

Informal Police Meeting

3.4.2011

Present; Nathan Towersey, Julie Smart.

*Julie asked about Trents, I replied that due to the licensing condition of myself having to be the DPS of Trents the company and myself agreed that it would not be practical to make me DPS of two late night premises. I also said that due to the business model of Mambo (being open late 7 nights a week till 3am) and the huge number of customers visiting our premises we felt it necessary to keep me as the DPS of Mambo, especially as the police have had some concerns over incidents at the premises.

Julie agreed with the decision and mentioned that the Chief Inspector was extremely annoyed at the Council's decision to grant the license. She also mentioned he had spoken to the Mayor about it. She added that the police were worried it would let other similar requests for licenses to be granted. I replied that if it was to be replicated I would have to be DPS of any such license which would be extremely unlikely, especially given my loyalty to Lifestyle and our company's stance on the subject. Julie asked if we would surrender the license. I stated that I would confer with the owners and that while we were looking to assist the police we didn't want to disrespect the councillors who granted us the license.

*Julie mentioned that there had been an undercover operation called 'Ambassador' going on in Torquay and that it was mentioned in the Herald. I said that I had read the piece but had no idea there was an undercover operation. She mentioned an undercover policeman visited several places in the area and that he was in Mambo Friday night/Saturday morning between 00.30 and 01.30. In this time he mentioned someone jumped off the balcony. I said that I was unaware of any such incident and that we would have had a doorman on the balcony at that time which CCTV would prove. I mentioned that it would be hard to stop someone deciding to just 'jump off' in the spare of the moment and this sounded extremely unusual. I stated that I would make sure I had extra staff on busier nights to assist the security team on the balcony. Julie then mentioned he had also stated that he had seen door staff ID patrons on the front door, an ejection of a customer from security staff which was handled well, door staff refusing entry to some people trying to get in, staff advising customers who were trying to order a double measure of spirits that they should have a single instead

* Julie said on Wednesday a man had sustained a head injury at 23.30. She then said the man who had done it was only 17. I said I was aware of the incident and helped deal with it but I was shocked the man was only 17 and stated I was sure he must have been ID'd. Julie said he had his brother's ID on him when he was arrested but man said he was never asked for it. I said I didn't believe him and have since asked Chris Spencer if the man had been ID'd, to which he confirmed and is clear on CCTV. I have let Julie know this. I mentioned at the meeting that both groups involved were barred and that it was my doorstaff who had restrained the assault until the police arrived and stopped the situation from escalating.

*Julie mentioned an incident on Friday night/Saturday at around 02.40 involving a black female who claims she was assaulted. I said I was aware of the situation and that we had kept 2 other females on

the premises seeing as the black female wanted to call the police. Julie said that when the police arrived the black female was so drunk she could not remember what happened. I said that she had told my staff who it was and where it happened and how it started. Julie then stated that the police officer attending had said there was a witness but was too drunk to give a statement. I stated I had seen this black female just before the incident and she was not overly intoxicated. My doorstaff have since confirmed this and also said that they were unaware of any other witnesses except the two women who she claimed assaulted her who did not seem overly intoxicated either. The security staff mentioned the police officers attending did not seem interested and did not ask for CCTV.

*Julie then said about an incident on Saturday night/ Sunday morning at 00.50 involving two drunk males who were ejected from our premises and then started being aggressive to the police (who were walking past). She said that they were drunk. I replied that I was there for most of the incident and that the two men had been acting suspiciously in the toilets and refused to be searched. They were told to leave and became aggressive. I said that they did not seem drunk but looked like they had taken some sort of drugs, which I explained to the arresting officers at the time. Julie was unaware of this. I also said that we were requested at the last formal meeting to watch out for any drug use and that it would be seen as good operating to catch any culprits.

Julie summed up by saying these were reports of drunken behaviour and we needed to tighten up. I said that I was having a meeting the next day with the head of my security company and the head of my door team to discuss some of these points and a staff meeting on Thursday which would involve responsible alcohol retailing. I said that all groups involved in the incidents were barred for life and then reiterated that the 17 year old used an ID that wasn't his, the females who were involved in a fight did not seem overly intoxicated and managed to give my staff statements of what happened and that the 2 men on Sunday morning were asked to leave on suspicion of drugs.

Julie then said we were still being monitored by the police but they were now looking to the future seeing as the evidence they gave against Mambo for the application of Trents was ignored by the councillors. I joked that if the police ever needed a lawyer they should phone me.

In all, the meeting was held in a positive manner. It was unfortunate we did have 3 incidents last week but I think Julie is getting pressured from above about 'figures' and 'drunken behaviour'. I think we all need a quick meeting when James/Julie are back to discuss how to deal with Trents. In my view I think we need to surrender the license to keep the police happy, don't publicise it. Then I write a 'personal' letter to the council saying how grateful we were to be given the license but due to the huge operation of Mambo it is imperative that I stay there as DPS, (which we write together before sending).

Building safer communities together



DEVON & CORNWALL
CONSTABULARY

Our ref:

Your ref:

Lifestyle Enterprises (UK) Ltd
2nd Floor Offices
Harbour Point
Victoria Parade
TORQUAY
TQ1 2BD

Licensing Department East
Devon and Cornwall Constabulary
Force Headquarters
EXETER
EX2 7HQ

10 APR 2012

4 April 2012

Telephone: 01392 452225

Dear Sir/Madam

Re: Mambo/The Beach Hut, 7 The Strand, Torquay

I write to you in your capacity as Premises Licence Holders of the above named premises, as a result of numerous incidents at the premises between 28 March 2012 and 1 April 2012.

My Licensing Officer, Julie Smart, has visited the premises and discussed the concerns of the police with Mr Nathan Towersey, your Designated Premises Supervisor, and I now enclose a copy of a warning letter that I have today forwarded to Mr Towersey, which I hope will be self-explanatory.

A copy of this letter has been forwarded to Torbay Council Licensing Department for their information.

Yours faithfully

A handwritten signature in black ink, appearing to be 'J Nye', written over a horizontal line.

Superintendent J Nye
Geographic Superintendent - Torbay



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DEVON & CORNWALL
CONSTABULARY

Our ref: Lic/Tor/jks

Your ref:

Mr N Towersey
Designated Premises Supervisor
Mambo/The Beach Hut
7 The Strand
TORQUAY
TQ1 2AA

Licensing Department (East)
Devon and Cornwall Police HQ
Middlemoor
Exeter, Devon EX2 7HQ

4 April 2012

Telephone: 01392 452225

Dear Sir

Mambo/The Beach Hut, 7 The Strand, Torquay

I write to you in your capacity as Designated Premises Supervisor, of the above named premises, following incidents at your premises between 28th March 2012 and 1st April 2012, as outlined below.

At approximately 2315 hours on Wednesday 28 March 2012 an assault occurred within Mambo's. The suspect was arrested and identified as a 17 year old male. This male has indicated to the police that he was not asked for ID when entering or purchasing alcohol within your premises. ✓

On Saturday 31 March 2012 a plain clothed police officer witnessed a 22 year old male climb over the railing from the first floor terrace area of Mambo, onto the roof of Hoopers, and then drop/fall to the pavement below. The male was spoken to and stated he had done it for a 'laugh'. The male was limping as a result of his drop/fall, but refused medical assistance. ✓

Again on Saturday 31 March 2012, a female complained to the police of being assaulted in your premises, however she could not recount the full details of the assault due to her level of intoxication. At this time a witness came forward to assist with enquiries, but he was too intoxicated to provide a statement. ✓

On Sunday 1 April 2012, a group of males were ejected from your premises due to their behaviour inside. One of these males was verbally aggressive, swearing in the street and inciting violence towards the police officers and was subsequently arrested for being drunk and disorderly. A second male threatened and was aggressive to door staff, and he too was arrested for being drunk and disorderly. Although these males were arrested in the street immediately outside of Mambo, licensed premises are responsible for the immediate vicinity of the premises and have a duty to ensure that their patrons leave in a quiet and orderly manner. ✓

At 1400 hours on Tuesday 3 April 2012 my Licensing Officer, Mrs Julie Smart, attended your premises and discussed these matters with you. At this time you accepted that the female customer who alleged she had been assaulted was drunk and had been served alcohol within



your premises. You also indicated that the member of staff who had served her, has been disciplined/dismissed due to this incident.

I would remind you of certain conditions contained in your Premises Licence (No PL0652), issued by Torbay Council, as follows:

1. When standing is permitted on the First Floor Balcony, an SIA steward must be in attendance on the balcony for the purpose of supervising public safety and preventing crime and disorder.
2. No under 18's shall be permitted after 2100 hrs.

I must warn you that failure to comply with the conditions of the Premises Licence constitutes an offence under Section 136(1) of the Licensing Act 2003 as follows:

- 1) *A person commits an offence if –*
 - a. *He carries on or attempts to carry on a licensable activity on or from any premises otherwise than under and in accordance with an authorisation, or*
 - b. *He knowingly allows a licensable activity to be so carried on.*

Subsection 4 of Section 136 of the Licensing Act 2003, also states:

"A person guilty of an offence under this section is liable on summary conviction to imprisonment for a term not exceeding six months or to a fine not exceeding £20,000, or to both."

I would further point out to you that the sale of alcohol to a person who is drunk, or allowing alcohol to be sold to such a person, is an offence under Section 141 of the Licensing Act 2003, and a person guilty of such an offence is liable to a fine not exceeding level 3 on the standard scale, ie £1000.

The incident involving the 17 year old is still being investigated by my officers, but I would take this opportunity to remind you that the sale of alcohol to children and allowing the sale of alcohol to children are offences under Sections 146 and 147 of the Licensing Act 2003, punishable by way of a fine not exceeding level 5 on the standard scale, ie £5000.

With regards to the male climbing over the railing on the 1st floor, I would ask that you immediately investigate this incident and, if necessary, put satisfactory measures into place to ensure this does not occur again. It is imperative that a door steward is in attendance on the balcony as stipulated in the relevant condition, and that he/she fully understands his/her responsibilities in regard to ensuring the personal safety of your patrons and persons using the public highway.

As Designated Premises Supervisor I would remind you that it is your responsibility to ensure that your premises are run in accordance with the conditions of your Premises Licence, in a manner that promotes the Licensing Objectives and within the confines of the law at all times.

I must advise you that my officers will continue to monitor your premises and if the circumstances warrant it, I will not hesitate in applying for a Review of your Premises Licence

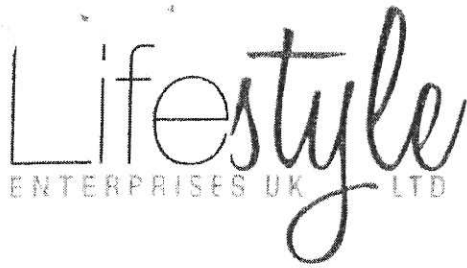
and/or seeking a prosecution for any offences committed. I do hope that you will address the concerns raised and that this course of action will not be necessary. However, should it be necessary to apply for a Review, this letter will be used as part of our evidence.

A copy of this letter has been sent the Premises Licence Holders, Lifestyle Enterprises (UK) Ltd, and to the Torbay Council Licensing Department for their information.

Yours faithfully

A handwritten signature in black ink, appearing to be 'J Nye', written over a horizontal line.

Superintendent J Nye
Geographic Superintendent - Torbay



Head Office
2nd Floor Offices
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Victoria Parade
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Tel: 01803 294880

Superintendent J Nye
Licensing Department (East)
Devon and Cornwall Police HQ
Middlemoor
Exeter, Devon EX2 7QQ

8 April 2012

Dear Sir

Thank you for your letter dated the 4th of April 2012. I am writing to respond to the concerns over the incidents mentioned in your letter and also to assist the police in any way possible.

I refer to the incident on Wednesday the 28th March where a young man assaulted another customer inside our premises. I was made aware by Julie Smart in the meeting held on Tuesday the 3rd of April that the young man was only 17 years old. I mentioned at the time that I was confident the male would have been asked for ID and Mrs Smart said that he was found in possession of his brothers ID, (which I assume was a driving license or passport). I have since held an investigation in to this matter and I have found out that the male was asked for ID by my Head Door Supervisor. I would be able to provide statements and CCTV in evidence of this fraudulent use of identification if it would help any possible prosecution.

I have since held a meeting with my Head Door Supervisor and asked him to be extra vigilant when verifying any identification and asked him to make sure that same applies to security staff.

I also held a staff meeting on Thursday the 5th of April which every member of staff who is authorised to sell alcohol attended. In this meeting I held a training session which included the 'Challenge 25' policy we operate, the valid forms of ID we accept and the possible fraudulent use of ID.

I refer to the incident on the 31st of March where a plain closed police officer witnessed a 22 year old male climb over the railings of the 1st floor balcony and drop on the pavement below. I have investigated this incident and no member of my security team or management team were aware of this incident at the time. I can confirm an SIA steward was in attendance on the balcony at the time of the alleged incident (as proven by CCTV) but it is unclear on the CCTV exactly when and where this incident took place.



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VAT No. 997 3158 64 | Company Registration No. 07150528 (England)

22 yrs

I was informed by Mrs Smart that it took place between 00.30 and 01.30 but our CCTV does not show any such incident. I would be grateful if the plain clothes officer would be able to give a more specific time and a brief description of the male to help my investigation. At the meeting with the head of my security team I asked that the member of security staff who is situated on the balcony to be aware of this incident and make sure it does not happen again. I asked that he is given more assistance from the rest of the team when the balcony is busy and I have also employed an extra member of staff to help co-ordinate the customers on the balcony.

I would be grateful if you could give me the name of the male so I can bar him from all Lifestyle premises in the bay, (I assume the plain clothes officer took a note of his name as well as his age).

I refer to the incident on the 31st of March where a female complained to police of being assaulted. In the meeting with Julie Smart on the 3rd of April I mentioned that I was aware of this incident and had noticed that the lady involved had been drinking alcohol. I do not recall saying she was drunk although I did say she was served several drinks by her daughter who was working on the bar. I have since terminated her daughter's employment with the company for poor time keeping and the possibility that her judgement on whether she should have served her mother more alcohol may have been clouded due to the family tie.

Although I admit the lady had been drinking alcohol my staff said she did not seem overly intoxicated. At the time of the incident she recounted the full details to my security staff including the time of the incident, the location, how it materialised, how she sustained her injuries and the other people involved (who we detained on site until the police arrived).

The lady then came back at closing time, extremely irate and proceeded to explain the incident again to my assistant manager who told her the police were dealing with the situation now.

We still have most of the details given to us by the lady in incident reports which my security team filled out, and the CCTV which was offered to the attending officer but not required at the time.



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I refer to the incident on Sunday the 1st of April where two males were ejected from our premises. I noticed the two males enter the building and shortly after they walked past me with a drink each. Shortly after, I saw members of my security team having to physically remove the males from our premises. I was told that the two males had been spotted by security staff regularly going to the toilets together. The security staff thought this was strange seeing as the males had only been in the building a short amount of time. The security staff also noticed the two males showing signs of being on drugs, so they were asked to be searched. The two males then refused to be searched and were asked to leave. They refused to leave and became physically aggressive and had to be removed by the security staff. Outside the males were still extremely aggressive at which point police officers who were walking past intervened. One male was restrained and arrested; as he was restrained I told the arresting officers that we had asked him to leave because we suspected him of doing drugs inside our venue. The second male was still outside and aggressive; he was complaining that he had lost his shoe inside the building when being ejected by the door staff. To try and ensure this male left the vicinity of the premises in an orderly fashion I went in to the building to find his shoe. When I returned he was speaking to a police officer about his shoe, I then gave him his shoe at which point he calmed down slightly, thanked me and went to shake my hand.

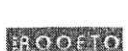
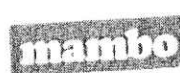
At the meeting with Mrs Smart I addressed the issue that these males were not asked to leave because of bad behaviour and that it was due to suspicion of the males taking drugs inside the premises. Mrs Smart then said she would look in to back ground checks on the males.

I have since investigated the incident and have found out that the two males did not seem intoxicated when entering the venue and that they only seemed to have purchased one drink each whilst being inside the premises a short time. I do not deny their 'disorderly' behaviour but I reiterate that they were asked to leave due to suspicion of drug use.

These two males are now barred for life from all of our premises as are the other people involved in the other incidents.

In dealing with these concerns I have held a meeting addressing these issues with the head of my security team and owner the owner of the security firm. This was on the 4th of April 2012. I also held a staff meeting on the 5th of April which involved all members of staff authorised to sell alcohol. This meeting involved staff training on responsible alcohol retailing and licensing laws.

I have also recently employed another personal license holder, taking the total number of personal license holders employed at Cafe Mambo to six.



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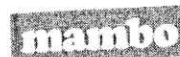
On a separate note I would like to confirm that my company and I have decided not to open Trents. As you will be aware, there was a license condition that I was to be the Designated Premises Supervisor. My company and I have agreed that it would be irresponsible to make me DPS of both sites and that it is essential I remain the DPS of Mambo whilst your officers continue to monitor/have concerns over Mambo. I hope this goes some way to confirming our ongoing commitment to working with the police in reducing crime and disorder.

Julie Smart mentioned that it might be possible for us to surrender the license and I will discuss this with the owners of Lifestyle Enterprises when they return.

Please forgive the slight delay in replying to your letter, but I wanted to wait for the owners of the business to return from annual leave before forwarding the letter on.

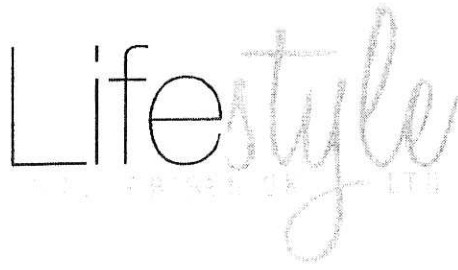
Yours faithfully

Nathaniel Towersey
Designated Premises Supervisor
Cafe Mambo.



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Head Office
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 Victoria Parade
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 Tel: 01803 294880

Superintendent J Nye
 Torquay Police Station
 South Street
 Torquay, TQ2 5AH

20 April 2012

Dear Sir

I write to you in my capacity as Director of Lifestyle Enterprises (UK) Ltd, who are the Premises Licence holder of Mambo/Beach Hut, 7 Strand Torquay, TQ1 2AA.

I refer to your letter of 4 April 2012 and the subsequent response dated 8 April from my Designated Premises Supervisor, Nathaniel Towersey.

As responsible operators, we take our responsibilities under the Licensing Act seriously and I am now writing to inform you that steps are being taken to address your concerns

I would be grateful if you could arrange for your Crime Prevention Officer to contact me as soon as is possible with a view to him/her visiting Mambo and carrying out an assessment of the premises and offering any advice to me to assist in the reduction of crimes, in particular thefts from within.

I would also appreciate uniform police visits to our premises as often as is possible and as we have always done in the past we are more than happy for your officers to use your knife arch and drug testing equipment at our premises, providing other premises in the harbour side also participate.

Your records will show that the management and staff of mambo have always worked closely with the local Police and your Licensing Department in the past and are keen to continue this close working relationship in the future.

I look forward to hearing from you in due course.

Julie Eyre
 Director
 Lifestyle Enterprises (UK) Ltd



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From: Julie Eyre [mailto:julie@thelifestylegroup.co.uk]
Sent: [REDACTED]
To: [REDACTED]
Subject: [REDACTED]

Kind regards

Julie Eyre
Director



T 01803 201197

M [REDACTED]
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From: Julie Eyre [mailto:julie@thelifestylegroup.co.uk]
Sent: 02 May 2012 12:26
To: 'Nathan Towersey'; 'Sharon Rodger'; 'Clare Greensmith'
Cc: 'James Eyre'; 'Chris Shaw'
Subject: RE: police meeting

Thanks Nathan

I had a good telecom with Julie today – I called to see that she was fully ok with the Neil Stanlake thing. She is very happy that we are taking strong, positive steps to improve our incident numbers and is not at all negative about us getting Neil involved. I assured her that Neil was onboard to audit US and to identify any areas we may need to improve on more than anything and not at all to undermine Julie or the police in any way.

The Supt Nye letter was actually sent by Julie but all letters out are signed by Nye. We are not the only ones to have had warning letters in the last couple of weeks (not AS serious as thought). Julie is taking up some young farmer issues with premises who did irresponsible drinks offers and says that we did well over the YF weekend. She referred to a couple of L10's mentioned in your meeting notes.

Julie raised the issue of lockers/cloakroom which I told her we had discussed with Neil & said that our problem is the liability for losses (as was occurring before: cheap coat goes in, ticket is lost, item is falsely collected with ticket, customer claims against us for loss of designer leather coat!). I told Julie that I was looking into the legalities on liability for losses and would get back to her. The only other risk with cloakrooms is the accuracy of the attendant in hanging & returning items. Sharon – can you please

12/06/2012

look into this, perhaps Melanie could help? It may be that if there is no charge we can't be liable.

Julie was very pleased to report a POSITIVE L10 on A&P – as part of Ambassador, officers attended at 23.45 on Fri 6/4 for 30mins noting a busy bar & band playing. They reported a good atmosphere with good management. However, officers observed 2 males being too drunk to remain on premises but that these males were identified by doorstaff & removed from premises in a very professional manner without problems. Julie will speak to Chris on this in due course so well done Chris.

John Bean (Exeter) has been in touch with Julie and she has told him that they have NO issues with the A&P and that it is a very different operation to Mambo. Hopefully this will be useful in our Exeter licence hearing.

Kind regards

Julie Eyre
Director



T 01803 201197

M 0 [REDACTED]

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From: Nathan Towersey [<mailto:ntowersey@thelifestylegroup.co.uk>]

Sent: 02 May 2012 11:31

To: 'Sharon Rodger'; 'Julie Eyre'; 'Clare Greensmith'

Cc: 'James Eyre'

Subject: police meeting

There seems a lot of notes but this is due to 'Ambassador' operation which is the undercover operation going on in the bay checking on licenses and the overall operating performances of premises.

Steve Banfield
Advanced Security Alarm Protection
First Floor Offices
272 Pinhoe Road
Exeter
EX4 7IQ

22 March 2012

Dear Steve

Re: Veraz H.264

As you are aware we have been experiencing problems with the above DVR installed via you at Mambo, 7 The Strand, Torquay, TQ1 2AA.

Lifestyle Enterprises (UK) Ltd purchased the above system in May 2010 due to footage being retained for 5 months.

I contacted you at the beginning of September 2011 to advise that the DVR was only retaining 3 months footage and referred to bad sectors in the hard drive and asked for an explanation. You thought that it needed a software update and sent your engineer Giles to our establishment. This did not solve the problem.

There followed a succession of e-mails from you and your supplier, New England International. There seemed to be many conflicting explanations as to why we were having this problem but no solution.

Whilst you were servicing our company we repeatedly lost footage via DVR systems you supplied and again we find ourselves in the same position. This has put our company and licenses at Risk with the Police. On numerous occasions you were asked to write to Police Licensing to explain the failure of DVR systems that you had supplied.

The DVR is frequently freezing causing us to lose cover and again putting us at risk with our license and the Police. One condition on our premises license states that we should have continuous cover whilst our premises are opened for business. This is not the case.

Our Engineer has tried to contact you but has had no reply. He has contacted the Korean manufacturer who will not send him a service manual due to him not being the supplier of that DVR.



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VAT No. 997 3158 64 | Company Registration No. 07150528 (England)

It is with the above in mind that I write to inform you that we will be documenting a detailed report in relation to the faults on the DVR system from May 2010 to date and will be sending this to you in due course.

In the meantime, our Engineer, Neil Carpenter will be in contact with you for support and I would appreciate if you can help him with any/all of his queries.

Yours sincerely

Sharon Rodger
PA to the Directors
Lifestyle Enterprises (UK) Ltd

cc: Julie Eyre, Lifestyle Enterprises (UK) Ltd
Neil Carpenter, Future Technical Solutions
John Thorpe, New England International
Robin Adams, New England International



The Gissons Inn

www.hooksrestaurant.co.uk www.tigerbills.co.uk www.bombaybills.co.uk www.appleandparrot.co.uk www.lifestyleeventsuk.com www.cafemambo.co.uk www.thegissons.co.uk

Mambo, Apple & Parrott, Hooks, Tiger Bills, Bombay Bills, The Gissons, Lifestyle Events, Lifestyle Enterprises & Lifestyle Venues are all trading names of The Lifestyle Hospitality Group Ltd | Registered address: Clarence House, 47 The Terrace, Torquay, Devon TQ1 1DE
VAT No. 997 3158 64 | Company Registration No. 07150528 (England)

~~David Campbell~~

From: ~~sharon.rodger@thelifestylegroup.co.uk~~
Sent: 30 May 2012 09:53
To: ~~David Campbell~~
Subject: ~~CCTV Unit~~
David

~~This is PR100 - please do not reply to this email~~

Kind regards

Julie Eyre
Director



T 01803 201197

M ~~07812 206527~~
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From: Sharon Rodger [mailto:sharon@thelifestylegroup.co.uk]
Sent: 02 May 2012 12:27
To: Julie Eyre
Cc: James Eyre
Subject: Fwd: CCTV bits

Julie

I've asked Neil to get back to me in relation to some problems reported. There is also quotes for your approval please. You will also see that the DVR unit at Mambo Torquay is getting worse. Not sure Neil will be able to fix the problem without the required support and we could replace the hard drive but would loose footage and there seems to be further problems whilst burning.

I'll await your instructions.

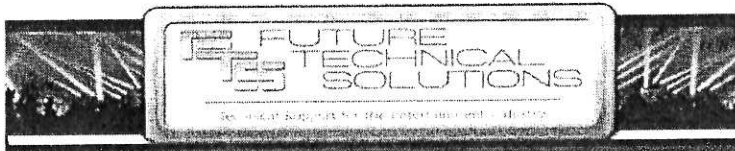
Regards

Sharon Rodger
Lifestyle
ENTERPRISES
PA to the Directors
T 01803 201197
M 07812 206527

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

Subject: CCTV bits
Date: Tue, 1 May 2012 09:26:53 +0100
From: Neil Carpenter <neil-carpenter@btconnect.com>
To: 'Sharon Rodger' <sharon@thelifestylegroup.co.uk>



Morning Sharon

Just to go over the various CCTV issues:

~~Apple and Dvr - The camera had a weak signal and the DVR was not recording. I tried to burn off the evidence needed and narrowed the problem down to one camera for six minutes. The unit cannot de fragment the data when trying to burn so if it runs into any bad sectors then it just freezes. I ran al diagnostics I can and the SMART drive system appears to be running fine but there is definitely a major problem now. I will try again to contact John about this at New England but he doesn't appear to want to discuss it. I emailed Korea last night but haven't had any response from them either. The only recommendation I can make would be to change the hard drives but remember this will mean you will lose all current data without the facility to ever view it again. Sorry about this but without manufactures support then it's impossible to sort.~~

Mambo Torquay – The DVR is getting worse, it is now fragmenting each camera separately and worse still randomly. I tried to burn off the evidence needed and narrowed the problem down to one camera for six minutes. The unit cannot de fragment the data when trying to burn so if it runs into any bad sectors then it just freezes. I ran al diagnostics I can and the SMART drive system appears to be running fine but there is definitely a major problem now. I will try again to contact John about this at New England but he doesn't appear to want to discuss it. I emailed Korea last night but haven't had any response from them either. The only recommendation I can make would be to change the hard drives but remember this will mean you will lose all current data without the facility to ever view it again. Sorry about this but without manufactures support then it's impossible to sort.

Mambo Taunton – The camera has failed and requires replacing at a cost of £79 for the camera as it is a wide angle lenses and £50 for labour and travel.

Neil

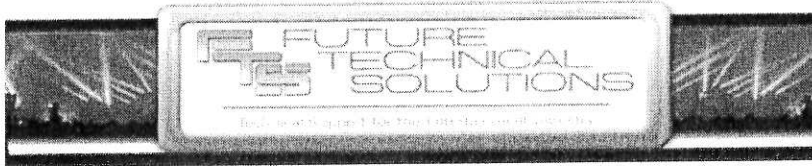
Neil Carpenter

Director
Future Technical Solutions Ltd
Tel: 01903 617145 Mobile: 07700 887681
VAT Reg No. 997 4468 44



Address: 172 Newton Road, Torquay, Devon TQ2 7AQ
Email: info@futuretechnicalolutions.co.uk
Website: www.futuretechnicalolutions.co.uk
Company Reg Number: 05364782 Registered in England & Wales
Registered Office: Sigma House, Oak View Close, Edginswell Park, Torquay TQ2 7FF

Subject: Mamabo Torquay CCTV DVR
From: "Neil Carpenter" <neil-carpenter@btconnect.com>
Date: 16/05/2012 16:56
To: "'Sharon Rodger'" <sharon@thelifestylegroup.co.uk>



Hello Sharon,

16th May 2012

With reference to the main CCTV DVR in Mambo Torquay

The unit is a brand new loan unit installed on Friday 4 May 2012 to replace the existing Veraz unit due to downloading capacity to CD Rom. The Veraz DVR unit was then seized by the Police for evidence. Because of the time it took to download previous footage from the Veraz DVR I did not have time to train all members of staff at Mambo's on how to operate the loan DVR. I also hadn't set the DVR with user only permissions and because of this one of the night time managers went into the main setup menu and pressed the record on/off button as he believed this was the process to record an incident onto CD Rom unaware that this had stopped the unit from recording.

This happened at 10.33pm on 9 May 2012 and resulted in the unit being stopped from recording from this time until 11am on 10 May 2012 when I called to inspect the unit, meaning there is no footage on this DVR for this time period.

I feel I should take some of the blame for this as I should have set up the permissions so this could not happen, something we have carried out now. We should have also trained all operatives on how to use the unit so this could not happen, something again we have now completed.

I hope this clarifies the situation but if I can be of further assistance then please do not hesitate to contact me.

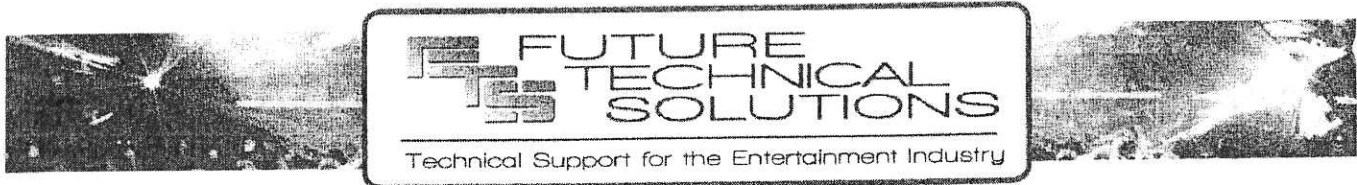
King Regards

Neil

Neil Carpenter
Director
Future Technical Solutions Ltd
Tel: 01803 617145 Mobile: [REDACTED]
VAT Reg No. 997 4468 44



Address: 172 Newton Road, Torquay, Devon TQ2 7AQ
E-mail: info@futuretechnicalandsolutions.co.uk
Website: www.futuretechnicalandsolutions.co.uk
Company Reg Number: 06564782 Registered in England & Wales
Registered Office: Signa House, Oak View Close, Edginswell Park, Torquay TQ2 7FF



Specialists in Sound, Light, Video, CCTV, Full Installs, Repairs, Maintenance & Hire

Mrs J Eyre
Lifestyle 2nd Floor Offices
Harbour Point
Victoria Parade
TORQUAY
TQ1 2BD

11 June 2012

Dear Mrs Eyre

Re: Report - Mambo Torquay

Firstly we have installed ten new high resolution cameras on the main bar and club areas giving a greater coverage and far better quality images. The existing cameras were 400 TVL with the new units being 700 TVL. The new cameras have also high speed shutters/iris; these enable the cameras to react extremely quickly to variation in lighting levels such as found in a night club environment. These cameras are a newer version of the cameras we installed in The Venue, Play/Pure, Banx, Factory, Club Evo/Georges Bar, Spoken, JD's Bar and many other night time venues in the area. This was finished last Thursday the 31st of May as agreed with Lifestyle.

The current DVR's will be replaced with two 16 channel X Vision units with 2TB of hard drive capacity setup to record for 28 days and the highest quality possible. This system has increased the record refresh rate from 4 FPS to 20 FPS enabling better quality images being recorded. These units also have a digital zoom facility allowing the operator to move the cursor around the picture and zoom in on any part of the video images. We will be installing and commissioning the new system on Thursday 14th of June. We will then be giving full operator training to all management and required staff at Lifestyle with each having their own login password and permissions. The DVR will also be set up to inform us by text message and email if any problems occur, including such things as the recording being switched off or someone trying to access unpermitted areas.

Having two identical units instead of three different models on three monitors will make operation much easier. It will also give us a chance to set the system in a way it should have been in the first place. Both DVR's will be "online" and accessible via 3G and internet allowing us to keep a constant check on the units, something we have now built into the maintenance contract at Lifestyle for all their venues.

Yours sincerely


Neil Carpenter
Company Director

Dictated by Mr Carpenter but signed in his absence

FUTURE TECHNICAL SOLUTIONS LTD

172 NEWTON ROAD, TORQUAY, DEVON, TQ2 7AD TEL: +44 (0) 1803 817145 MOB: +44 (0) 7740537607/8

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Head Office
2nd Floor Offices
Harbour Point
Victoria Parade
Torquay TQ1 2BD
Tel: 01803 294880

Superintendent J Nye
Licensing Department (East)
Devon and Cornwall Police HQ
Middlemoor
Exeter, Devon EX2 7QQ

11 June 2012

Dear Superintendent

We write further to the interim steps hearing before the Licensing Committee of Torbay Council.

As you will be aware, we indicated at the hearing that we were taking a number of steps to deal with matters that were raised in your application.

You will be aware that we were undergoing a wholesale review of our Policies and procedures prior to the application for expedited review.

As of a result of this review we have installed a new CCTV system that exceeds the specification and coverage of any similar venue in the area.

We shall also be putting forward a new DPS in order to ensure that there will be no repetition of the failure to report any relevant incident in future to yourselves or the Ambulance service.

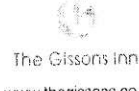
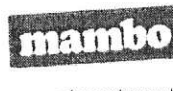
There are other matters that we are also putting in place, but I am sure you appreciate that they will be a matter for the Committee to consider.

May we take this opportunity to invite you to ask a representative of the Police to visit the premises to observe the new CCTV system and meet our proposed new DPS. We would hope that such a visit would allow you to communicate any issues that you may have in relation to the changes to ourselves prior to the hearing on the 22nd. It would be unfortunate for all parties if we do not use this period to move matters forward in a constructive manner.

We look forward to hearing from you so that we can arrange a mutually convenient time.

Yours sincerely

Julie Eyre
Director



fasteddies-poolhall.co.uk | www.tigerbills.co.uk | www.bombaybills.co.uk | www.appleandparrot.co.uk | www.lifestyleeventsuk.com | www.calemambo.co.uk | www.thegissons.co.uk

Mambo, Apple & Parrot, Hooks, Tiger Bills, Bombay Bills, The Gissons, Fast Eddies, The Rooftop Lifestyle Events, Lifestyle Enterprises & Lifestyle Venues are all trading names of The Lifestyle Hospitality Group Ltd | Registered address: 2nd Floor Offices, Harbour Point, Victoria Parade, Torquay TQ1 2BD
VAT No. 997 3158 64 | Company Registration No. 07150528 (England)

CLARE GREENSMITH

CLARE@LIFESTYLEGROUP.CO.UK

PROFILE

"I am a dedicated professional who demands both compliance and exceptional customer service. I have developed my interpersonal skills to ensure all that take my leadership and direction do with clarity and support, along with high levels of job satisfaction"

"As a well-rounded professional I am a confident manager and can quickly identify potential problems and situations and put immediate action into place to avoid conflicts and problems. I thrive on being a focused manager and pride myself on my ability to motivate performance that delivers the required outcomes"

SKILLS PROFILE

- Personal license holder and a licensee since 2001
- NCFE level 2 National Certificate for door supervisors (2004)
- NCFE Level 2 Conflict management for door supervisors (2004)
- BIIAB level 2 National Certificate for licensee's Nov 2002
- Basic First Aid, Emergency First Aid
- Fire Wardens Training scheme (course booked for 26.06.12)
- Designated Premises Supervisor qualification
- Keith Hall Hair Academy Accredited Hair Stylist

EMPLOYMENT HISTORY

Group Area Manager

2006 -- present

The Lifestyle Group "key roles"

During my time as the Group Area Manager I have been instrumental in achieving high levels of compliance and have received accreditation in the Somerset Area for and on behalf of Lifestyle. I have successfully guided my unit GM's/DPS's to continue to operate the company outlets to a very high standard recognized by accreditations in regards to "Best Bar None" and the SWBAC awards 2010 & 2011 respectively

- Responsible for all Company compliance
- Manage Sales responsibility across all company outlets of circa £6m
- Business development and marketing responsibility
- Directs all HR and personal development of key management personnel
- Controls all Customer service and operational standards

General Manager

01/05/2001 -- 2006

Café Mambo Torquay

- Day to day control of all departments
- Responsible for all compliance at unit level across all statutory authority requirements
- Sales building and unit promotion
- Customer experience and hospitality

- Operational standards & hygiene
- Staff recruitment and training

Assistant Retail Manager

11/01/2001 - 01/05/2001

Sport Savers Torquay/Presto Torquay

- Senior assistant manager roles in two high street retail outlets in Torquay
- Day to day management supervisor and retail sales

Bar Manager

01/08/1999 - 07/01/2001

Gran Canaria

- Driving bar sales and controls across a multi bar complex
- Managing customer expectations and planning of major sporting events
- Liaison with all holiday reps and agencies

SELF EMPLOYED HAIRDRESSER NOVEMBER 1989 - JULY 1999

Please send all payments to:

Alliance Disposables Ltd
Alliance House
Marshfield Bank
Crewe
Cheshire
CW2 8UY



Alliance

based company

Delivery Note

For delivery enquiries please call:

01752 340030

10069648841

To Lifestyle Enterprises (UK) Ltd Marabo Torquay
7 The Strand
Torquay
Devon
TQ1 2AA

Document No 203222005 (Over Night Carrier)
Date 21 May 12
Order No SQ2032220 DARREN CLARE 30.05.2012
Account No MANDUUM

ADR Sheet 34

Page 1 of 1

Qty	Code	Product Description	Pack Size	Unit Price	Net Amount	VAT Amount
2	0000175	Chateau Wine Glass 165 (2.75ml) (0460)	48			
PLEASE NOTE ALL GOODS MUST BE CHECKED ON RECEIPT CLAIMS MADE AGAINST PO'S SIGNED UNLESS DETAIL NOT BE REMOVED						
				Goods		
				Carriage		
				Invoice Total		

Delivery Instructions:
ALL ORDERS MUST BE SIGNED FOR AND PRINTED ON
DELIVERY AS REQUESTED BY THEIR HEAD OFFICE
Telephone 01893 281112

Customer Signature *Emily Sims*
Customer Print *Emily Sims*
Date *31/5/12*

Please Send All Payments To:

Alliance Disposables Ltd
Alliance House
Marshfield Bank
Crewe
Cheshire
CW2 8UY



Alliance

Invoice

For delivery enquiries please call:

01752 340030

Lifestyle Enterprises (UK) Ltd
2nd Floor
Harbour Point
Torquay
Devon
TQ1 2BD

Document No **I2486851**
Date **31 May 12**
Order No **SO/2032208 - DARREN/CLAIRE**
30.05.2012
Account No **MAM00000**


Page 1 Of 1

Code	Product Description	Pack Size	Unit Price	Net Amount	VAT Amount
DGT00075	Econ Crystal Poly Tumbler 7.5oz NS	1x100	217.00	55.00	272.00
DGLC0125	Clarity Wine Glass 7oz LGS @ 125ml	1x48	240.00	240.00	480.00
DGLC0250	Clarity Wine Glass 10.5oz LGS @ 250ml	1x48	240.00	240.00	480.00
DGER0014	Elite Remedy Polycarbonate Tumbler 14oz NS	1x24	240.00	240.00	480.00

***PLEASE NOTE ALL GOODS MUST BE CHECKED
ON RECEIPT CLAIMS MADE AGAINST PODS
SIGNED UNCHECKED WILL NOT BE HONOURED***
STANDARD VAT RATE = 20%

Delivered To:
Lifestyle Enterprises (UK) Ltd Mambo Torquay
The Strand
Torquay
Devon
TQ1 2AA

Goods	240.00	480.00
Carriage	240.00	480.00
Invoice Total		960.00


31/5/12



**Express
Fire**

**UNIT 1 DAINTON COMPLEX
ALDERS WAY
PAIGNTON
TQ4 7QA
01803 521288**

To whom it may concern,

I Alan Ross of express Fire have been servicing the fire alarm system and fire extinguishers at Café Mambo, 7 the strand, Torquay, TQ1 2AA for the Lifestyle Hospitality Group Ltd since its inception in 2004, and prior to that for Hiota Leisure for several years, so I am fully aware of the building.

The servicing includes Fire Risk Assessments, Fire Alarm servicing and Fire Extinguishers servicing.

The premises has a fully Automatic fire alarm system to an L3 standard, It also has a music system shut off so if the fire alarm sounds the complete music system throughout the building shuts off.

There are the correct amount and types of fire extinguishers located throughout the building.

There are emergency lights and fire action notices throughout the building in the correct places so escape from fire is clearly lit and sign posted.

The ground floor has a capacity of 60 and has 3 fire extinguishers sited and there is 1 fire exit leading to the pavement on the Strand.

The first floor has a capacity of 150 which includes 60 on the balcony. There are 5 fire extinguishers sited and 1 extinguisher on the balcony, there are 3 exit routes from this floor level.

The second floor has a capacity of 110 and has 4 fire extinguishers sited, there are 2 exits from this level.

The third floor has a capacity of 60 and there are 5 fire extinguishers sited including 1 extinguisher on the balcony. There are 2 exits from this level.

I have taken into consideration that the main exit/entrance is considered compromised.

In my Professional opinion I consider that with the current fire protection throughout and means of escape routes and the fact that the managers have had Fire wardens training and passed this training on to the general staff member that the capacity figures to be safe.

If you require any further information please do not hesitate to contact me.

*Yours truly,
Alan Ross Director Express Fire LTD.*