

App A



**TRAFFORD
COUNCIL**

**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.

I Daniel Norstrom

(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 Hale Country Club 47 Clay Lane Hale Cheshire	
Post town Warrington	Post code (if known) WA15 7AF

Name of premises licence holder or club holding club premises certificate (if known) Hale Country Club on Behalf of Taylor Ventures Ltd.
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Number of premises licence or club premises certificate (if known) PL 000667
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Part 2 - Applicant details

I am

Please tick ✓ yes

1) an individual, body or business which is not a responsible
authority (please read guidance note 1, and complete (A)
or (B) below)

X

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 ✓ yes

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

Surname

Norstrom

First names

Daniel

I am 18 years old or over

Please tick ✓ yes
X

Current postal address if different from premises address

26 Ash Grove,
Bowden

Post town

Altrincham

Post Code

WA14 3EG

Daytime contact telephone number

07976 085250

E-mail address (optional)

dan@norstrom.co.uk

(B) DETAILS OF OTHER APPLICANT

Name and address

Telephone number (if any)

E-mail address (optional)

(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

Name and address
Telephone number (if any)
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 | <input checked="" type="checkbox"/> |
| 2) public safety | <input checked="" type="checkbox"/> |
| 3) the prevention of public nuisance | <input type="checkbox"/> |
| 4) the protection of children from harm | <input type="checkbox"/> |

Please state the ground(s) for review (please read guidance note 2)

It is my firm belief that the holder of the premises licence has undermined the following licensing objectives due to the actions of their employees.

1. The Prevention of Crime and Disorder

2. Public Safety

Please provide as much information as possible to support the application (please read guidance note 3)

This application is made as a result of Mr Daniel Norstrom an ex-member of this establishment being physically assaulted by a security guard on the premises who was not identifiable and who, although apparently licensed, was not displaying his Security Industry Authority (SIA) licence (blue badge) in accordance with the requirements of Section 9 of the Private Security Industry Act 2001. It is further contended that the actions of this security guard clearly put the safety of the general public including other club members at risk.

The circumstances of this incident are as follows.

Mr Norstrom has been a member of Hale Country Club for four years. At the very end of October 2016 he attended the premises and on entering swiped his membership card through a card reader to gain admission. Although he has done this without any comment for a long time, on this occasion the receptionist asked him not to do it. He apologised to the receptionist and entered the premises. He was then approached by a member of staff known as Jeremy who asked him for his card in order that the matter could be reported to the venue's management team. Mr Norstrom willingly handed over his membership card not really thinking anything of the incident.

On the evening of 2nd November Mr Norstrom revisited the Club and on this occasion the receptionist swiped his card and allowed him admission. He entered the lounge area where he met his friend's mother. They engaged in conversation and Mr Norstrom told them about the incident with his card in October. Their conversation was overheard by a staff member who went over to another male who was not known to Mr Norstrom. This male was later identified as being a security operative who apparently was properly registered with the Security Industry Authority but who was not displaying his licence which is in breach of the Security Industry legislation. Mr Norstrom did not know who this person was though subsequently ascertained that his christian name was Lee (surname unknown).

Lee asked Mr Norstrom to accompany him to reception which he willingly did. When they arrived, Lee in a very aggressive manner told Mr Norstrom that he should not have spoken about the incident in October. Mr Norstrom found this most unusual but before he could actually say anything Lee told him to leave the premises. A brief conversation followed. Totally confused at this request Mr Norstrom asked to speak to the manager. It was at this point that Lee began to push Mr Norstrom in a very aggressive manner causing Mr Norstrom to drop his phone to the floor causing the screen to shatter.

Due to the violent behaviour of the male Lee, Mr Norstrom's friend intervened in an effort to get Lee off Mr Norstrom. Mr Norstrom was dragged by his clothing causing abrasion burns on his neck. Lee then attempted to put Mr Norstrom's arm up his back whereupon Mr Norstrom slapped Lee in the face to get him off.

It was only through a subsequent conversation with Mr Mark Gorton the head of security that it was ascertained that Lee was in fact a security officer who was properly registered with the Security Industry Authority but when Mr Gorton was asked why he was not displaying his blue badge (his SIA licence) he said that Lee was purely acting as a "Meeter and Greeter" and therefore did not need to display his badge. This is clearly incorrect as Lee was acting in a security capacity by trying to eject Mr Norstrom from the premises and therefore was legally compelled to comply with the security legislation.

At the start of the incident with Mr Norstrom, Lee did not identify himself as being employed as a security officer and owing to him failing to display his badge nobody, other than people who knew him personally, would have known who he was.

Although Mr Norstrom was clearly the aggrieved party in this incident the management of Hale

Country Club reported the matter to the police. Cheshire Police fully investigated the incident which included viewing CCTV footage and interviewing Mr Norstrom. The police were satisfied that Mr Norstrom had done nothing wrong and the matter was finalised as requiring no further action.

It is very disturbing and a threat to public safety that an unidentifiable employee is acting in a security capacity and physically manhandling people and causing them injury for apparently simply talking about the venue they are members of. This person known as Lee, if properly registered with the Security Industry Authority, is clearly acting in a most unreasonable and aggressive manner.

It is quite clear that the licensing objective of the Prevention of Crime and Disorder is being undermined by the management of Hale Country Club by allowing this male to act in a security capacity whilst clearly committing an offence under Security Industry Authority legislation. It is quite incredible that his own manager Mr Gorton allows him to do this claiming that he is not in fact a security officer but a "meeter and greeter" which shows a gross misunderstanding of the legislation which the venue's head of security is supposed to abide by. It also shows a lack of knowledge by the Designated Premises Supervisor of the Mandatory Condition in relation to door supervision.

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

Please tick ✓ yes

If yes please state the date of that application

Day Month Year

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

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 4)

Signature of applicant or applicant's solicitor or other duly authorised agent (please read guidance note 5). **If signing on behalf of the applicant please state in what capacity.**

Signature Paul Douglas

.....

Date 19th December 2016

.....

Capacity **Authorised Agent**

.....

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 6)

Mr Paul Douglas
Douglas Licensing NW
3 Malika Place
Ashton in Makerfield

Post town
Wigan

Post Code
WN4 0JP

Telephone number (if any) 07732 912546 01942 274437

If you would prefer us to correspond with you using an e-mail address your e-mail address (optional) enquiries@douglaslicensing.co.uk

Notes for Guidance

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

App B

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Part 1 – Premises Details

POSTAL ADDRESS OF PREMISES OR, IF NONE, ORDANCE SURVEY MAP REFERENCE OR DESCRIPTION

Hale Country Club
Clay Lane, Hale, Altrincham, Cheshire, WA15 7AF

WHERE THE LICENCE IS TIME LIMITED, THE DATES

LICENSABLE ACTIVITIES AUTHORISED BY THE LICENCE AND THE TIMES THE LICENCE AUTHORISES THE CARRYING OUT OF LICENSABLE ACTIVITIES

Recorded Music-Indoors	Monday to Sunday - 10:00 to 00:00 Seasonal Variations: - New Year's Eve – 06:30 to 02:00 (following day)
Alcohol - On the premises	Monday to Sunday - 10:00 to 00:00 Seasonal Variations: - New Year's Eve – 06:30 to 02:00 (following day)
Alcohol - Off the premises	Monday to Sunday - 10:00 to 00:00 Seasonal Variations: - New Year's Eve – 06:30 to 02:00 (following day)
Late Night Refreshment - Indoors	Monday to Sunday - 23:00 to 00:00 Seasonal Variations: - New Year's Eve - 06.30 to 02.00 (following day)

THE OPENING HOURS OF THE PREMISES

Seasonal Variations: - New Year's Eve – 06:30 to 02:30 (following day)
Monday to Friday - 06:30 to 00:30
Saturday and Sunday - 08:00 to 00:30

WHERE THE LICENCE AUTHORISES SUPPLIES OF ALCOHOL, WHETHER THESE ARE ON AND/OR OFF SUPPLIES

The sale by retail of alcohol for consumption ON and OFF the premises.

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Part 2

NAME, (REGISTERED) ADDRESS, TELEPHONE NUMBER AND EMAIL (WHERE AVAILABLE) OF LICENCE HOLDER

Hale Country Club Limited Hale Country Club, 47 Clay Lane, Timperley, Altrincham, WA15 7AF	0161 903 9587
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REGISTERED NUMBER OF HOLDER, WHERE APPLICABLE (E.G. COMPANY NUMBER, CHARITY NUMBER)

5970110	
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NAME AND ADDRESS OF DESIGNATED PREMISES SUPERVISOR WHERE THE PREMISES LICENCE AUTHORISES THE SUPPLY OF ALCOHOL

Mr Grant McCourt	
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PERSONAL LICENCE NUMBER AND ISSUING AUTHORITY OF PERSONAL LICENCE HELD BY DESIGNATED PREMISES SUPERVISOR WHERE THE PREMISES LICENCE AUTHORISES THE SUPPLY OF ALCOHOL

Licence No: PERS2332	Issued by : Cheshire East
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ANNEXES

This licence shall be read in conjunction with plan reference PL000667.

Annex 1 – Mandatory Conditions

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, 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.

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3. Where the premises licence includes a condition that at specified times one or more individuals must be at the premises to carry out a security activity, each such individual must be licensed by the Security Industry Authority.

ADDITIONAL MANDATORY CONDITIONS (28th May 2014)

4. A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

5. For the purposes of the condition set out in paragraph 1:

- (a) "duty" is to be construed in accordance with the Alcoholic Liquor Duties Act 1979
(b) "permitted price" is the price found by applying the formula

$$P = D + (D \times V)$$

Where

- (i) P is the permitted price
(ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol

and

- (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol
(c) "relevant person" means, in relation to premises in respect of which there is in force a premises licence
(i) the holder of the premises licence
(ii) the designated premises supervisor (if any) in respect of such a licence, or
(iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;
(d) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and
(e) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994.

6. Where the permitted price given by Paragraph (b) of paragraph 2 would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest

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penny.

7. (1) Sub-paragraph (2) applies where the permitted price given by Paragraph (b) of paragraph 2 on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax.
- (2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

ADDITIONAL MANDATORY CONDITIONS (1st October 2014)

8. (1) The responsible person must 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 purposes of encouraging the sale or supply of alcohol for consumption on the premises:
- (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 in a manner which carries a significant risk of undermining a licensing objective
 - (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 in a manner which carries a significant risk of undermining a licensing objective
 - (d) 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
 - (e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason

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of disability)

- 9 The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.
- 10 (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.
- (2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.
- (3) 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 either:
- (a) a holographic mark
or
(b) an ultraviolet feature
11. The responsible person must 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) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and
- (c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available

Annex 2 – Conditions Consistent with the Operating Schedule

1. Staff shall receive appropriate and adequate training with regard to the sale of alcohol to those under age and those who are intoxicated.
2. Escape routes and exits shall be kept unobstructed, in good order and free from trip hazards.

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3. Anyone who appears to be under the age of 18 and who is attempting to buy alcohol shall be required to produce 'proof of age' before such sale is made.

Annex 3 – Conditions Attached After a Hearing of the Licensing Committee

1. Use of beer gardens or outside areas as outlined in red on the enclosed plan should not be permitted beyond the 23:00 hours.
2. Noise from music and associated sources (including DJs and amplified voices) must not be audible to such an extent that it constitutes a nuisance at any noise sensitive properties.
3. All external doors and windows shall be kept closed when regulated entertainment is being provided except in the event of an emergency.
4. There shall be placed at all exits from premises in a place where they can be seen and easily read by the public (or member and their guests) notices requiring customers to leave the premises and the area quietly.
5. No fireworks or other pyrotechnics shall be used other than with the prior consent of the Licensing Authority.

Signature of Authorised Officer

App C

Levy, Graeme

From: Roberts, David - MAN <DavidNRoberts@eversheds.com>
Sent: 06 January 2017 15:36
To: Boyle, Joanne
Cc: Levy, Graeme
Subject: Application for Review - Hale Country Club

Dear Ms Boyle

We act for Hale Country Club ("the Club") and have been forwarded your email of the 20th December 2016 together with a copy of the application for a Review of the Premises Licence of the Club submitted on behalf of Mr Daniel Norstrom ("the Applicant").

It is our client's position that this application for Review should be rejected. Not only would we suggest that it is not necessary and not in the public interest, but also that the grounds upon which the Applicant has made the application should be rejected on the basis that they are frivolous or vexatious, pursuant to S.51(4)(b)(i) of the Licensing Act 2003.

Background

The Club is a luxury member's only club and an extremely well run venue. All members are required to adhere to the Clubs rules as part of their terms and conditions of membership.

The Club employs Front of House Officers on the premises who mainly work in the reception/bar areas and are present on the premises at all times when the Club is open. These members of staff are appropriately SIA licensed and are clearly identifiable to members as they wear a distinct uniform to identify themselves from other members of staff.

The Applicant had been a member of the Club since the 18th May 2012 until his membership was terminated in writing on 10th November 2016 following events that had occurred at the Club on the 31st October 2016 and the 2nd November 2016 (both referred to below).

31st October 2016

All members are required on entry to the Club to hand their membership card over to the receptionist so that the receptionist can swipe their card through a card reader. The entry protocol is a health and safety measure as it allows the Club to monitor the number of people on site at any time and enables it to account for everyone in the event of a fire. The entry protocol also serves as a security measure as it enables the receptionist to verify the member's identity before allowing them in. This entry system is managed from the receptionist's side of the desk and accordingly members are prohibited from leaning over and/or walking behind the reception desk to grant themselves access.

On 31st October 2016 on entering the Club the Applicant leant over the reception desk and swiped his own membership card. This was despite the fact there was a receptionist on duty at the time. The receptionist requested the Applicant refrain from doing this which he responded "I have done it before". The receptionist replied "you might have done it before but I am asking you not to do it". The Applicant then took a very sarcastic tone and replied with "oh sorry".

After the incident the Applicant was asked by one of the Front of House Officers not to do this again and was advised that if he did do this again he would receive a written warning. At the same time his membership card was requested to enable the incident to be reported to management.

2nd November 2016

The Applicant attended the Club on the 2nd November 2016. He was overheard by the duty manager discussing the incident which had occurred on 31st October 2016 in a very loud manner to a group of members in the Club bar area. He was making comments about how badly he had been treated and was generally disparaging about the employees of the Club. The duty manager knew that what the Applicant was saying was inaccurate and he asked the Club's on duty Front of House Officer, Lee Davies, to have a quiet word with the Applicant to ask him to refrain from making such comments.

Lee Davies approached the Applicant and requested he moved through to the reception area so that he could talk to him. The Applicant complied with this request and it was at this stage that he was asked to refrain from

discussing the incident on the 31st October 2016 in the manner he was. During this conversation the Applicant became aggressive towards Lee Davies. Lee Davies asked the Applicant to calm down but he refused to do so and stated he could say whatever he liked. As a result the Applicant was requested to leave the premises and report his complaint to the Club's General Manager. The Applicant tried to push past Lee Davies to re-enter the bar area a number of times but was blocked and ushered towards the door. At the same time two other members who had been with the Applicant became involved and one of them grabbed Lee Davies around the neck and at the same time the Applicant struck Lee Davies across the face. Following this the duty manager requested that the Applicant and the other two members leave the Club which they did.

Lee Davies reported the assault to Greater Manchester Police (Police Reference: 1923 02/11.16 Crime Number 208240B/16) on the 2nd November 2016. PC 3159 J Galliano GMP visited the Club on the 5th November 2016 and on reviewing the CCTV footage and speaking to Lee Davies, stated that he was happy with the actions taken by the Club personnel. He was informed that for the time being the Club did not wish to pursue the assault charge but Lee Davies would take direction from the Club management. PC Galliano stated that at this time he would inform the Applicant that the Club was dealing with the matter but confirmed he would be barred until further notice.

PC 9272 G Donley visited the Club on the 8th November 2016 and spoke to Lee Davies. PC Donley stated that the Applicant was pursuing an assault charge against him. On viewing the CCTV footage PC Donley was happy with the fact that Lee Davies was not the aggressor.

PC 9272 G Donley returned to the Club on the 13th November 2016 and informed Mark Gorton Security Manager that he had spoken to the Applicant and had informed him that the assault and criminal damage claim initiated by the Applicant would not be pursued by the police.

Summary

In the circumstances the Licensing Authority should reject the application for a Review of the Premises Licence on the following grounds:-

1. Following the incident on the 2nd November 2016 the police reviewed the CCTV and had no concerns in respect of how the matter was dealt with by the Club.
2. If the police had concerns in relation to the operation of the premises under the Crime and Disorder or Public Safety objectives they could have initiated their own enforcement proceedings against the Club which they have not done nor have they indicated at any time they were likely to do so.
3. The Front of House Officers and security management employed at the Club are all appropriately licensed by the SIA. Front of House Officers are all identifiable from other members of staff by their own distinct uniform. They have since been further reminded of the requirements to display their SIA licences.
4. The application is frivolous. The premises are well run and are operated in accordance with the Premises licence and the Club ensures that it upholds each of the licensing objectives. Furthermore no evidence has been submitted by the Applicant to the contrary.
5. The Applicant is using the Licensing Act 2003 and the Review process in a vexatious attempt to cause disruption to the Club in response to having his membership terminated. To proceed with the Review cannot be in the public interest.
6. If the Applicant has any dispute with our client arising out of the termination of his membership then it is a contractual dispute and should therefore be addressed to the appropriate tribunal, it is not a matter for consideration of the Licensing Committee.

We trust that this email assists, but if you have any further queries then please do not hesitate to come back to me.

In the meantime we look forward to receiving your confirmation that the Review Application will be rejected.

Yours sincerely

David Roberts

David Roberts | Principal Associate | Licensing

T: +44 161 831 8146
M: 07775 596 524

***** This e-mail is sent for and on behalf of Eversheds LLP *****

This e-mail is sent for and on behalf of Eversheds LLP which is a limited liability partnership, registered in England and Wales, registered number OC304065. Registered office One Wood Street, London, EC2V 7WS. Registered VAT number GB820704559. A list of names of the members of Eversheds (who are referred to as "partners") together with a list of those non-members who are designated as partners and their professional qualifications is available for inspection at the above office. Eversheds LLP is authorised and regulated by the Solicitors Regulation Authority and governed by the SRA Code of Conduct (see www.sra.org.uk/handbook/). Confidentiality: This e-mail and its attachments are intended for the above named only and may contain confidential and privileged information. If they have come to you in error you must not copy or show them to anyone; please reply to this e-mail and highlight the error to the sender and then immediately delete the message.

*****[www.eversheds.com]*****

APP D

Levy, Graeme

Subject: FW: Application for Review Hale Country Club

From: Boyle, Joanne **On Behalf Of** Licensing
Sent: 20 December 2016 17:05
To: Levy, Graeme
Subject: FW: Application for Review Hale Country Club

FYI

From: Rachel.Nutsey@gmp.police.uk [<mailto:Rachel.Nutsey@gmp.police.uk>]
Sent: 20 December 2016 14:51
To: Licensing
Cc: Neil.Parkin@gmp.police.uk
Subject: RE: Application for Review Hale Country Club

Joanne

As requested I have reviewed the application and the information contained.

There are 18 incidents recorded against the location in 2016:

- Abusive calls / Threats - 3
- Assault – 6 (2 of which are below)
- Theft – 7
- Sus Circs – 1
- Concern for welfare – 1

FWIN 1923 2/11/16 refers to the first call

The incident mentioned was reported to Greater Manchester Police (not Cheshire Police) on 2/11/16 by Lee Davies who reported an assault on himself by 3 members. Two offenders were named in the application as Daniel Norstrom and t A crime for assault was submitted.

It does not appear that Mr Norstrom was not formally interviewed in the follow up enquiries the CCTV was not able to be viewed but the Security Manager and Victim Mr Davies stated they didn't want to pursue a complaint as the matter was dealt with in house. The offender was suspended pending the outcome of a club enquiry. It states the club would be keeping the CCTV footage should any counter allegations be made

FWIN 1069 7/11/16 refers to a counter allegation made by Mr Norstrom. A crime for assault was submitted. The officer investigating reviewed the CCTV whereby he states that it is clear the male (Mr Norstrom) was asked to leave several times before the guard actually attempts to push him out. The guard is assaulted by the friends in the process of getting Mr Norstrom to leave. Mr Norstrom was spoken to by GMP and he accepted he should have left the club when asked as he was lawfully being ejected. Damage to the phone was accidental and no crime was submitted for this. The crime was filed as no further action against any party involved.

If you require any further regarding the location or for us to review the assaults please let me know

Rachel

Sergeant 9828 Rachel Nutsey
Safer Trafford Integrated Partnership Team
Stretford Police Station

Trafford
Greater Manchester
Tel: 0161 856 8676
Mobile: 07500 033288

****NOT PROTECTIVELY MARKED****

From: Boyle, Joanne [<mailto:Joanne.Boyle@trafford.gov.uk>] **On Behalf Of** Licensing
Sent: 20 December 2016 13:05
To: Rachel Nutsey
Subject: FW: Application for Review Hale Country Club

Rachel

Further to our conversation today, please find attached copy of an application for review of the premises licence held for Hale Country Club.

I have not accepted the application yet, as I wish to gather any relevant evidence before determining if a review is necessary.

Would you be able to advise me if you have any record of the alleged incident and any other relevant information.

Many Thanks

Joanne Boyle

Joanne Boyle
Licensing Team Leader
Trafford Council
Talbot Road
Stretford
M32 0TH
0161 912 4129

PLEASE NOTE :

This office will close on Friday 23rd December, 2016 and re-open on Tuesday, 3rd January, 2017.

Trafford Council is a well-performing, low-cost council delivering excellent services to make Trafford a great place to live, learn, work and relax. You can find out more about us by visiting www.trafford.gov.uk

App E

Levy, Graeme

From: Boyle, Joanne
Sent: 27 January 2017 09:41
To: Levy, Graeme; Jones, Mark
Subject: FW: Hale Country Club

FYI

This is in response to my questions to the club:

Was Mr Davies licensed at the time of the incident?
Was he wearing his badge?
What is his role at the club?

Joanne Boyle

Joanne Boyle
Licensing Team Leader
Trafford Council
Talbot Road
Stretford
M32 0TH
0161 912 4129

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From: Roberts, David - MAN [mailto:DavidNRoberts@eversheds.com]
Sent: 26 January 2017 19:02
To: Boyle, Joanne
Subject: Hale Country Club

Dear Joanne

Further to your email I have now taken my client's instructions and I am able to provide more information regarding the role which is undertaken by Mr Davies.

1. Mr Davies was registered with SIA at the time of the incident.
2. Mr Davies was wearing the 'distinct uniform' that identified him as a member of staff. Front of House Officers have their own uniform which distinguishes them and this is different to other staff uniforms.
3. Mr Davies is employed as one of three Front of House Officers at Hale Country Club. The role requires these members of staff to support the reception team, provide a key role in meeting and greeting members, assisting members with their bags, walking members to their cars in the dark and providing them with cover under an umbrella when it is raining etc. The general concierge services offered by Front of House Officers are intended to help the club achieve its aim of providing its

members with the levels of customer care and experience that is expected of a high end luxury health club.

The Front of House officers also carry out the following activities:-

- (i) greet all contractors that are working on site, check they have the requisite access/work sheets and escort them to the area of the building where they are completing their work;
- (ii) monitor the alarm systems and lead any evacuation process in the unlikely event one is required;
- (iii) provide first aid assistance where required and appropriate to do so;
- (iv) help ensure the safety and welfare of all staff, members and visitors who are on the premises;
- (v) lead communications with the emergency services in case of an emergency.

Whilst all Front of House Officers are licensed by SIA we are advised that the day to day nature of their role is such that the provision of SIA licensable activities is limited. For example, the nature of the venue and its clientele is such that it is not anticipated that Front of House Officers would normally be required to guard against outbreaks of disorder but clearly if such an incident did occur then they are licensed to deal with it. Indeed the incident with Mr Nortstrom is the only incident where there has been a physical altercation involving a Front of House Officer and the applicant is the only member to have ever raised a formal complaint about one of our client's Front of House team.

Mr Davies had his SIA Licence on his person and available for presentation at the time of the incident, (Mr Norstrom did not ask to see the licence at the time of the incident), however it is not accepted that this role necessarily requires the display of an SIA licence in any event. We would also suggest that the display of SIA licences is a matter for the SIA or the police and not for the Licensing Authority.

I trust that this summary assists, but if you have any further queries then please do not hesitate to come back to me. As stated in our email of 06 January, Lee Davies reported this incident to the police (Crime Number 208240B/16) and after reviewing the CCTV footage of the incident and speaking to the individuals involved, the police confirmed they were happy with how the Club handled the situation.

I note that this matter will be passed over to the Sub Licensing Committee for consideration and my client's understands this position. We would however suggest that the consideration of whether the review application should be allowed to proceed can be dealt with at a private meeting of the Subcommittee and does not have to be considered before a public hearing.

Kind regards

David

David Roberts | Principal Associate | Licensing

T: +44 161 831 8146
M: 07775 596 524

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