

**IN THE MATTER OF :-**

**LICENSING REVIEW**

**JOSEPHINE'S, 27 WARDWICK, DERBY DE1 1HA**

**STATEMENT OF PERMELA SANDHU**

1. I am the joint Licence Holder for Josephine's and became the Designated Premises Supervisor for Josephine's on the 24 January following the Expedited Review on the 19 January at which the DPS for Josephine's was removed.
2. My husband and I have been involved in the Licence trade for seventeen years and have had the Licence for Josephine's for three years.
3. I was present at Josephine's on Sunday 15 January when the incident which gave rise to the Review occurred. It is clearly stated in the Review application by the Police that it was the actions of a member of door staff that were identified as the cause of the male sustaining injury, that application then goes on to state that it was the view of the Police that the incident had on its own triggered the application for Review.
4. The application for Review however also mentions other concerns and the Police state they had identified certain areas which needed strengthening and in doing so had worked with the premises to remedy them without recourse to formal action being taken.
5. I can confirm that since this very concerning incident occurred on the premises both myself and my daughter have undertaken First Aid refresher course training. Confirmation of this training is attached exhibited hereto marked "PS 1".
6. Since the incident the DPS has been changed to myself.
7. A meeting has taken place with the Police and following this we now have a Code of Conduct sheet for all door staff to read before they commence work at the premises.

This Code of Conduct sheet is exhibited hereto marked "PS 2". Exhibited hereto marked "PS 3" is the venue induction pack which is also signed before door staff commence work at the premises and clearly identifies the standards of service required.

8. The DPS also keeps a logged checklist that is conducted at the beginning and the end of each shift exhibited hereto marked "PS 4".
9. All door staff now provide us with their full contact information.
10. Bar staff undergo monthly training with regard to their responsibilities for underage sales, selling to drunks etc ... An example of our staff training records is attached marked "PS 5".
11. The DPS/Management are to undergo conflict management training and a refresher DPS extended training course will be undertaken.
12. More signage has been put up to inform customers of our entrance policy. Examples of these notices are exhibited hereto marked "PS 6".
13. A search station has been put in place at the entrance of the venue along with the hundred percent search policy. In addition a second metal detector wand has been purchased to keep on site so both door security members on the door have one each. At our recent meeting with the Police it was explained that it was helpful for customers to see that searching takes place and it was noted that the delay at entry gives more time to assess whether customers satisfactorily meet our admissions policy.
14. A three month DJ line up list is to be provided to the Police to communicate with them and make them aware of any DJs they would suggest are not appropriate for the venue.
15. Our policy is now that all lighting at the venue is to be raised at 02:30 to ensure a softer exit for customers.

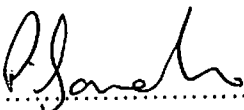
16. In addition to this DJs are to be informed at 02:30 that they have to comply with our policy of playing a more relaxed music to indicate the venue is to be closing within 30 minutes.
17. The Manager on duty and/or DPS will always have a radio and headset during operating hours.
18. We are currently investigating obtaining an id scanning machine and have requested information from the Police to enable us to consider the most appropriate equipment to consider. We have also asked the Police for increased presence closer to our venue.
19. Documentation of our policies are featured on Josephine's website which is exhibited "PS 7".
20. Prior to the recent events, an agreed action plan with the Police was signed on the 7 July 2016. Details of this action plan are attached hereto marked "PS 8". I can confirm that since that time the action plan has been in operation and that routinely five door staff are employed. I can confirm that there were five door staff on duty the night the serious incident took place. The door staff on duty that night have all been barred from working at our site however I understand that the doorman in question has continued to work as a doorman elsewhere.
21. I can confirm that we keep records of all our employees, their personal details and contact information and exhibit "PS 5" shows an example of the information we have on each member of staff. You will note that there is an individual staff training and authorisation record on each file.
22. Many of the policies referred to were already operating at the premises prior to the incident in January 2017 however they were not all formally documented and this has now been rectified. You will note however that there has been regular visits by the Police to the premises without any particular concerns being raised with regard to compliance.

23. There is concern voiced that the Police were not called to the incident on Sunday 15 January but having been in attendance that evening I can confirm that I ensured that an ambulance was called and noted that the Police were already at the premises albeit they were speaking to other members of the injured parties party in the doorway. Having discussed this with the Police, we have agreed that even where an individual has confirmed they have telephoned an ambulance and even when the Police are in the vicinity that a 999 call will be made by the premises irrespective of what other calls have been made by others on site.
24. I believe that we have worked very positively with the Police and that we have an excellent relationship with them. As has already been mentioned there was an action plan in place that was being adhered to. You will note in the Review application there is some concern that wands were not being used however I understand that the wand has always been in use but that door staff have also been patting customers down before they enter the premises.
25. We employ five door staff despite the action plan only asking for three. Incident logs are kept by the door staff and I exhibit hereto marked "PS 9" an example from the log book.
26. Over the Christmas and New Year period we applied for a number of Temporary Event Notices to enable the premises to open later to which no objection was received by the Police. My recollection is that there were no problems over the Christmas and New Year period and that the premises were subsequently praised for the way they had operated at this time. This supports the fact that it was this one single incident which triggered the Review and the reason that this hearing is taking place is as a result of the actions of a doorman that was employed by an agency which we believe to be reputable. When we attended the Expedited Review hearing I note that the City Council use the same agency and a member of door staff at the City Council was identified as an individual who had also worked at our premises.

27. Having reviewed the CCTV of the incident it is clear that the door staff on this occasion had not covered themselves in glory and has a result of this none of them will be returning to work at our premises.
28. In conclusion, Josephine's is a late night venue which takes its responsibilities incredibly seriously. The staff and management at the premises were seriously affected by the incident which took place and telephoned every day to enquire how the injured party was. We understand that he was released from hospital after a couple of days.
29. I believe that the policies that are now in place are appropriate having met and discussed matters with the Police I believe that these steps are sufficient to ensure that the Licensing objectives are met.

#### Statement of Truth

I believe that the facts stated in *this Witness Statement* are true.

Signed  Dated 03/02/17

Permela Sandhu