APPENDIX C.

30th April 2014

Department: Contact Name:

Licensing M Sagar

Contact No: Email:

01753 875664 licensing@slough.gov.uk

Our Ref: Your Ref: PL4603

C/o Baylis House Stoke Poges Lane Slough SL1 3PB

Sandeep Shetty

Dear Mr Shetty

An appointment has been made for you to attend Windsor Police Station, Alma Road, Windsor, Berkshire, on Thursday 15th May 2014 at 10.00am.

The meeting is to discuss a licensing issue with the Thames Valley Police Licensing Officer and a Slough Borough Council Licensing Officer.

If you fail to attend this meeting, non-attendance could be used in evidence if at any time your premises licence is reviewed.

Please telephone the above number to confirm your attendance.

Yours sincerely,

Melanie Sagar Licensing Officer Consumer Protection and Business Compliance 30th April 2014

Department:

Licensing

Contact Name: Contact No: M Sagar 01753 875664

Email:

licensing@slough.gov.uk

Harjap Singh Sandhu
Company Secretary

Our Ref:
Your Ref:

C/o Baylis House

Stoke Poges Lane Slough SL1 3PB PL4603

Dear Mr Sandhu

An appointment has been made for Mr Shetty, Baylis House DPS, and the Premises Licence Holder for Baylis House to attend Windsor Police Station, Alma Road, Windsor, Berkshire, on Thursday 15th May 2014 at 10.00am. As the premises licence is held by a company, Baylis House Limited, attendance by you or one of the company directors is requested.

The meeting is to discuss a licensing issue with the Thames Valley Police Licensing Officer and a Slough Borough Council Licensing Officer.

If you fail to attend this meeting, non-attendance could be used in evidence if at any time your premises licence is reviewed.

Please telephone the above number to confirm your attendance.

Yours sincerely,

Melanie Sagar Licensing Officer Consumer Protection and Business Compliance

MINUTES 15th May 2014 Windsor Police Station, Alma Road.

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Present:

Debie Pearmain (DP)

Thames Valley Police, Licensing

Rachael Rumney (RR) Melanie Sagar (MJS) SBC SBC

Rob Newton (RN)

TVP CSE, Berkshire

Ian Faithfull (IF)

General Manager, Baylis House

Sandeep Shetty (SS) Dr Rahul Chauhan (DrC) DPS, Baylis House

Director, Baylis House

Apologies: None

1. Minutes of Last meeting/ Actions

<u>ACTION</u>

None

N/A

Matters Arising

DP meeting called due to a CSE incident on 22/01/14 which was unreported at the time. It is an ongoing case. Protection of children from harm licensing objective undermined and meeting to work with Baylis House to determine a way forward to minimise risk of a recurrence.

RN stated bones of case – 22.01.14 a male booked a room at Baylis House using a debit card. At the same time persons were also staying at Baylis House who reported ongoing disturbance during the evening from the room next door and opposite, they could hear conversations and 2 young girls voices (teenage). On opening their room door they saw one young girl (described as comatose and lifeless) being propped up against the corridor wall by an older male who was having intercourse with her. A second unknown male was present with the second young girl. This was reported to hotel night staff who apologised to the complainants and offered free accommodation after moving the males and girls to another part of the hotel.

Problem is that staff allowed this abuse to continue, they didn't report it to the police, no investigation was made by staff at the time, staff failed in their duty of care.

TVP are now dealing with 1 x rape and 1, possibly 2, sexual assaults. Had 101 or 999 been called by the night staff TVP

would have responded immediately and dealt with the incident.

DrC – These allegations are not what was said to staff. If had seen a comatose girls having sex with an older man in the hotel corridor they should have called the Police. The girls had not been seen in Reception so they must have been smuggled in. The night staff member has been almost moved away from night job.

DP – This is a very serious matter and shouldn't be belittled and this is a serious failing by a member of the hotel staff. We are here to work together but it must be acknowledged that there has been a failing.

 ${
m DrC}-{
m No}$ exploitation has happened at the premises before. They are aware of the prostitutes in the area. The hotel clients are mostly business customers.

IF – They appreciate the seriousness of the situation. HE had spoken to the night porter and no mention had been made of the girls being underage and the people were evicted from the hotel eventually.

RN – We need to work together going forward. To DrC – how sure are you that nothing has happened before?

RN – TVP have intelligence that this is not the first time this has happened.

RN – Who was the person who booked the room as the name on the registration card was not their real name? TVP checks have shown this is the case so what checks do Baylis House staff conduct to prove a persons identity on registration?

IF – None, unless staff think the person is dodgy when they will take a copy of a credit card.

DrC – Most bookings are done online. Baylis House has been victim of an online scam and have lost a lost of money as a consequence so they are doing checks now.

 IF confirmed no i.d. checks are done using passports and/or driving licenses. RR – Baylis House could have been targeted because of lack of i.d. checks. Informed meeting that she is aware the town centre Travel Lodge does do i.d. checking and asks extra checks are done/questions asked if a booking is made by a person living at a local address.

DrC - The booking could be made for a family member travelling into Slough for an event.

DP – Was there an event on the evening of the incident?

IF - It was mid-week so don't think so.

DrC – Stated they had good bookings that night - full capacity. Complaints were received from lawyers etc. and a lot of money lost due to refunds to guests.

RN –Baylis House don't know who went into the room(s) or who made the booking which is a big concern. If staff don't know who is in the hotel how can they deal effectively with any issues.

DrC – Patrons are escorted to the accommodation block unless they know the premises.

RN – As you don't know who is in your hotel you are leaving yourself open to things like fraud and failings in checking guest information/i.d. is making this easier.

IF – Because of chip & pin they don't even look at credit/debit card details anymore.

DrC – Since they have lost money checks have been tightened. There will be more CCTV installed to cover the accommodation block corridors. This will take approximately 6 weeks to install and integrate into the existing system.

IF - The CCTV system hard drive holds information for 10 days.

RR – This breaches premise licence condition which states images for the whole premises must be held for a minimum 28 days.

DrC - Currently reviewing system which will be updated to comply.

RN – Why didn't staff report this incident?

IF – An email complaint from guests was received about a

week later but they are used to complaints being exaggerated. IF stated that the word grooming was used in the complaint email.

RN - Why was this not reported on the night?

IF – It was reported to the night porter.

DrC — The night porter called another manager at approximately 3am. Staff have called the police before. Check the police logs to verify. The night porter was immature.

RN - Who put him in this role?

DrC - Baylis House did - general discussion about staff turnover and issues with night staff.

RN – This is an ongoing issue with staff. Do you put the right people in the right roles?

DrC – More general discussion of issues with staff turnover in the hospitality industry.

DP – You have to accept that there have been staff failings and move on from today which is the purpose of this meeting.

DrC - more general discussion.

DP – Since you have been made aware of this incident what measures have you put in place since? TVP & Licensing will propose additional licence conditions specific to meeting the protection of children from harm licensing objective. The easy option is for Baylis House to agree to the conditions and add them to the licence by way of a minor variation. The hard way would be for Baylis House to refuse in which case a licence review would be made and the matter would be heard by the Licensing Sub-Committee for them to decide the matter. Either way Baylis House needs to have safeguarding measures in place.

DrC – Baylis House is a business run by honest people who help the community. It is in our interest to work in partnership to minimise fraud.

RR – Confirmed that she was reviewing the premises licence as a whole and proposes to scrap all existing conditions and propose new ones, which will include the CSE conditions, all to be done via a minor variation to make the conditions less onerous and more achievable and enforceable.

DrC – They had a meeting a long time ago with Mick Sims, Licensing Manager, who told them to do that but they didn't bother.

DP - What measures have you put in place?

IF – Have had the Say Something If You See Something (SSIYSS) information from PC Andy Moore (TVP) & Inspector James Cosham (TVP) which has been included in staff training to all except those in Food & Beverage.

DP – Suggest you do it for all staff – RN confirmed TVP provide the training for hotels.

DrC – Baylis House hosts neighbourhood meetings free of charge and they are completely complaint.

IF - SSIYSS training has been added into staff induction training.

DP - Night porter - now in food & beverage.

DrC - It was not done with malice.

IF - I.D. verification done on an ad hoc basis.

DP - You need to step it up.

F - From today will check all guests.

SS - I.D. is photocopied

DP - How many bedrooms do you have?

IF - 40. No CCTV in accommodation block.

DP – Will probably go back to Baylis House to have a look around the whole of the premises. Recommend that you get connected to the retail radio system.

RR – Confirmed they do have radios but they only connect to the door supervisors.

DP – Use them as a quicker response when extra help is needed for the night porter and/or SIA staff. It's a back up for 999 or 101 calls.

RR - CCTV can focus their cameras on the area as an additional assistance.

DP - Who will be liaising with us?

DrC - IF & SS.

Meeting finished at 10:55 15.05.14

From:

Pearmain Debie

Sent:

15 May 2014 12:25

To:

'ian.faithfull@

Cc:

'Rumney Rachael'

Subject:

Meeting

Hi lan

Further to our meeting earlier would you be available for myself and Rachael to meet with you and Sandeep on Wednesday 21st May 2014 at 1.00pm at the venue. The meeting will be in relation to proposed conditions to be placed on the premise licence.

Regards

Debie

Debie Pearmain | Police Licensing Officer | Telephone 01753 835571 | Internal: 730 5571 |

Address: Windsor Police Station, Alma Road, Windsor, Berkshire SL4 3ES |

E Mail: debie.pearmain@thamesvalley.pnn.police.uk



LICENSED PREMISES INCIDENT REPORT

Submitting Officer

Shoulder No/Name: C3232 Debie Pearmain Station: LPA: Slough

Incident References

Premises Name/Location: Baylis House,

Incident Date: 1pm 21/05/2014

Incident Time:

Command & Control URN:

Crime Report(s):

CCTV Seized?

Sources of Information:

Nature of Incident - what happened?

Sandeep Shetty, DPS, Ian Faithfull, General Manager, Advisor who works in the Hotel Industry, Rachael Rumney, Senior Licensing Officer, SBC and Debie Pearmain, Police Licensing Officer. Meeting held to discuss the proposed conditions to be placed on the licence and old conditions to be taken off. We went through all of the 24 conditions. We were informed that they were not happy with condition number 23, which is:

The identity of all individuals who have made a room booking and/or are staying as a hotel guest, must be verified and a copy of their photographic ID taken. The copy must be kept for a minimum of 6 months and be made available for inspection by an authorised Officer or Police Officer.

This condition was discussed and I explained the reasoning for the request. The bottom line was that in relation to the CSE incident, this condition would assist in trying to ensure that this type of incident does not happen again and the Protection of Children from harm licensing objective would not be undermined. The man in question had used a fake name for the booking and had he been asked for Identification, the offence may not have happened. We were informed that they were happy to accept the condition except for Corporate bookings. They felt that requesting ID for any Corporate bookings would have a major impact on the business.

I did state that we cannot say who would or would not be capable of an CSE offence.

I informed all that I would speak to Inspector Cosham who is the area Inspector, who was fully aware of this incident and update them of his decision on this condition.

Premises Response – what part did staff play? How did they react/assist (include good/poor performance)?

Police Response - what action was taken? Please identify the main officers who dealt with the incident.

Persons Involved - to add more rows click into the final cell of this table

Name

Date of Birth

Role

Action Taken

Ref No. (e.g. Custody, PND etc)

Baylis House - Proposed conditions

- Door supervisors will be issued with multi-channel radios capable of communicating with all other door supervisors working at the premises, the designated premises supervisor and Town Centre radio link and/or Slough Borough Council's CCTV control room.
- A door supervisor register must be kept which details the full name of the door supervisor and the date and times they started and finished.
- Door supervisors are required at the venue during any events being held at the premises from 19:00 hours (a ratio of 1 door supervisor per 100 guests) until all patrons have left the premises.
- 4. Where there are 5 or more door supervisors at least one must be female.
- 5. An incident register will be kept to record all incidents of disorder and refusals of admittance at the premise. The manager and member of staff involved in the incident must sign off each entry. The incident register must remain on the premises at all times.
- All seizures of controlled drugs must be logged, held securely and the Police notified of the seizure.
- 7. The CCTV system must be working to the satisfaction of Thames Valley Police and the Licensing Authority.
- 8. The CCTV system must cover all areas of the premises where licensable activities take place and all the corridors where guest bedrooms are located.
- 9. CCTV cameras must be in operation at all public entrance and exit points of the premises.
- 10. CCTV recordings will be maintained for a period of 28 days.
- 11. If the CCTV equipment fails, the Police and the Licensing Authority will be informed immediately by telephone and immediate steps will be taken to put the equipment back into working order.
- 12. A notice will be displayed at all entrance points of the premises advising that CCTV is in operation.
- 13. DPS and/or nominated person to be trained on how to work the CCTV system to the standard where the nominated person can download any potential evidence required by Thames Valley Police, Local Authority Licensing Officers or relevant Agencies.
- 14. DPS and/or nominated person is responsible for supplying the necessary media (discs, data stick) containing any downloaded content.
- 15. The premises will operate a challenge 25 age verification policy in relation to the sale of alcohol.
- 16. A Personal Licence holder must be present at the premises when alcohol is being sold or supplied and when regulated entertainment is taking place.
- 17. A written log along with a copy of each individual's personal licence must be kept and maintained.
- 18. Live, recorded music or dance cannot take place within the grounds (outdoors) of the premise after 23:00 hours. This includes any marquee or other temporary structure.

- 19. Signage must be displayed at all public exit points to encourage patrons to leave in an orderly and responsible manner.
- 20. The use of polycarbonate or non breakable glasses at any events held at the premises will be at the discretion of the management.
- 21. All members of staff are to complete Child Sexual Exploitation (CSE) training. Training records including the staff members name and date of training are to be maintained and kept at the premises at all times. Training records must be available for inspection by an authorised officer or police officer.
- 22. CSE refresher training must be provided to all members of staff on an annual basis and logged in the training records.
- 23. The identity of all individuals who have made a room booking and/or are staying as a hotel guest, must be verified and a copy of their photographic ID taken. The copy must be kept for a minimum of one year and be made available for inspection by an authorised officer or police officer.
- 24. A crime reduction survey is to be carried out by Thames Valley Police and the recommendations of the survey are to be adhered to.

From:

Pearmain Debie

Sent:

23 May 2014 12:53

To: Cc: 'ian.faithfull Rumney Rachael; Cosham James

Subject:

Proposed Conditions - Baylis House, Stoke Poges, Slough

Dear Ian

Further to our meeting on Wednesday 21st May 2014, I have now had the opportunity to speak to my Inspector in relation to the proposed condition number 23, which was:

"The identity of all individuals who have made a room booking and/or are staying as a hotel guest, must be verified and a copy of their photographic ID taken. The copy must be kept for a minimum of 6 months and be made available for inspection by an Authorised Officer or Police Officer.

During the meeting Rachael and I were informed that the Hotel were happy to do the above except for any Corporate Bookings. The Inspector has stated that he would require the identity of all individuals to be verified and is in full support of the above proposed condition, although the second part has been amended to read:

A Personal Data retention policy must be in place and be in compliance with any guidance/recommendations issued by the Information Commissioner's Office (IOC).

A copy of the photographic ID produced must be kept for 6 months and kept in accordance with the Personal Data retention policy.

There is one more alternative that you may wish to think about which would be to have an ID scanner installed and again this would need to be placed on the licence as a condition. Clearly, there would be a cost involved with this equipment, but long term may assist the business and in promoting the licensing objectives.

If you could pass on this email to the DPS and Managing Director for your response, I would be grateful.

Failure to agree to either of the above conditions will result in Thames Valley Police applying to review the Premise Licence. If I could be updated of the response by Friday 30th May 2014, I can then update the Inspector.

Regards

Debie

Debie Pearmain | Police Licensing Officer | Telephone 01753 835571 | Internal: 730 5571 |

Address: Windsor Police Station, Alma Road, Windsor, Berkshire SL4 3ES |

E Mail: debie.pearmain@thamesvalley.pnn.police.uk

From:

Pearmain Debie

Sent:

30 May 2014 07:47 'Ian Faithfull'

To: Subject:

RE: Proposed Conditions - Baylis House, Stoke Poges, Slough

Morning Ian

Thank you for your email. Due to the below circumstances detailed below, I am prepared to give you another week for the Directors to be made fully aware. I will need a response by Monday 9th June 2014.

Regards

Debie

Debie Pearmain | Police Licensing Officer |Telephone 01753 835571| Internal: 730 5571 |

Address: Windsor Police Station, Alma Road, Windsor, Berkshire SL4 3ES |

E Mail: debie.pearmain@thamesvalley.pnn.police.uk

From: Ian Faithfull [mailto:ian.faithfull

Sent: 29 May 2014 13:39 To: Pearmain Debie

Subject: RE: Proposed Conditions - Baylis House, Stoke Poges, Slough

Good Afternoon Debie,

Thank you for sending these through. We are working towards them currently, but with the bank holiday and half term etc, it has been difficult to go through these with the Directors as they have been away.

Would you mind if we had an extension for another week in order to review and ensure enough time for the Directors to be made fully aware?

Kindest regards,

*

lan

lan Faithfull General Manager

Baylis House Hotel

Stoke Poges Lane, Slough, SL1 3PB

Phone 01753 555 555 www.baylishouse.co.uk

From: Pearmain Debie [mailto:Debie.Pearmain@thamesvalley.pnn.police.uk]

Sent: 23 May 2014 12:53

To: ian.faithful

Cc: Rumney Rachael; Cosham James

Subject: Proposed Conditions - Baylis House, Stoke Poges, Slough

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If you could pass on this email to the DPS and Managing Director for your response, I would be grateful.

Failure to agree to either of the above conditions will result in Thames Valley Police applying to review the Premise Licence. If I could be updated of the response by Friday 30th May 2014, I can then update the Inspector.

Regards

Debie

Debie Pearmain | Police Licensing Officer | Telephone 01753 835571 | Internal: 730 5571 |

Address: Windsor Police Station, Alma Road, Windsor, Berkshire SL4 3ES |

E Mail: debie.pearmain@thamesvalley.pnn.police.uk

From: Ian Faithfull [mailto:ian.faithfull

Sent: 09 June 2014 11:03 To: Pearmain Debie

Subject: Baylis House Conditions

Good Morning Debie,

I hope you are well.

Following on from our communications last week, I am emailing to up-date you on our progress to date with regards to the proposed revised conditions. At the moment, please accept this email as neither disputing nor accepting the conditions until I have had a chance to confirm with my Directors.

Condition

- 1. The multi link radios have now arrived and were used for the 1st time this past weekend.
- 5. An Incident report procedure is now in place with the records being held at Reception.
- 7. 11. Our new DVR drive has now been installed to cover the main mansion house building and accommodation blocks. The new camera's required have been ordered and delivery is expected early this week. We anticipate that works will be completed in 1 week.
- 21. As yet, we have not received any information regarding the Child Sexual Exploitation training. Could you give me a contact?
- 23. We are in the process of making all of our clients aware of the need for photographic ID. We have written to all of our online agents requesting for this information to be on any of our website pages and to also be included in the booking confirmations. This is still going to take a little more time as they all work at different speeds when it comes to processing any requests. It is already up on our website and included in our booking confirmations.

With regards to this last one, I am a little unsettled at having to turn people away if they do not have any ID with them. Although we will do all we can to ensure people know, there will be times when for example, a mother with 2 children might turn up at 9pm, without ID and then she would have to find alternative accommodation as we can't check her in. I realise this is maybe an extreme version, but I would like some guidelines or another way to cover us so we don't turn business away, but also that we do not risk our licence in any way.

Kindest regards,

lan

Ian Faithfull General Manager



Baylis House Hotel Stoke Poges Lane, Slough, SL1 3PB Phone 01753 555 555 www.baylishouse.co.uk

To find our Hotel & Venue easier, please use SL1 3NY as the postcode

From:

Pearmain Debie

Sent:

11 June 2014 08:29 'Ian Faithfull'

To: Subject:

RE: Baylis House Conditions

Morning Ian

Thank you for your email. I have forwarded this to my Inspector and am waiting for a reply. Clearly, if he instructs me to start the review paperwork, this will have to be done. If this is the case, I will update you and ask you to inform the DPS and Premise Licence Holder.

Regards

Debie

Debie Pearmain | Police Licensing Officer | Telephone 01753 835571 | Internal: 730 5571 |

Address: Windsor Police Station, Alma Road, Windsor, Berkshire SL4 3ES |

E Mail: debie.pearmain@thamesvalley.pnn.police.uk

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Kindest regards,

lan

Ian Faithfull General Manager



Baylis House Hotel Stoke Poges Lane, Slough, SL1 3PB Phone 01753 555 555 www.baylishouse.co.uk

To find our Hotel & Venue easier, please use SL1 3NY as the postcode



Submitting Officer

Shoulder No/Name: C3232 Debie Pearmain

LICENSED PREMISES INCIDENT REPORT

LPA: Slough

Station:

Incident References	医红色性 医水质黄色 化甲烷甲基	
Premises Name/Location:	Baylis House	
Incident Date:	1pm 23/06/2014	Incident Time:
Command & Control URN:		Crime Report(s):
CCTV Seized?		
Sources of Information:		
Nature of Incident – what ha	appened?	
	Reduction Officer, Than	nes Valley Police and Debie Pearmain, Police Licensing Officerdone.
Ian Faithfull update of recomm	mendations at the end o	of the visit by Ms Chalmers
Premises Response – what	part did staff play? How	did they react/assist (include good/poor performance)?
Police Response – what action	on was taken? Please id	dentify the main officers who dealt with the incident.
Persons Involved - to add mo	CONTRACTOR OF THE PROPERTY OF	
Name	Date of Birth	Role Action Taken Ref No. (e.g. Custody, PND etc)
	*	

When complete, please forward to the Licensing Officer for the area (and anyone else as per local instructions)

From:

Pearmain Debie

Sent:

24 June 2014 08:24

To:

'Ian Faithfull'

Cc:

rchauhan sandeep.shetty Michael'; 'Rumney Rachael'; Cosham James

Subject:

RE: Contact details

Thank you lan.

I would like to inform the DPS, Mr Sandeep Shetty and the Premises Licence Holders, Baylis House Limited, that due to the failure to agree to all the requested conditions to be placed on the premise licence, a copy of which has been emailed to lan, Thames Valley Police will now be applying to review the premises licence, under the prevention of crime and disorder licensing objective and the protection of children from harm licensing objective, to request that the proposed conditions are placed on the licence.

If the DPS or Premise Licence Holder wish to discuss this before I prepare the paperwork please contact me as soon as possible.

Regards

Debie

Debie Pearmain | Police Licensing Officer | Telephone 01753 835571 | Internal: 730 5571 |

Address: Windsor Police Station, Alma Road, Windsor, Berkshire SL4 3ES |

E Mail: debie.pearmain@thamesvalley.pnn.police.uk

From: Ian Faithfull [mailto:ian.faithfull

Sent: 23 June 2014 18:38 To: Pearmain Debie

Cc: rchauhan (clanalico uk) sandeep.shetty

'Vijay Sharma'

Vijay Sharma'; 'Sims

Subject: Contact details

Hi Debie,

Good to see you again today. As promised, please see the email addresses copied in on this email, to use for any communications with regards to the licensing review.

Kindest regards,

lan

lan Faithfull General Manager

ED Facebook

Baylis House Hotel Stoke Poges Lane, Slough, SL1 3PB Phone 01753 555 555 www.baylishouse.co.uk



Debie Pearmain

Police Licensing Officer Windsor Police Station Alma Road Windsor Berkshire SL4 3ES Tel. 01753 835571 Fax. 01753 835513

Date 2nd July 2014

Mr Sandeep Shetty c/o Baylis House Stoke Poges Lane Slough

Dear Mr Sandeep Shetty

I am writing to inform you as the Designated Premises Supervisor of Baylis House, Stoke Poges Lane, Slough, Berkshire, SL1 3PB, that the Police are applying for a review of this premises licence.

The Police are applying for a review of the premises licence under the Prevention of Crime and Disorder and Protection of Children From Harm licensing objectives.

If you wish to discuss the matter please contact me on the above telephone number.

Yours sincerely

Debie Pearmain
Police Licensing Officer

Cc

Mr M Sims, Licensing & Enforcement Manager, Slough Borough Council



Debie Pearmain

Police Licensing Officer Windsor Police Station Alma Road Windsor Berkshire SL4 3ES Tel. 01753 835571 Fax. 01753 835513

Date 2nd July 2014

Baylis House Limited c/o Baylis House Stoke Poges Lane Slough

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Yours sincerely

Debie Pearmain Police Licensing Officer

Cc

Mr M Sims, Licensing & Enforcement Manager, Slough Borough Council