve process.

Annex 3 - Conditions attached after a Review Hearing on 28/07/2011 by the Environmental Health

(1) The opening hours of the premises shall be permitted from 11:00 to 23:30 on Mondays to Sundays. A further additional hour following every Friday, Saturday, Sunday and Monday for each May Bank Holiday, Spring/Whitsun Bank Holiday and every August Bank Holiday weekend. A further additional hour following every Thursday, Friday, Saturday, Sunday and Monday for the Easter Bank Holiday weekend. A further additional hour every Christmas Eve. A further additional hour every boxing day. To reflect existing New Year's Eve/Day hours.

REASON: The prevention of public nuisance.

(2) The Supply of alcohol shall be permitted from 11:00 to 23:00 on Mondays to Sundays. A further additional hour following every Friday, Saturday, Sunday and Monday for each May Bank Holiday, Spring/Whitsun Bank Holiday and every August Bank Holiday weekend. A further additional hour following every Thursday, Friday, Saturday, Sunday and Monday for the Easter Bank Holiday weekend. A further additional hour every Christmas Eve. A further additional hour every boxing day. To reflect existing New Year's Eve/Day hours.

REASON: The prevention of public nuisance.

(3) No Regulated entertainment of any description shall be permitted on the premises after 23:00hrs

REASON: The prevention of public nuisance.

(4) No entertainment facilities will be provided at the premises after 23:00 hours.

REASON: The prevention of public nuisance.

(5) Patrons shall not be permitted by staff to smoke at the front of the property. Clear and legible signage will be displayed requesting smoking to take place in the rear garden.

REASON: The prevention of public nuisance.

- (6) Checks for noise levels shall be undertaken at the rear of the premises in the garden area, during live or amplified music performances. Noise levels must be managed and controlled to ensure that there is no excessive noise transfer from that area. A record shall be kept of checks undertaken and this will be made available to an officer of the Licensing Authority on demand.

REASON: The prevention of public nuisance.

- (7) Sight of evidence of age shall be required from any person appearing to those engaged in selling or supplying alcohol to be under the age of 25 and who is attempting to buy alcohol. Refusal log (for under age sale and other refusals) to be used and made available to Officers upon request. Identification policy approved by Trading Standards shall be implemented.

REASON: The prevention of public nuisance.

- (8) The Premise Licence holder shall have installed a digitally recorded CCTV system. Camera coverage shall include the major entry and exit points and be able to record frontal identification of every person entering in any light condition. Additional cameras shall be installed to cover the garden area at the back of the venue.

All Cameras shall continually record whilst the premises were open to the public and the recordings shall be kept available for a minimum of 31 days with time and date stamping. Data recordings shall be made immediately available to an authorised officer of West Berkshire Council or police officer together with facilities for viewing upon request.

Recorded images all are of such a quality as to be able to identify the recorded person. At all times when the venue is open there will be a member of staff on duty who can operate the system and retrieve footage when required.

If the CCTV system becomes inoperative for any reason, the licensee shall notify the Police and Local Authority of this within 3 days.

A notice shall be displayed at the entrances to the premises advising that CCTV is in operation.

REASON: The prevention of public nuisance. As agreed between the Premise Licence Holder and the Police.

- (9) An incident book and record of details of all instances of public disorder and other alcohol related incidents shall be maintained. This incident book shall be made available to officers of West Berkshire Council, and authorised officer of Thames Valley Police and any Police Officer

REASON: The prevention of public nuisance. As agreed between the Premise Licence Holder and the Police.

- (10) All reasonable steps shall be taken to ensure that people entering or leaving the premises do so in an orderly manner and do not in any way cause annoyance to residents and people passing by the premises.

REASON: The prevention of public nuisance. As agreed between the Premise Licence Holder and the Police.

- (11) Windows will be kept closed at all times during live or recorded music performances. Door too will be kept closed except for access or egress.

REASON: The prevention of public nuisance.

- (12) Prominent, clear and legible notices will be displayed at all exits requesting patrons to respect the needs of local residents and to leave the premises and the immediate area quietly.

REASON: The prevention of public nuisance.

- (13) A dedicated Taxi service shall be available for customers with strict instructions of no horn blowing and/or door banging.

REASON: The prevention of public nuisance.

- (14) Bottling-up and refuse disposal outside is prohibited between 1800hrs and 0800 hours so as to minimise disturbance to near by properties.

REASON: The prevention of public nuisance.

- (15) A direct telephone line to the duty manager shall be available immediately upon request to residents who are encouraged to use it if they think necessary.

REASON: The prevention of public nuisance.

- (16) There is a "Zero tolerance" drug policy in place and all staff will receive continuous training in "drug awareness" and all aspects of Public Safety and Prevention of Public Nuisance. Any patrons who do not comply will be barred.

REASON: The prevention of public nuisance.

Annex 4 – Plans - as submitted 13/06/2005.

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Agenda Item 3



Mike King
Licensing Officer

Police Station

Broadway

Bracknell

RG12 1AD

Tel.01189 536353

Fax. 01189 536058

e-mail

mike.king@thamesvalley.pnn.police.uk

10th January 2012

Dear Mr Phipps

Licensing Act 2003
Application for Review of the Premise Licence
The Black Horse, 1 St John's Road, Thatcham, RG19 3SY
Premise Licence Number 103215

Please find attached the Grounds and Supporting Information in support of the application by Thames Valley Police in respect of the above.

I will today post the hard copies of the supporting information under guaranteed next day delivery by Royal Mail.

Unfortunately, Inspector Ward has been off sick for a couple of days and therefore I have been unable to obtain dates from him where a meeting may be arranged as you requested. I will contact him as soon as possible and obtain some dates and times

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Mike King'.

Mike King | Licensing Officer | Thames Valley Police | Reading & West Berkshire Police Area |

Telephone 08458 505 505 | Internal 7516353 | Fax 01189 536353 |

Reading Police Station, Castle Street, Reading, RG12 7TH

Grounds for review

Due to the unacceptable number of complaints, substantiated breaches of the Licensing Act 2003 and the substantiated breaches of the variation in conditions imposed by the Council's Licensing sub-committee following a review of the premise licence on 28th July 2011. Thames Valley Police are requesting the Revocation of the Premises Licence.

If this is not considered appropriate then the following options are:

1. The premise license be suspended for up to a maximum period of three months in order to establish, in relation to the Licensing Act 2003 and the Premise Licence Conditions, proficient, professional working practices in order to bring about to the establishment an acceptable management regime to ensure that the premises operates in a manner that supports the four Licensing Objectives as set out in the Licensing Act 2003 and in compliance with the premise licence conditions.
2. The removal of the current manager who will be replaced by an individual who has a robust approach in implementing the premise licensing conditions and acceptance of the Four Licensing Objectives.
3. A new, local, Designated Premise Supervisor, preferably who has the day to day the on site control of the premise shall be appointed.
4. All windows shall be fixed shut in order that no customer or member of staff may be able to open them.
5. A sound limiter shall be installed in accordance with the guidance and assistance of West Berkshire Council's Environmental Health Department.
6. A written agreement with a nominated local Taxi firm regarding the issues with noise when collecting customers shall be drawn up.
7. All activities at the premise shall cease by 23.00 hours and the premise completely shut by 23.30 hours.
8. The Premises Licence holder shall ensure a minimum of one SIA registered door supervisor shall be employed at the premises until such time that the correct running of the premise has been established to the satisfaction of West Berkshire Council and Thames Valley police.

The Door Supervisor whilst employed at the premises shall wear a 'High Visibility' arm band to incorporate the displaying of their SIA registered badge.

The Premise License holder shall keep and maintain a register of the duty door door Supervisor, the register will show the following details:

The name, home address of the door supervisor working at the premises;

the SIA registration number of the door supervisor working at the premises;

the date and time that the door supervisor commenced duty, countersigned by the DPS or nominated duty member of staff;
any occurrence or incident of interest shall be recorded giving names of the door supervisor involved;

the date and time the door supervisor finished work, countersigned by the DPS or nominated duty member of staff;

the door supervisor register shall be kept at the licensed premises and be available for inspection by Thames Valley Police or an authorised officer

from West Berkshire Council and shall be retained for period of six months from the date of the event;

the SIA registered door supervisor shall be present at all times that the venue is providing regulated Entertainment.

Supporting Evidence

Breeches of Licensing Act 2003

Section 141(1) Serving to persons who are drunk.

Sgt Harrison's report dated 30th September 2011. In conversation with BARNABY she admits that there is an acceptance of serving to individuals who are intoxicated, contrary to the above mentioned Section.

GEN40 of 23rd September 2011.

PC 67777 advises in his report following an assault at the premise the victim was highly intoxicated and he was told that the victim had been in the premise since 14.00 hours that day.

Section 136(1)(a)

PC 5233 Murphy statement dated 26th November 2011. Karaoke being played. The premise is not licensed for provision of facilities for making music contrary to the above mentioned Section.

=====

Breeches of the Amended Conditions post review on 28th July 2011. (Appendix A)

Item 3 Entertainment after 2300.

URN 1691 of 24th September 2011, 23.32 hours. (Appendix C2)

Police receive a complaint that the premise is open beyond the termination hour. The complainant also asserts that there is a party going on and loud music can be heard.

URN 1811 of 28th October 2011, 23.07 hours (Appendix C7)

Police receive a complaint regarding customers coming in and out of the premise when it should be closed. In addition, there is loud music emanating from the premise.

GEN40 of 28th October 2011, 23.07. (Appendix D3)

In the report the officer witnessed music coming from the premise.

ISR Report 9097 of 20th November 2011 (Appendix G2)

The information contained in this report, **not submitted**, suggests that the premise is not complying with the licence conditions which have been placed upon it by the Council. Some of the residents have stated that the music goes beyond 23.00 hours and are willing to make whereas some of them are not.

PC Murphy's Statement of 26th November 2011. (Appendix B3)

In his statement the officer witnessed entertainment in the form of a Karaoke taking place at 23.24 hours. He approached BARNABY and told her to turn the music off as it was nearly 23.30 hours.

**E-mail from West Berkshire Environmental Health 3rd January 2012.
15.37. (Appendix F6)**

An e-mail advises that they have had a complaint about being disturbed at 23.20 hours by music being played.

Item 4 Provision of entertainment facilities.

PC Murphy's Statement of 26th November 2011.

PC 5233 Murphy dated 26th November 2011. Karaoke being played. The premise is not licensed for the provision of facilities for making music.

Item 5 Smoking at the front of the premise.

Sgt Harrison's report dated 30th September 2011. (Appendix D4)

In conversation with BARNABY she freely admits that some of her customers still smoked outside the premise at the front.

E-mail of 7th November 2011, 09.55 hours. (Appendix E2)

In her report the officer advises that she was informed that smoking is still taking place outside of the premise at the front.

ISR Report 6066 20th November 2011. (Appendix G3)

The information contained in this report, **not submitted**, suggests that the premise is not complying with the licence conditions which have been placed upon it by the Council. One of the items in the report indicates that smoking is still taking place outside of the premise at the front.

Item 8 CCTV

URN 1491 of 23rd September 2011, 21.16 (Appendix C1)

Following an assault at the premise the attending officer requested to review the CCTV footage to try and establish the identity of the suspect currently being held by a colleague. The CCTV system could not be interrogated.

Sgt Harrison's report dated 30th September 2011. (Appendix D4)

In conversation with BARNABY she stated that the CCTV system is quite easy to use.

Item 10 Customers leaving quietly

E-mail of 7th November 2011, 09.55 hours. (Appendix E2)

In her report the officer advises that she has witnessed BARNABY at 11.32 hours talking loudly with customers as they are leaving the premise out in the road rather than encouraging customers to leave quietly. She was also seen talking and assisting a male into a taxi which added to the noise.

E-mail of 7th November 2011, 09.38 hours. (Appendix E1)

In her report the officer advises that one resident has stated that when the customers are leaving the premise they are loud and has even heard the landlady shouting at the front of the premise after it should have been closed.

E-Mail No Date 23.33. (Appendix E2)

The officer observed 4 people come out of the premise at 23.40 hours and there was a lot of laughter and joking and being very noisy.

Item 11 Windows and doors open.

URN 1620 of 22nd October 2011, 23.09 hours. (Appendix C6)

URN 1881 of 28th October 2011, 23.07 hours (Appendix C7)

Police receive a complaint regarding loud music playing at the premise with both the doors wide open.

GEN40 of 28th October 2011, 23.07. (Appendix D3)

In his report the officer witnessed music emanating from the premise with the doors and windows wide open.

E-mail from West Berkshire Environmental Health 3rd January 2012. 15.37. (Appendix F6)

An e-mail advises that they have had a complaint about being disturbed at 23.20 hours by music being played whilst all the windows were open.

Item 13 Taxis

E-mail of 7th November 2011, 09.38. (Appendix E1)

In her report the officer advises that a resident was bothered by taxis beeping their horns and revving their engines whilst waiting for customers from the premise.

ISR Report 9097 of 13th October 2011. (Appendix G2)

The information contained in this report, **not submitted**, suggests that the premise is not complying with the licence conditions which have been placed upon it by the Council. One of the items in the report indicates that residents are still being disturbed by noise from taxis beeping their horns.

Item 14 Movement of Barrels

E-Mail No Date 23.38 (Appendix E2)

At 23.3 hours the officer observed the landlady at the front of the premise and there was a van and where something had just been loaded with the assistance of a sack truck and it was not being done very quietly.

E-mail of 7th November 2011, 09.38. (Appendix E1)

The report advises that a resident had stated that on a regular basis, around midnight, a white van pulls up at the premise and beer barrels are rolled into the back of it.

Miscellaneous

Crime Report FA3912236/11 of 24th September 2011. (Appendix F1)

Crime Report of an assault at the premise causing Actual Bodily Harm.

E-Mail of 28th September, '0730. (Appendix E1)

E-mail from Inspector Ward advising that the premise is not being run correctly and advising an inspecting officer to warn the premise accordingly.

URN 1886 of 2nd October 2011, 23.42 hours. (Appendix C3)

Police receive a complaint of excessive noise emanating from the premise at a time when it should be closed.

ISR Report 3096 of 4th October 2011. (Appendix G1)

The information contained in this report, **not submitted**, suggests that the premise is open beyond 23.30 hours. The report also indicates that customers are leaving the premise up until midnight.

URN 1794 of 21st October 2011, 23.30 hours. (Appendix C4)

Police receive a complaint regarding the premise being open beyond 23.30 hours and disturbing the complainant.

URN 972 of 22nd October 2011, 15.48 hours, By Arrangement. (Appendix C5)

Police receive a complaint regarding the ongoing problems with the premise. Advising that staff are very noisy, swearing and shouting in the car park up to 02.00 hours. In addition, staff have been abusive to his wife when asked to be quieter.

URN 826 of 3rd November 2011, 14.57, By Arrangement (Appendix C8)

Police receive a complaint regarding the premise and its licence conditions. Also, concerning the premise being open beyond 23.00 hours and up until 01.00 hours.

URN 1291 of 11th November 2011, 21.23 hours, By Arrangement (Appendix D9)

Police receive a complaint of excessive noise emanating from the premise is so loud it keeps waking him up.

ISR Report 5052 of 21st November 2011. (Appendix G4)

The information contained in this report, **not submitted**, following victim contact after ASB coming from the premise on Saturday 19th November 2011. At midnight individuals were seen coming out of the premise. The premise had been closed by Police Officers following music coming from the premise after 23.00 hours. At 02.00 hours on Sunday 20th November 2011 individuals were seen coming out on to the road and getting into a taxi.

**E-mail from West Berkshire Council 9th December 2011,
(Appendix F5)**

The e-mail describes the events when an authorised officer from the Council tried, without success due to interference by BARNABRY and her customers, to post a notice, a legal requirement under the Licensing Act 203, advertising that there had been submitted an application for a review of the premise licence.

**E-mail from West Berkshire Environmental Health 3rd January 2012.
15.37. (Appendix F6)**

An e-mail advises that they have had a complaint about being disturbed at 03.00 hours by noise from fighting.

Appendices

- Appendix A** Notice of decision following the review of the Premise Licence on 28th July 2011.
- Appendix B** B1 Statement regarding the writers issue with the premise.
B2 Statement regarding the writers issue with the premise.
B3 PC Murphy's Statement of 26th November 2011.
- Appendix C** A list and sanitised copies of the URNs itemised in this report.
- Appendix D** A list and sanitised copies of the GEN40 reports itemised in this report.
- Appendix E** A list of E-mails received itemised in this report.
- Appendix F** List of Crime reports itemised in this report.
- Appendix G** A summarised list of the Intelligence Reports received.

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Agenda Item 4

Dear Sirs,

My name is Philip Ryder and I am writing in support of the Black Horse public house and the continuing of its license to sell alcohol. I have recently become a regular of the pub, due to local recommendations and the improvements made since Beverley has been the manager.

Over this period and since the last license review, Beverley and her team have worked hard to change the image, character and atmosphere of the pub. Most of these were highlighted in my last correspondence to yourselves, but I have listed these below again to refresh your memory.

- Implementation of 24 hour CCTV surveillance system, which i must say does not seem corroborate the issues raised recently by Thames Policing
- Regular Sunday afternoon meat raffle, including complimentary finger snacks and roast potatoes - always well attended, followed by acoustic artist.
- Regular pool and darts leagues teams for which Beverley again provides food and end -of-season awards and fund -raising events.
- Special events and themed evenings including Christmas, New Year and a Royal Wedding party.
- Regular bank holiday specials to encourage families to enjoy the garden, with games and bouncy castle for the kids.
- Occasional live music evenings which showcase local artists.
- Implementation of delicious home cooked food with a can-do attitude Irrespective of time of day.

These changes have been great for her regulars, which include some residents of St Johns road, as well as the newly formed darts, pool and football teams. I have listed below a few other activities that Beverley had instigated to encourage and establish a true village pub atmosphere.

The initiatives above are just a snapshot of what Beverley and her team have introduced to drive positive improvements right across the whole environment and atmosphere of the pub.

There is a really diverse mix of customers covering all sorts of trades and professional people, as well as a good representation of families and people of the third age, which really reflects the demographics of the town, and they are all warmly welcomed and greeted by Beverley and her team. I believe this encourages a real village pub environment right in the heart of Thatcham, which is sadly missing elsewhere at similar establishments within the town.

Unfortunately in these times there are always a minority who spoil it for the majority. Since Beverley has been managing the Black Horse, she has worked tirelessly to identify and ban these undesirable individuals from the pub, and works closely with other licensees in support of the pub-watch initiative and alert system. It would be a shame for the Black Horse to have its license withdrawn due to the minority of customers who think only of themselves and their needs and not of the enjoyment and environments of others. Since becoming a regular, I have not witnessed any adverse incidents as 99.9% of the time it is a fun and family-friendly environment in which to relax, unwind and meet friends.

I do hope that given the positive results Beverley has achieved already in the short time she has been in charge of the Black Horse, and the on-going support of her regulars, you will grant a continuation of the Black Horse licensee. By doing so, Beverley can continue to work toward her goal of making the Black

Horse the best local village pub in town, known by the locals as a family-friendly, welcoming and warm place to go.

Finally I have also copied below a letter sent to all residents of St Johns road inviting them to a coffee morning/gathering at the Black Horse with the hope of trying to understand some of the issues that have been raised since the last review, again these do not seem to be supported by CCTV in the main.

Best regards

Phil Ryder

Copied below is the original invitation to all St John's Residents to join Beverley and her team for a Christmas gathering. There was a change of date on the one posted as this was changed by hand I do not have a copy.

"TIS THE SEASON TO BE JOLLY"

SEASONS GREETINGS FROM THE BLACK HORSE

Dear Resident of St John's Road

As we move closer to the festive season, I would like to extend an invitation to all of you to join me and some of my team for a Christmas coffee morning and nibbles, both on Tuesday 20th and Wednesday 21st of December at 10:30 am.

I do hope you can make it as I am committed to working with you to ensure that everyone enjoys the festivities with minimum impact and with due respect for each other. Through this informal gathering, and by combining our collective experience, we can develop a solution with the aim of establishing a closer understanding and involvement between all residents of St Johns Road.

To start, I would like to give a little information about myself. I used to live in St Johns Road for a few years and so have experience of both living in the road, and also working for the previous manager. Since taking on the managers' role, the whole team has worked hard to change the image, character and atmosphere of the pub.

Some of the improvements include the redecoration of the toilets, providing a better garden area for families and outside enjoyment, and passing the relevant environmental requirements so we can now serve delicious home-cooked food. These changes have been great to encourage new regulars. We have also tackled some of the anti-social activities that used to dog the area by installing a CCTV system. This provides 24 hour surveillance both within the pub and on the road outside. The system has already identified anti-social behaviour in the road, which had nothing to do with the Black Horse, and also identified a team of men who were scamming the fruit machines in a number of public houses in Thatcham.

I will continue to make changes, and would like to use our informal coffee mornings to ask for your ideas, advice, support and suggestions to continue to improve the Black Horse going forward.

We have a really diverse mix of customers covering all sorts of trades and professional people, as well as a good representation of families and people of the third age, which really reflects the demographics of the town. I

believe this encourages a real village pub environment right in the heart of Thatcham, one which has been in existence for over 150 years.

Unfortunately in these times there are always a minority who spoil it for the majority. As manager of the Black Horse, I am committed to identifying and banning these undesirable individuals from the pub. I'm also working closely with other licensees in Thatcham, supporting the pub-watch initiative and alert system.

I do hope you will be able to pop along for a chat and coffee. By sharing ideas, the result can only be positive and help move us all in the right direction. I look forward to seeing you and listening to your suggestions.

Let's all work together to make this a Very Merry Christmas for one and all.

Best regards,

Beverly,
Manager Black Horse.

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As customers of The Black Horse, we would like to lend our support in saving our local.

We all use the pub as it is the only one in the area that offers traditional service. Many of us use the pub 7 nights a week and have never witnessed any anti social or criminal behaviour.

Many of us are residents of St Johns Road and have used the pub for many many years.

Name	Signature	Name	Signature
MARIE WOOD		S. Bridgland	
James Bayler		CHRIS SHORNEY	
Nathan J Ross		M. S. MURRAY	
Leon Ross		M. MURRAY	
KRISTIN CRISWELL		M. J. PARKER	
NICOLA LUNN		K. COLE	
TINA RHODES		J. KENDALL	
B. HEAP		C. STEWARD	
N. Rhodes		D. RAY	
T. PROWSE		G. RAY	
S. PROWSE		A. RAY	
A. PROWSE		P. RAY	
M. PROWSE		K. RAY	
CAROL ANN SHAW		L. RAY	
ALEX LAWE		S. RAY	
Simon Turesa		T. RAY	
K. B. B. B. B.		M. RAY	
Robert Jones		S. RAY	
D. B. B. B. B.		C. RAY	
D. COOPER		M. RAY	
D. COOPER		M. RAY	
Linda Morgan		J. RAY	
M. Evans		J. RAY	
J. HAYDEN		R. E. B. B. B. B.	
L. EDWARDS		R. E. B. B. B. B.	
B. TAYLOR		R. E. B. B. B. B.	
T. TAYLOR		R. E. B. B. B. B.	
R. Cleveland		R. E. B. B. B. B.	
R. P. P. P.		R. E. B. B. B. B.	

1st January 2012

Licensing Department
West Berks Council
Newbury

Dear Sir

Re: Licence Review for Black Horse Public House, St Johns Road, Thatcham

With reference to the above, we would like to state that we have had no issues whatsoever with nuisance, crime or public disorder at the Black Horse.

We live 100 yards from the pub and have suffered no adverse effects from its presence in our neighbourhood. We visit at least once a fortnight and have found the staff operate the pub in a sensible and reasonable manner. The Black Horse has been open for a long time and provides a service to the community, the members of which are very friendly and well behaved!

We are happy to have the pub on our doorstep and have found noise levels appropriate to the fact that we live so close; the Black Horse would be greatly missed by the majority of the community and we wholeheartedly support an extension to the current licence.

Yours faithfully



Mr & Mrs M Beaumont

MATTHEW THORNTON
127 ST. JOHN'S ROAD
THATCHAM, BERKSHIRE RG9 1JW

To whom it may concern.

I am writing to give my views on the Thatcham Licensing review of the Black Horse Public house.

I have been a resident of St. John's Road for over twenty seven years and live just around the corner from the Pub.

I have frequented the Pub for the majority of these years, having always found it welcoming, friendly and obviously conveniently close.

I find the reasons disclosed for the review to be absolutely laughable and downright insulting to the barstaff and customers.

I can understand that occasionally noise could be an issue, but to claim that the Pub encourages intoxication and criminal behavior is absurd, have myself had too much to drink on occasions and have been refused (politely) any more alcohol.

The average age of customers must be mid forties with a large number of pensioners who frequent the Pub. Would those pensioners drink there if it was a troublesome Pub? I think not!

Also fail to understand why the Police canvassed local residents about supposed issues is this standard practice? and have they nothing more important to do?

Will continue to frequent the Black Horse as I find it the most friendly and safest Pub in Thatcham to drink.

Yours Sincerely
Matthew Thornton

Miss D M Jones

28th December 2011

Dear Sir/Madam,

I am writing to you with regard to the application review for the premises licence of The Black Horse public house in Thatcham.

I would like to write to inform you that I am a local customer in The Black Horse and that I am extremely sad to hear that people are complaining of anti social behaviour.

Every time I have visited the pub, which is often on my days off, I have found the pub a very lovely friendly pub to be in. I have never personally witnessed any behaviour which would make me feel that I would never wish to drink within the pub again.

I am deeply saddened to hear such accusations and am willing to stand in court and represent the pub and Beverley herself.

I also feel that Beverley Barnaby have been victimised. I have witnessed her go through, what I can only class as "intimidation" since she took over the public house in June 2010. Prior to this the previous Landlord never had any issue with any resident within the local vicinity.

I have also noticed the change to Beverley Barnaby's life, she has become very down and withdrawn also frightened of breaking a glass by accident in case a Police man walks through the door.

What I ask is why anyone should be made to feel like this on top of running a business is this necessary; the pub is a good pub, a very local community pub. I have never witnessed anything that would make me not wish to continue drinking here.

Regards

A handwritten signature in cursive script that reads "D. Jones". The signature is written in dark ink and is positioned to the right of the word "Regards".

Dear Sir/Madam,

As a representative of the Albert Auston Buffalo Lodge, I hereby offer our support to the Black Horse in review of its current licence.

The Black Horse has been home to our lodge for over thirty five years. We meet here twice a week; many of our members are elderly gentlemen who would most definitely not feel safe visiting the premises if the allegations made were justifiable. We frequently have visitors from other lodges who enjoy coming to the pub because of its friendly atmosphere and welcoming staff and also wonderful home-cooked food which is provided for us on occasions where we request it.

It would be a massive loss not only to us but to all of the locals if this pub were to lose its licence. We would like our lodge to remain at the Black Horse for many years to come.

A handwritten signature in cursive script, appearing to read "Tomlin".

Mr and Mrs G. Davies

29th December 2011

To whom it may concern,

As a resident of St. Johns Road and a customer of the Black Horse for over twenty years I hereby offer my full and unwavering support of the pub and its staff. My garden is directly opposite the front of the pub and in all these years I have never had cause to complain about any of the activities within the Black Horse.

I frequent the pub often and as a gentleman of a 'young' eighty years of age would be ill inclined to spend time in a place that had the kinds of problems that the complaints have supposedly referred to. I have certainly not ever felt unsafe or intimidated by the pub, customers or staff. I have always found it to be and still find it to be a lovely, friendly atmosphere and a great place for me to meet up with my friends for a drink.

I believe that it would be a great shame for many people to loose our local pub and indeed an even bigger shame for a pub that has been here for so long to close due to misguided information.





HYDRAULIC, MECHANICAL AND ELECTRICAL ENGINEERS

For the attention of Denise Anns

Date 23-12-2011

Re application No 11/02043/lqn The Black Horse Thatcham RG193Y

Dear Madam

I write to give my support to the Black Horse public house in St Johns rd Thatcham Who are currently undergoing a licensing review . As a regular in the establishment for Several years I find it a great place to spend time, having a social drink with a cross section Of our local community . Not just business men like my self but trades men and workers all Enjoying a social after work drink and social chat in what I have found under current management to be the friendliest pub in the area. I am appalled at the allegations being made against the pub as I have never witnessed any anti social behaviour at any time (unlike many other premises in Thatcham) and feel the pub is being unfairly targeted . The Manager and staff are at all times whilst professional friendly – polite and very welcoming particularly to the elderly and disabled. I have seen the manager work hard to Establish a lovely place to relax whilst controlling the more problematical customers, it Saddens me that old established locals like this are a dying breed but as a large part of Our heritage and culture and should be preserved, and would ask that you consider this

In your decision.

Yours sincerely

Mr I F Vince

A handwritten signature in black ink, appearing to be "I F Vince", written over a light blue horizontal line.

Beverley Barnaby
The Black Horse Public House
2 St Johns Road
Thatcham
Berkshire
RG19 3SY

28th December 2011

Dear Sir/Madam,

I am writing to confirm my attendance at the license review of the Black Horse public house in St Johns Road, Thatcham. I also wish to confirm that I will speak on my own behalf, and on those of the customers and the pub itself.

I would like to draw your attention to some background information which may help you to conclude a fair and just ending to this somewhat unfortunate matter. Since taking over the role of manager at the pub, I have worked tirelessly to improve the facilities, atmosphere and clientele and have, with the help of my staff, managed to rid the pub of all cocaine users; often putting myself in some compromising situations to do so. As a result of this, the clientele of the Black Horse is on average, aged between 30 and 85 years old, of varying professions and backgrounds. These are most definitely not the sort of customers who would engage in or create criminal situations or anti-social disturbances.

Many residents of St Johns road itself use the pub on a regular basis and have done so for many years. Since the previous license review I have had only three visits from police in relation to levels of music – for going over time. On all these occasions it has been before the assigned pub closing time of 11.30pm. I have not been notified of any complaints about noise pollution, or criminal activity from the council or the police. I am aware that it is Environmental Health that deal with complaints on noise issues so I am questioning as to why the police force are dealing with this matter? I myself have called the police in relation to noise pollution and have been told that I need to direct my queries to Environmental Health.

I have actually been a resident of St Johns road myself prior to taking over the position of manager in June 2010. I was also a longstanding customer, friend and employee of the previous landlord, Mr D. Beakes, who himself admits to having many late Friday night music sessions, sometimes carrying on until the small hours of the following morning. He was not subjected to the same level of scrutiny or what I view personally as victimisation from various bodies, and for that reason among many I question why? I am a well bought-up and educated middle aged woman with two adolescent daughters; one a student at University and the other due to begin A-Levels at Kennet School next year. I would not condone bad behaviour or disturbances from my customers; just as I would not as a mother when concerning my daughters. I am well-respected and liked by customers and staff alike and we all view the Black Horse and it's regular clientele as one big family that's being added to all the time – I even have a female customer who feels comfortable and safe enough to breast feed her three month old daughter inside the pub; not the sort of place to do such a thing if the allegations against the pub have any grounding in truth.

I would ask that you and your colleagues bear the information I have provided you with and my customers and staffs opinions in mind when making your decision. Since the last license review we have undoubtedly lost a lot of business due to the revoking of the late license and we can ill afford more. The pub has been in St Johns Road for over 120 years and we would like it to be here for many more to come.

yours Sincerely
Beverley Barnaby

As I said we have had no notification of any issues be it noise or criminal activity from the environmental noise or the police just the notice to display in the window and the date to attend the hearing.

In five months we have had two visits from the police in relation to the live music, (Solo Singers) that we have on a Friday night, running over time, once by 7 minutes and the other occasion, which was a 60th birthday party, by 22 minutes. I was told by the officer that attended that it was a complaint from a neighbour about the music / noise. The officer, a PC Murphy from Newbury Police Station also categorically said that someone has a vendetta against either me or the pub. I have several witnesses to this.

It confuses me somewhat that when I phoned the Police in relation to noise nuisance I have been told that it is not their area and to phone environmental health who have a 24 hour line for this purpose. So why are the Police visiting us for this reason I ask?

The outcome of the hearing is that they could take away our premises licence which means the pub will close and six people would become unemployed at a very unstable time in our economic climate also many of my customers would loose a lovely friendly pub to come and enjoy a drink.

I would like to ask you to visit us and form your own opinion and support the Black Horse and its locals to keep us going for another 150 years.

Thank you for your time in this matter and I await your reply.

On behalf of myself, Beverley Barnaby and all the customers of the Black Horse.

Yours Sincerely
Barnaby.

Beverley Barnaby
The Black Horse Public House
2 St Johns Road
Thatcham
Berkshire
RG19 3SY

29 December 2011

Dear Mr Cameron,

This may seem an unusual request and I know you are extremely busy; but I am writing to you to ask for your help in supporting the survival of our local community pub, the Black Horse, which is situated in St Johns Road in Thatcham, Berkshire. I have been the manager of the premises for only eighteen months but have managed to slowly build up the business by introducing bar snacks, quiz nights and a football team amongst other initiatives.

We have developed a welcoming and varied customer base, many of them elderly gentlemen who are residents themselves of St Johns road and the surrounding area. We are currently undergoing a licence review, the second of which we have had to contend with in around six months. The local police force is bringing this case to the licensing committee themselves due to supposed noise pollution, anti-social behaviour and public safety issues. Myself and all the customers and staff are extremely baffled for a number of reasons as to why this is the case.

Since the last licence review we have seen no evidence from the police or indeed, the council, that this is the case. I have spoken to many residents personally in the area and they have all said that they have no issues whatsoever with the pub and its clientele. I do not operate with many customers of the younger generation and the large majority of the clientele are of an older generation. They come from varied backgrounds and professions from local tradesmen to business owners and retirees – hardly the sort to partake in the alleged 'anti-social behaviour.'

As a woman of 45 years of age, I would certainly not feel comfortable or safe in my place of work if this were the case. The Black Horse has been running for over 150 years and is a life line to many of my regulars; the pub has also for the last 35 years been home to the Albert Austin Buffalo Lodge, who meet here twice a week, many of them are in there late seventies and again would feel very unsafe here if the allegations were correct.

They have already taken away our late licence and we currently have to close at 11:30 PM. This has greatly affected our trade as many customers will now leave us early to frequent other pubs in the town that are open until 2 AM. The previous Landlord of the premises had many many occasions where late music / drinking went on and he had no complaints other than standard letters from environmental noise, certainly never a licence review. The pub is much quieter and I have worked tirelessly to rid us of undesirables. The pub has a great atmosphere and we are all like a big family. We all feel completely victimised by the Police / Council and are wondering if there is an underlying issue going on.

"TIS THE SEASON TO BE JOLLY"

SEASONS GREETINGS FROM THE BLACK HORSE

Dear Resident of St John Road

As we move closer to the festive season, I would like to extend an invitation to all of you to join me and some of my team for a Christmas coffee morning and nibbles, both on Tuesday 20th and Wednesday 21st of December at 10:30 am.

I do hope you can make it as I am committed to working with you to ensure that everyone enjoys the festivities with minimum impact and with due respect for each other. Through this informal gathering, and by combining our collective experience, we can develop a solution with the aim of establishing a closer understanding and involvement between all residents of St Johns Road.

To start, I would like to give a little information about myself. I used to live in St Johns Road for a few years and so have experience of both living in the road, and also working for the previous manager. Since taking on the managers' role, the whole team has worked hard to change the image, character and atmosphere of the pub.

Some of the improvements include the redecoration of the toilets, providing a better garden area for families and outside enjoyment, and passing the relevant environmental requirements so we can now serve delicious home-cooked food. These changes have been great to encourage new regulars. We have also tackled some of the anti-social activities that used to dog the area by installing a CCTV system. This provides 24 hour surveillance both within the pub and on the road outside. The system has already identified anti-social behaviour in the road, which had nothing to do with the Black Horse, and also identified a team of men who were scamming the fruit machines in a number of public houses in Thatcham.

I will continue to make changes, and would like to use our informal coffee mornings to ask for your ideas, advice, support and suggestions to continue to improve the Black Horse going forward.

We have a really diverse mix of customers covering all sorts of trades and professional people, as well as a good representation of families and people of the third age, which really reflects the demographics of the town. I believe this encourages a real village pub environment right in the heart of Thatcham, one which has been in existence for over 150 years.

Unfortunately in these times there are always a minority who spoil it for the majority. As manager of the Black Horse, I am committed to identifying and banning these undesirable individuals from the pub. I'm also working closely with other licensees in Thatcham, supporting the pub-watch initiative and alert system.

I do hope you will be able to pop along for a chat and coffee. By sharing ideas, the result can only be positive and help move us all in the right direction. I look forward to seeing you and listening to your suggestions.

Let's all work together to make this a Very Merry Christmas for one and all.

Best regards,

Beverly,
Manager Black Horse.