



**DEVON & CORNWALL
CONSTABULARY**

Our ref:

Your ref:

Mrs Mandy GUY, Senior Licensing Officer
Torbay Council
1st Floor Roebuck House
Abbey Road
TORQUAY

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

15 June 2012

Telephone: 01392 452225

Dear Madam

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

Please find attached a copy of the Police Representation in respect of our application for the Expedited Review of the above premises.

In addition to this I would take this opportunity to inform you that the police has other information which we may wish to rely on at the Review Hearing, however these matters are currently subject of an ongoing police investigation and additional research, and cannot be disclosed at this current time. If the police do wish to rely on this information, it will be disclosed to the Licensing Committee and the respondent prior to the date of the hearing on 22 June 2012.

If you wish to discuss this matter further, please contact my Licensing Officer, Julie Smart on 01803 208111.

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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MAMBO/THE BEACH HUT, 7 THE STRAND, TORQUAY

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WITNESS STATEMENT

Criminal Procedure Rules, r 27.1(1); Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B

Statement of **Julie Karen SMART** URN:

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Age if under 18 **Over 18**..... (if over 18 insert 'over 18') Occupation: **Police Licensing Officer**

This statement (consisting of: ... **9**..... pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated anything in it which I know to be false, or do not believe to be true.

Signature: **J K Smart**..... Date: **12/06/12**

Tick if witness evidence is visually recorded (supply witness details on rear)

I am a Police Licensing Officer for the Devon and Cornwall Constabulary, stationed in Torquay and I have held this position for the last 3 ½ years. My role includes dealing with the administration and enforcement of all matters relating to the Licensing Act 2003 within Torquay, Paignton and Brixham. One of the licensed premises within my area is known as Mambo/The Beach Hut, situated at 7 The Strand, Torquay, which has the benefit of Premises Licence Number 652 issued by Torbay Council to Lifestyle Enterprises (UK) Ltd of 2nd Floor Offices, Harbour Point, Victoria Parade, Torquay. This premise is situated within the Torbay Council Cumulative Impact Area, as defined within the Council's Licensing Statement of Principles 2011 (pages 32 to 34 refer). This Cumulative Impact Area (CIA) was originally implemented in 2005 as this particular area of Torquay was experiencing high levels of crime and disorder and/or public nuisance. The need to retain the Cumulative Impact Area is reviewed on a 3 yearly basis and when the policy was last reviewed in 2010, statistics showed that although crime and disorder had decreased in certain parts of the CIA, the harbourside area is still subject of high levels of crime and disorder and it was therefore decided to retain the CIA in its entirety. In addition to Mambo/The Beach Hut, Lifestyle Enterprises (UK) Ltd, are also the current Premises Licence Holders of two other licensed premises within the harbourside area. These being The Apple and Parrot/Tiffany's, 17 The Strand, Torquay and Tiger Bills/Fast Eddies, Queens Hotel, Victoria Parade, Torquay. Tiger Bills and Fast Eddies is a food led establishment, and the Apple and Parrot/Tiffany's is a bar offering various forms of entertainment, including lap-dancing. The police do not experience high levels of crime and disorder at these two premises, however the same cannot be said in respect of Mambo/The Beach Hut.

In December 2011 the police had serious concerns about the high numbers of crimes and incidents

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Continuation of Statement of Julie Karen SMART

linked to Mambo/The Beach Hut, and Lifestyle Enterprises (UK) Ltd were asked to attend Torquay Police Station at the request of Inspector Leisk, in order that to discuss these concerns. Present at this meeting were:

Police Inspector Adrian LEISK

Police Sergeant Gaynor BELL

Ms Mandy GUY, Senior Licensing Officer for Torbay Council

Mrs Julie EYRE, Director of Lifestyle Enterprises (UK) Ltd

Ms Sharon RODGERS, Personal Assistant of Mrs Julie EYRE

Mr Nathan TOWERSEY, Area Manager of Lifestyle Enterprises (UK) Ltd

Mr Michael JOHNSTON, Designated Premises Supervisor of Mambo/The Beach Hut

Mr Aaron MOORE, Owner of Forefront Security (who supply door stewards to Mambo/The Beach Hut), and myself.

At this meeting the representatives from Mambo/The Beach Hut were informed that the police were concerned regarding the high number of crimes linked to Mambo/The Beach Hut and that we wished to see a reduction in crimes and incidents at their premises over the forthcoming three month period, or further action would be considered.

At the meeting various discussions took place concerning crime reduction methods, drinks promotions, door stewards and I also suggested that the premises consider changing the layout of the first floor bar area, by removing the 'U' shaped bar and replacing with a suitable alternative and levelling out an area of the floor, together with removal of a banister, in order to assist in customer flow and supervision. At that time, Nathan TOWERSEY informed me that plans were already in progress to level out the floor area and remove the banister, but Julie EYRE stated that she did not wish to remove the 'U' shaped bar as this would alter the dynamics of the premises.

At the conclusion of this meeting, it was decided to monitor Mambo/The Beach Hut for a period of 3 months and compare the number of incidents and crimes with the same period the previous year to see if there had been any reduction and to hold a further meeting to again discuss the matter in March 2012.

The notes and other documentation concerning this meeting are included within the Police Representation.

As a result of this meeting, on 24 January 2012 Lifestyle Enterprises (UK) Ltd submitted an application for a Minor Variation to level the floor area and remove the banister and this work has been completed. However, the 'U' shaped bar is still in situ.

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Continuation of Statement of **Julie Karen SMART**

Furthermore, on 21 February 2012 Lifestyle Enterprises (UK) Ltd submitted an application to Vary the Designated Premises Supervisor (DPS) in respect of Mambo/The Beach Hut, into the name of Mr Nathan TOWERSEY, the Area Manager, in a bid to improve management within the premises. Following discussions with Nathan TOWERSEY at this time, he also informed me that a new head doorman had been appointed, in an effort to improve door stewarding at the premises.

In March 2012, Lifestyle Enterprises (UK) Ltd applied for a Premises Licence in respect of a premises in Torquay known as Trents. The police objected to this application on the grounds that they did not feel the premises would be able to meet the Licensing Objective 'The Prevention of Crime and Disorder' and provided evidence at the hearing held on 15 March 2012 in relation to the problems being experienced at Mambo/The Beach Hut. However, the Licensing Committee were not satisfied with the police evidence and granted the Premises Licence in respect of Trents, also applying an additional condition on the licence that Nathan TOWERSEY had to be the DPS.

Following this decision, I had several telephone conversations with both Julie EYRE and Nathan TOWERSEY concerning the issue of Nathan being the DPS at two licensed premises within the CIA. I informed them that I was not happy with the situation, and expressed concerns regarding his ability to adequately manage Mambo/The Beach Hut, with which the police already had concerns, and a new late night premises. Both Julie EYRE and Nathan TOWERSEY shared my concerns and Lifestyle Enterprises (UK) Ltd subsequently decided not to pursue their business venture at Trents and surrendered the Premises Licence on 1 May 2012.

On 15 March 2012, the same day as the hearing in respect of Trents, Superintendent James NYE launched the start of Operation Ambassador within Torquay and the Herald Express printed an article outlining the aims of the operation, this being a high profile operation to run throughout the summer focussing on issues including underage drinking, disorder, overcrowding, serving drinks to people who are already intoxicated and any other licensing breaches, with particular emphasis being given to premises around the Torquay Harbourside area. A copy of the Herald Express article has been printed from their website and is included within the Police Representation.

In late March/early April 2012 there was a change of roles and responsibilities within the management structure at Torquay Police Station. Due to this, coupled with the steps taken by Lifestyle Enterprises (UK) Ltd, the decision of the Licensing Committee in respect of the Trents application, and the commencement of Operation Ambassador, a decision was made by myself in consultation with Inspector Dai ANTILL, to not hold the further meeting with Lifestyle Enterprises (UK) Ltd, but to

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continue to monitor the premises under the auspices of Operation Ambassador and work with the premises in an effort to reduce crimes/disorder/incidents.

When Police Officers deal with incidents at, or have any information regarding the conduct of a licensed premise, a Form L10 Licensed Premises Report is completed and forwarded to myself for any action deemed necessary. I will now provide details of a few of the Forms L10 in my possession and the action I have taken in respect of the issues raised:

During the course of Operation Ambassador I have received several Form L10's relating to loud noise witnessed by police officers emanating from the premises. The details of these Form L10's have been passed to Mr Gareth FUDGE, Environmental Protection Officer for Torbay Council.

On Sunday 29 January 2012 at approximately 0220 hours four persons were arrested for affray (FT/12/2137 refers) in The Strand, outside of Mambo's, which occurred after a group of drunk persons had just left the premises. Three of these persons are due to appear at Torbay Magistrates Court on 9 August 2012 for trial. No action is being taken in respect of the fourth individual. On 28 February 2012 I discussed the details of this incident with Nathan TOWERSEY and warned him to ensure that persons are not served alcohol when drunk. (L10 of PC BIRCH 27&28/01/12 refers).

On 28 March 2012 at approximately 2315 hours, police were called to an incident at Mambo/The Beach Hut following a report of assault within the club (FT/12/2294, L10 of PC MORGAN 03/04/12 and statement of PC Paul NEWTON refer). The offender was detained by police and established to be 17 years old. On 2 April 2012 I discussed this incident with Acting Detective Inspector Chris YARWOOD, who is responsible for overseeing Operation Ambassador. At this time he stated that the offender had indicated to officers that he was not asked for identification when entering the premises or when purchasing alcohol.

Between 0040 and 0135 hours on Saturday 31 March 2012 officers deployed on Operation Ambassador visited Mambo/The Beach Hut and reported their findings by way of a Form L10 (L10 of PC JONES 31/03/12 and statement of PC Nigel JONES refer) . They witnessed persons being ejected in a peaceful manner, ID checks being conducted, and heard a barmaid discouraging a customer from purchasing a double short – all positive comments. However, they also indicated that no counting of customers could be seen and no searches were witnessed. Furthermore, they witnessed a 22 year old male climbed over the railing of the first floor terrace and drop approximately 3 metres down a streetlamp on to the pavement below. The male was spoken to and admitted he had climbed across from the Mambo balcony to the Hoopers one and claimed he had done it for a laugh. He was limping as a result of his

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drop/fall but refused medical assistance.

At approximately 0220 hours on 31 March 2012 a female reported that she had been assaulted within Mambo/The Beach Hut (FT/12/2378 refer, L10 of PC CHALKER 31/03/12 and statement of PC CHALKER refer). The victim could not remember the full details, apart from the fact that she had been assaulted, she was unsure whether or not doorstaff intervened and was very vague due to her level of intoxication. CCTV was not clear and did not show the offence. One independent witness came forward at the time of police attendance, but he was too intoxicated to provide a statement.

On 1 April 2012 at approximately 0100 hours two males were ejected from Mambo/The Beach Hut by doorstaff due to their behaviour inside the club. The males were threatening and aggressive to doorstaff and were subsequently arrested for being Drunk and Disorderly (FT/12/2385 and FT/12/2386 refer, together with L10's of PC CHALKER 01/04/12 and PC FREEBORN 01/04/12 and statements of PC CHALKER and PC FREEBORN). Both males were issued with Fixed Penalty Notices.

At 1400 hours on 3 April 2012 I arranged a meeting at Mambo with Nathan TOWERSEY and Julie EYRE to discuss several Forms L10 in my possession. On my attendance Julie EYRE was not present and I was surprised by this and made reference to this fact on several of my work control sheets. I discussed the incident concerning the 17 year old male with Nathan TOWERSEY and pointed out to him that there is a condition on the Premises Licence which states that no persons under the age of 18 years old should be in the premises after 2100 hours and warned him of the seriousness of the sale of alcohol to underage persons and that persistent sales can result in the Review and revocation of a Premises Licence. I also discussed with Nathan TOWERSEY the incident where the male climbed over the balcony and door stewarding matters. He assured me that counting of customers is undertaken by the door stewards and that searches do take place. Nathan TOWERSEY was not aware of the incident involving the male who climbed over the balcony but I read out the condition on the Premises Licence which states a door steward must be present on the first floor balcony and supervise the safety of persons. I asked whether a door steward was on the balcony and he said that there would have been. I asked why the door steward did not intervene, and he stated that it is possible that he didn't see the male climb over if it happened quickly. I stressed the importance of ensuring the condition regarding the supervision of the balcony is complied with.

I also discussed the incidents concerning the drunk female alleging assault and the two males who were arrested for being drunk and disorderly with Nathan TOWERSEY and warned him re the sale of alcohol to persons who are drunk, and the consequences of allowing drunk persons into the premises.

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During our discussions I also pointed out to Nathan TOWERSEY several positive comments that had been made by officers during their visits to the premises.

Following my visit to Mambo/The Beach Hut where I gave advice and verbal warnings re various matters to Nathan TOWERSEY , I discussed this further with Acting Detective Inspector YARWOOD, and as a result of those discussions, I sent letters (dated 4 April 2012) on behalf of Superintendent NYE to both the Premises Licence Holders and the DPS warning them regarding these matters and advising them that further action will be considered should further offences/licensing breaches come to light.

On 14 April 2012 between 0040 and 0115 hours officers deployed on Operation Ambassador attended Mambo/The Beach Hut and witnessed a male who clearly intoxicated (slurring his speech and unsteady of his feet) trying to enter Mambo. The door steward refused entry to this male and told him he was drunk. After arguing his case for a couple of minutes the male left the area but returned a couple of minutes later, eating a slice of pizza. Once he had finished this, he tried to enter Mambo/The Beach Hut and was allowed entry by the same door steward.

Whilst these officers were stood outside the premises they observed persons leaving the premises, several of whom were clearly very intoxicated. One male was witnessed constantly swearing at the door supervisor, saying "he was going to fucking kill" the door steward, who was stood several metres away and seemed to take no notice. This male was eventually calmed down by friends. On 24 May 2012 I discussed this matter with Nathan TOWERSEY, and warned him again re the sale of alcohol to persons who are drunk and allowing drunk persons in the premises. I also advised him that stewards need to take action when customers are outside swearing in the street by dealing with the individual calmly to diffuse the situation or call the police to have them moved on. This issue was also raised in the letter from Superintendent NYE dated 4 April 2012.

Towards the end of April 2012 I was contacted by Mr Neil STANLAKE, a former Police Licensing Officer and colleague of mine, who told me that he had been approached by Lifestyle Enterprises (UK) Ltd to carry out an independent review of their working practices to identify any issues and rectify them in order to alleviate the police concerns. I informed Neil that I was happy to work with him as far as possible, bearing in mind that he was no longer an employee of the Devon and Cornwall Constabulary, in an effort to resolve the issues at Mambo/The Beach Hut. Since that time I have had several conversations with Neil and we have discussed various matters, including drunkenness, underage and overcrowding.

On Friday 27 April 2012 I conducted a visit to the premises, in the company of Ms Mandy GUY, Senior

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Licensing Officer for Torbay Council, at approximately 2325 hours. This was the first night of the Young Farmers weekend. On entry to the premises we went to the first floor area which was extremely busy and we had to push our way through the crowd to make our way out onto the first floor balcony. At this location a door steward was in attendance. Following discussions with the door steward it was apparent that he did not know the capacity for the balcony area and was not in possession of a clicker or other counting device and I asked him to do a head count. Following discussions with the Duty Manager he was then provided with a clicker. Ms GUY and myself then went to the second floor of the premises, which was busy but not overcrowded. A door steward was not visible in this area. We then carried out a quick visit to the third floor terrace, which was very quiet and persons were outside using the terrace area. On returning to the second floor, we met with Nathan TOWERSEY and a door steward. I asked the door steward how many persons were present on that floor and he stated 90. I asked how he knew and he told me that he keeps count in his head. Ms GUY and myself then discussed this matter with Nathan TOWERSEY. (L10 of Julie SMART 27/04/12 refers)

On Tuesday 1 May 2012 I met with Nathan TOWERSEY and discussed these matters with him. I warned him to ensure door stewards are aware of the capacity limits, in possession of and use clickers, and are aware of the conditions on the licence before they commence duty. I also raised concerns regarding how door stewards monitor and react to incidents on the first floor and recommended that glass collectors be more identifiable. I again raised the issue of the 'U' shaped bar and told him that it is my view that the layout of the first floor is creating a pinch-point for customers using that area and this is leading to conflict between customers and increasing the potential for crime and disorder. Nathan TOWERSEY acknowledged my concerns and he drew a diagram of the bar and explained that customers congregate on one side of the bar and do not move around to the other side. Nathan TOWERSEY said he would ask stewards to move customers around to the other side when necessary. Nathan TOWERSEY noted my comments and advised me that he would raise these issues with Julie EYRE.

During this meeting I also discussed CCTV issues with Nathan TOWERSEY. He informed me that he was aware that CCTV was not satisfactory as the premises had 3 separate systems and he stated that Lifestyle Enterprises(UK) Ltd were endeavouring to resolve this matter.

Due to the police concerns regarding overcrowding of this premises, at approximately 0900 hrs on Wednesday 16 May 2012 I hand delivered a letter dated 15 May 2012 to Mr Chris TWINE, a Fire Safety Officer, at Torquay Fire Station, and discussed with him the police concerns. A copy of the letter

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is included within the Police Representation.

At approximately 0200 hours on Thursday 3 May 2012 a glassing incident occurred within Mambo and I was made aware of this incident during a telephone conversation with ADI YARWOOD, who informed me that a Form L10 would be submitted in due course (L10 of PC LAING 03/05/12 refers). During the morning of that day I received a telephone call from Julie EYRE regarding this incident. She told me that she was concerned as the CCTV hard drive was going to be replaced the following morning and there was a possibility that information contained on the drive could be deleted. Following receipt of this information I requested my colleague, Mr Peter COSBY, to attend the premises the following morning, together with a CID officer, in order to obtain CCTV footage. I was unable to attend myself as I am employed on a part time basis and do not work on a Friday. Throughout the early evening of Thursday 3 May 2012 and the following morning, Friday 4 May 2012, I had several telephone discussions with both Julie EYRE and Pete COSBY and was informed that due to technical issues with the hard drive, it had been seized by the police to secure any evidence. During our discussions Julie EYRE expressed concerns to me regarding the police seizure of her hard drive and a comment made by a police officer that the premises were not using toughened/strengthened glasses as per the condition on the Premises Licence, but I did receive a text from Julie EYRE later that day (Friday 4 May 2012) indicating that this issue had been resolved and she was feeling happier.

On 5 May 2012 Operation Ambassador officers witnessed two extremely drunk females enter Mambo/The Beach Hut without being stopped by door stewards, these females also appeared to be under the age of 21. (L10 of PC FREEBORN 05/05/12 together with his statement refer). They also witnessed overcrowding of the first floor area, the dancefloor merged with normal customers and they saw a few minor exchanges between customers due to drink spillages. (L10 of PC STOCK 05/05/12 together with his statement refer). I discussed this matter with Nathan TOWERSEY on 24 May 2012. During the week commencing Monday 14 May 2012, I cannot which remember exactly which day, I was informed by ADI YARWOOD that another glassing incident had occurred at Mambo/The Beach Hut during the early hours of Thursday 10 May 2012, and he expressed to me serious concerns regarding the way the premises had dealt with this matter, including the facts that the police had not been informed, the aggrieved had been cleaned up and sent home without medical assistance and the CCTV had not been operating at the time of the incident (L10 of ADI YARWOOD 10/05/12, and various other documents refer).

During our conversations ADI YARWOOD asked me not to discuss this matter with any person from

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Mambo/The Beach Hut or Lifestyle Enterprises (UK) Ltd due to the on-going police enquiries. I can state that to date, despite having spoken to Nathan TOWERSEY on at least one occasion, he has not mentioned anything to do with this incident with me and I find this extremely surprising, bearing in mind that on 24 May 2012 we discussed various other matters and at that time CID officers had already established that the CCTV was not operating at the time of the glassing incident.

Since the 8 April 2012 Superintendent NYE has received several letters from Lifestyle Enterprises (UK) Ltd and he has passed these to me for any action deemed appropriate. As a result of one of these letters I arranged for the Police Crime Reduction Officer, Miss Nicola DUKES, to visit the premises and offer advice regarding thefts and CCTV. Following her visit on 17 May 2012 she emailed me concerning her findings, and a copy of the email is included within the Police Representation.

Since 8 December 2011, when Lifestyle Enterprises (UK) Ltd attended Torquay Police Station to discuss the number of crimes and incidents linked to Mambo/The Beach Hut, I have kept a log of all crimes and incidents occurring within Mambo/The Beach Hut. A copy of the document is contained within the Police Representation.

Although Nathan TOWERSEY and Lifestyle Enterprises (UK) Ltd have taken steps to reduce crime and disorder at the premises, the police have had concerns since December 2011 and I feel that any progress made has been extremely slow. Despite several verbal warnings regarding allowing drunks into the premises, the sale of alcohol to persons who are drunk, the sale of alcohol to underage persons, overcrowding of the premises and breach of conditions on the Premises Licence, together with a written warning on 4 April 2012, police officers have witnessed further incidents of this nature.

Signature: J K Smart..... Signature witnessed by:

MEETING AT TORQUAY POLICE STATION RE MAMBO
8 DECEMBER 2011 AT 1500 HRS

Present: Inspector Adrian LEISK
Sgt Gaynor BELL
Julie SMART, Police Licensing Officer
Mandy GUY, Torbay Council Licensing Officer
Julie EYRE, Director of Lifestyle Enterprises
Sharon RODGERS, PA of Julie EYRE
Nathan TOWERSEY, Area Manager, Lifestyle Enterprises
Michael JOHNSTON, DPS of Mambo
Aaron MOORE, Owner of Forefront Security

Inspector LEISK outlined the reason why the above named had been requested to attend the meeting, due to the large number of crimes linked to the premises since April 2011. He said that an undercover police operation had taken place in early 2011 which had gone some way to alleviate the concerns of the police, but since that time crime levels had remained high. He also stated that in relation to licensed premises, Mambo had more crimes linked to them than any other licensed premises in the whole Devon and Cornwall Force area. He stated that due to financial cut backs, the police are not in a position to tolerate this number of crimes, and more responsibility by the premises to reduce this number is required. It was also pointed out that the police receive statistical data from Torbay Hospital concerning A & E attendances, and Mambo is frequently mentioned within this data.

Sgt BELL then gave an overview of the number and type of crimes that the police had been investigating. There are 10 allegations of assault/heavy-handed ejections by door stewards, 20 assaults (customer on customer) and 23 thefts, mainly of handbags or mobile phones.

It was acknowledged that Mambo is a very busy premises, which is open until the early hours every night of the week and therefore the police would expect a higher number of incidents than other premises. The layout of the premises was discussed and suggestions put forward to improve customer flow/supervision. Nathan indicated that the premises are hoping to level out the floor area and remove a banister on the first floor, sometime at the beginning of 2012.

Lengthy discussions followed re crime prevention/reduction matters and drink promotions. Mandy GUY raised concerns re noise issues and information she had received regarding staff receiving bonuses or pay cuts based on volume of sales – this was denied by Julie EYRE.

Julie SMART will provide Julie EYRE with a breakdown of all crimes in due course, particularly in relation to the allegations against doorstaff, in order that she can liaise with Aaron MOORE concerning this. Aaron indicated that he will not tolerate the misuse of force by door stewards and will take any action necessary.

Inspector LEISK said that he wished to review the situation with Mambo in 3 months, when he will compare the number of crimes (December 2011 to March 2012) to that covering the same period last year (December 2010 to March 2011).

Inspector LEISK concluded the meeting by stating that this was an opportunity for Mambo to examine their operation and assist the police in improving the situation. Julie EYRE indicated that she is concerned that her premises are causing concern for the police and that she and her staff will endeavour to improve the situation.

MAMBOS – ALLEGATIONS AGAINST DOOR STAFF

LOG 47 22/11/11(0235 HRS) – FT/11/7994 REFERS

SUSPECT ONE WHITE MALE LARGE BUILD 35 TO 40 YEARS 5FT 8IN TALL WITH SHORT LIGHT COLOURED HAIR WEARING WHITE SHIRT AND BLACK WAISTCOAT
SUSPECT TWO WHITE MALE AVERAGE BUILD OVER 6FT TALL AGED 25 TO 30 YEARS WITH SHORT DARK HAIR WEARING WHITE SHIRT AND BLACK TIE
SUSPECTS THREE AND FOUR MALES
ALL ARE DOORSTAFF AT MAMBO TORQUAY

AP STATES HE WAS DRAGGED FROM TOILETS AT TOP OF STAIRS, DOWN THE STAIRS AND THEN ASSAULTED OUTSIDE ON THE PAVEMENT. HE WAS BY HIMSELF

2CM CUT OVER LEFT EYE GRAZE TO ELBOW BRUISING AND GRAZING TO KNEE

LOG 57 26/10/11 (0255 HRS)

Allegation from member of public regarding assault by door staff which occurred at approximately 0230 hrs. CCTV was viewed and an officer indicated that he considered this a lawful ejection and therefore no crime complaint was created. Log does not detail any injuries received.

LOG 44 26/09/11 (0214 HRS)

Male, who only has one arm, alleged that he had been thrown out of premises and dragged to ground. Member of staff at Mambos spoken to and indicated that the male was drunk and had threaten to bomb the premises.

LOG 37 260911 (0149 HRS)

Polish man ejected from premises, alleged that this was because of discrimination.

LOG 632 18/08/11 (1918 HRS) – FT/11/5485 REFERS

This relates to a male (██████████, a door steward) who was assaulted and received a broken jaw. Suspect is ██████████ who is a doorman at the Jolly Farmer, Newton Abbot. There is also an allegation of witness intimidation by ██████████, who is a doorman at Bar 7, Newton Abbot. This crime has been finalised as 'No further action' – ie no further lines of enquiry/no action to be taken against suspect. Log and crime does not indicate whether any of these doormen were working at Mambo at the time of the incident.

LOG 6 26/07/11 (0003 HRS)

I AM BEING BULLIED BY 2 SECURITY OFFICERS - THEY ARE CALLING ME "DUMBO" AND FLICKING MY EARS

No formal complaint of assault made by complainant, however this type of behaviour is unacceptable and does not promote a professional attitude.

LOG 53 30/06/11 (0123 HRS)

MALE WENT OUT FOR A CIGARETTE AND BOUNCER REFUSED TO LET HIM BACK IN. THE BOUNCER PUSHED HIM AND REFUSED HIM ENTRY. CALLER THEN TRIED TO GET BACK IN SO BOUNCER PUSHED HIM TO THE FLOOR.

No formal complaint of assault made by complainant.

LOG 84 11/06/11 (0208 HRS)

THE RP STATES THAT HE WAS ASSAULTED BY THE BOUNCERS INSIDE THE CLUB AND THAT THEY HAVE REALLY LAID INTO HIM AND BUSTED HIS NOSE AND FACE UP - HE HAS REFUSED MEDICAL ATTENTION

THE RP SAID THAT HE WAS IN THE SMOKING AREA OF THE CLUB WHEN THIS HAPPENED

No formal complaint of assault made by complainant.

LOG 126 07/05/11 (0306 HRS)

CALLER TOLD ME HE HAD BEEN DRAGGED DOWNSTAIRS AND HAS LUMPS ON HIS HEAD AND DIDN'T FEEL WELL SAID WOULD HAND ME OVER TO SOMEONE AS FELT SO UNWELL BUT THEN LINE DISCONNECTED

FROM PS SAUNDERS, ON ATTENDING MAMBO A MALE DID COME OVER TO SPEAK WITH ME BUT AS SOON AS HE SAW ANOTHER WHO I BELIEVE TO BE HIS MATE BEING ARRESTED FOR CRIMINAL DAMAGE HE WALKED OFF

No formal complaint received.

LOG 478 11/04/11 (1425 HRS) – Incident occurred at approximately 0100 HRS) – FT/11/2252 REFERS

RP STATES WAS IN MAMBO WHEN BOUNCER GRABBED HOLD OF HIM AND MAN HANDLED HIM DOWN THE STAIRS. WHEN THEY WERE AT THE BOTTOM HE STUCK HIS FOOT OUT SO RP TRIPPED OVER AND STARTED PUSHING HIS THUMB INTO HIS EYE WHICH HAS CAUSED BRUISING. HE THEN BENT HIS THUMB SO FAR THAT HE HEARD THE BONE SNAP. RP TOLD THE BOUNCER THAT HE WAS GOING TO BREAK IT BUT HE DIDN'T STOP. TWO OTHER BOUNCER CAME OVER AND TWISTED HIS ANKLES WHICH ARE SORE TODAY.

RP HAS BEEN TO HOSPITAL AND HAS ARM IN CAST NOW AS QUITE A BAD BREAK TO THUMB. VISABLE INJURY TO EYE

Door steward described as REALLY STOCKY MALE, ROUGHLY 5'10', SHORT HAIR OR BALD AND QUITE PALE IN COMPLEXTION

FOR THE INFORMATION OF THE OIC, ON 13/04/11 I WENT TO THESE PREMISES AND SPOKE TO THE MANAGER/DPS, MICHAEL JOHNSON. HE WAS AWARE OF THIS INCIDENT AND SHOWED ME INCIDENT REPORTS WHICH THE DOORMEN INVOLVED HAD COMPLETED FOLLOWING THE

INCIDENT. HE ALSO SHOWED ME CCTV FOOTAGE OF THE AGGRIEVED PERSON BEING EJECTED
MR JOHNSON IS MORE THAN HAPPY TO CO-OPERATE WITH THE POLICE ENQUIRY AND CAN BE CONTACTED AT MAMBO ON 01803 201197. HE HAS FULL DETAILS OF THE THREE DOORMEN INVOLVED AND WILL ENSURE THEY TOO ASSIST THIS ENQUIRY.

CCTV viewed by officers. Aggrieved is seen to refuse to leave and be unco-operative in his ejection. Part of the ejection down the stairwell is not covered by CCTV. Neil Stanlake requested an additional camera be installed to cover this area. This complaint has been classed as a lawful ejection, however it still appears that excessive force was used.

FT/11/7118 - 22/10/11 BETWEEN 0000 AND 0100 HRS

AGGRIEVED ASKED TO MOVE OFF STAIRS IN SIG LOCATION BY OFFENDER AS AGGRIEVED MOVED ON MUTTERED SOMETHING UNDER HIS BREATH OFFENDER APPROACHED HIM ASKING WHAT HE SAID DRAGGED HIM THROUGH FIRE EXIT AND INTO SIDE ROOM WHERE HIM AND OTHER WORKERS ASSAULTED HIM UNKNOWN HOW RECIEVED INJURIES AS AGGRIEVED DOESN'T REMEMBER ANYTHING UNTIL BEING CHUCKED OUT OF PREMISES WITH INJURIES

Injuries- 2XBLACK EYES SWOLLEN LEFT CHEEK

Suspect - MALE SLIM 6FT 3IN WORKS AS DOORMAN AT SIGGED LOCATION

Enquiries ongoing.

FT/11/7843 - 16/11/11 BETWEEN 0200 AND 0230 HRS

PC INCE ATTENDED MAMBO AND VIEWED THE CCTV, IT SHOWS THE A/P AT THE BAR CAUSING PROBLEMS. SHE IS THEN ESCORTED BY TWO DOORSTAFF AND IS HELD BY HER UPPER ARMS. SHE IS LAWFULLY EJECTED FROM THE PREMISE. ONCE AT THE TOP OF THE STAIRS THEY GO OUT OF VIEW.

Suspect - WHITE MALE AGES IN HIS 30S SLIM BUILD 5FT 8IN TALL SHORT DARK HAIR

BRUSISES TO LEFT UPPER SHOULDER

Again the officer who viewed the CCTV indicated this was a lawful ejection, but excessive force may have been used as the victim was bruised

MAMBOS

Number of police logs since April 2011 – 45

Number of crimes linked to Mambos since April 2011 – 44

Summary of logs:-

Allegations against door staff:- (Any names)

- a) Log 47 22/11/11 FT/11/7994 refers
- b) Log 57 261011 – male lawfully ejected, a/p unco-operative
- c) Log 44 260911 – male stating thrown out of sig, dragged to ground
- d) Log 37 260911 – male alledging discrimination re ejection
- iD e) Log 632 180811 – FT/11/5485
- f) Log 6 260711 – door staff refused a/p entry and called him dumbo and flicked ears
- g) Log 53 300611 – assault by doorstaff after a/p went out for cigarette and was refused re-entry – a/p unco-operative
- h) Log 84 110611 assault by doorstaff – poss broken nose – no crime number
- i) Log 126 070511 – assaulted by doorstaff – no further details
- j) Log 478 110411 – doorstaff grabbed hold of a/p, manhandled him downstairs, stuck foot out and tripped up a/p, puched thumb into eye causing bruising, broke thumb. FT/11/2252
- k) FT/11/7118 – possible assault by doorstaff although not clear on MO
- l) FT/11/7843 – ejection using excessive force – CCTV reviewed shows lawful ejection
- m)

Threats of bombs:-

- a) Log 55 240811 – male stating he is going to blow up the place
- b) Log 114 120611 – bomb hoax reporting unconscious people at location

Assaults:-

- a) Ft/11/2252 – allegation against doorstaff – shows a/p being difficult and reasonable force being used during CCTV coverage although injuries are quite substantive namely broken thumb, bruising to eye.
- b) FT/11/2370 – domestic assault
- 20 c) FT/11/2458 – Section 18 – domestic related
- d) FT/11/3501 – common assault
- e) FT/11/3621 – assault by doorstaff – filed as u/d – no clear if offence shown on CCTV
- f) FT/11/3664 – assault by doorstaff – lawful ejection
- g) FT/11/4026 – section 20 – allegation against doorstaff – inconsistencies in a/ps account compared to CCTV footage resulted in NFA
- h) FT/11/4640 – domestic related assault
- i) FT/11/5403 – Section 20 – domestic related
- j) FT/11/5644 – Section 20 – misunderstanding over female!!

- k) FT/11/5887 – Section 47
- l) FT/11/6154 – Section 47 – allegation against doorstaff – CCTV reviewed lawful ejection
- m) FT/11/7118 – Possible assault by doorstaff? Not clear on MO
- n) FT/11/7452 – assault by individuals known to each other
- o) FT/11/7787 – female on female Section 47
- p) FT/11/7843 – ejection using excessive force – CCTV reviewed shows lawful ejection
- q) FT/11/7905 – Section 20
- r) FT/11/7969 – common assault
- s) FT/11/7994 – assault by doorstaff – await updates
- t) FT/11/8060 – assault by doorstaff – await review of CCTV

Thefts:-

- a) FT/11/2219 – handbag stolen
- b) FT/11/2349 – theft of handbag
- c) FT/11/2383 – theft of phone from coat
- d) FT/11/2393 – theft of mobile from jacket
- e) FT/11/2563 – phone from handbag
- f) FT/11/2730 – wallet from back pocket stolen
- g) FT/11/3956 – mobile phone stolen
- h) FT/11/4045 – mobile phone
- i) FT/11/4629 – Iphone dropped from balcony – no located when looked for
- j) FT/11/4761 – handbag stolen
- 23 k) FT/11/4915 – handbag stolen
- l) FT/11/5517 – Handbag stolen
- m) FT/11/6241 – handbag stolen
- n) FT/11/6322 – handbag stolen
- o) FT/11/6333 – handbag stolen
- p) FT/11/6701 – phone from handbag stolen
- q) FT/11/6729 – phone from handbag stolen
- r) FT/11/6883 – phone dropped out of handbag
- s) FT/11/7245 – theft of handbag
- t) FT/11/7625 – theft of handbag
- u) FT/11/7739 – theft of mobile
- v) FT/11/7858 – theft of handbag
- w) FT/11/7921 – handbag and I phone stolen

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Police aim to keep Bay safe after dark



Thursday, March 15, 2012



[Herald Express](#)

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POLICE have launched a major operation to keep Torbay safe after dark.

The high-profile Operation Ambassador aims to keep Torquay's prestigious Purple Flag status during the busy Jubilee and Olympic summer rush.





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And police warn that pubs and clubs might lose their licences if they fail to keep high standards.

The head of the Bay's police Supt Jim Nye (pictured) said the operation will range across all three towns, but Torquay's night time economy around the harbourside will be the main focus.

Supt Nye said: "Operation Ambassador will run right through the summer to build on the success of the Purple Flag award.

"I don't think people know that Torquay is the only town in Devon and Cornwall to have been awarded a Purple Flag, and one of only a handful of places in the South West.

"The Purple Flag is independently assessed and it is a good reflection of the work that has gone on to make this a safe place.

"We should be patting ourselves on the back as a community. Many people aren't really aware how important this Purple Flag is and it's a missed opportunity."

He said the operation was important because of Torbay's high profile during Olympic year.

"The year 2012 will be an extremely busy year," Supt Nye said.

"Apart from the normal influx of summer visitors, we will have the Queen's Golden Jubilee and the Olympic Torch relay which will bring international media into the Bay.

"There's a lot going on and when the three Torbay towns are full of people we want to keep our reputation for Torbay as a great night out and a popular tourist destination.

"The police have good relationships with the council, the fire service and the licensees and together this operation will look at issues including underage drinking, disorder, overcrowding, serving drinks to people who are already intoxicated — or any other licensing breach.

"It's not Big Brother. It's about ensuring we have a safe night time economy as already recognised that benefits Torbay.

"This is not picking on the licensing trade because the majority do a great job and generally there is a good atmosphere that's why we have won the Purple Flag.

"The licensees play their part by making sure that they do not serve those people who are underage or already intoxicated.

"But I will be taking this opportunity to review the licences of any premises that falls short of the standards.

"This will be a high-visibility operation involving neighbourhood police officers, the response units and CID, as well as the licensing officers.

"If we come across any premises which do not meet those standards, licences will be revoked. I've only been in Torbay for two years, but I understand that at one time it used to be like the wild west down there sometimes."

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Premises: MAMBO 08/12/11 to 25/05/12

Date & Time	Log No.	Crime No.	Details	Inside / Outside	Linked	Outcome/Breach of Licence
10/12/11 0030 hrs		FT/11/8581	Theft of handbag from under table	Inside	Yes	Mambo contact. Antony, Deputy Manager, checked CCTV but nothing of evidential value found. No active lines of enquiry.
16/12/11 0015 hrs		FT/11/8782	S20 Wounding without intent. Aggrieved struck to the face and knocked to the floor. Whilst on the floor he was kicked by 3 to 4 males. Aggrieved received cut to bridge of nose requiring butterfly stitches and small splinters of glass were removed from his hands at hospital.	Inside	Yes	Incident occurred on first floor next to main bar by steps. CCTV viewed and is not able to ID the suspect or show how the injuries were sustained. No further lines of enquiry.
18/12/11 0001 hrs		FT/11/8767	Assault ABH. Two female offenders passed aggrieved on stairs. One offender kicked her in the lower stomach and the other grabbed her by the hair and pulled her earring out.	Inside	Yes	No CCTV covering incident. Independent witness provided details, however no realistic possibility of conviction. Filed no further action.
19/12/11 0025 hrs	15		Male detained by doorstaff for assault on door staff.	Not known	Not known	Police attended and log indicates no assault had occurred. Male sent away.
29/12/11 0106 hrs	45	FT/11/9034	Staff have detained a male for assault. Victim has been taken to hospital. Victim was walking from toilets when he bumped into offender who then headbutted him twice to nose causing broken nose.	Inside	Yes	CCTV requested. Comment on crime "I will complete CCTV enquiries with Mambo, however having seen the footage for this on another enquiry, I would guess it will show heaving hordes and flashing lights/smoke machine, rendering things hard to see". CCTV viewed. Shows top of the staircase but not foot of staircase where this incident occurred. During interview offender admitted assault and was subsequently cautioned.
30/12/11 0100 hrs		FT/11/9071	Theft of property left unattended close to DJ Booth and Christmas Tree on first floor	Inside	Yes	Premises contacted by CCTV and stated area near the Christmas tree is not covered by CCTV. No active lines of enquiry.
01/01/12 0001 hrs		FT/12/33	Theft of mobile phone from handbag.	Inside	Yes	No active lines of enquiry.
01/01/12 0130 hrs	420	FT/12/52	Caller assaulted by male in unprovoked attack. Female aggrieved has received split lip.	Inside	Yes	CCTV viewed. Footage is of such poor quality that officer unable to identify

01/01/12 0230 hrs				FT/12/66	Theft of handbag and contents	Inside	Yes	aggravated or suspect. Due to relatively minor injury received and fact that suspect has moved abroad, decision made to take no further action. No active lines of enquiry.
01/01/12 0230 hrs				FT/12/71	Assault. Male offender approached female, grabbed her arm and tried to kiss her. Female pulled away.	Inside	Yes	Offence occurred between 0200 and 0230 at the bar on the 3 rd floor. "Officers have reviewed the CCTV of this floor and the rooftops bar. The rooftops bar was negative. <u>The 3rd floor bar where she believes she was is utterly useless for evidential purposes. The club is packed, has flashing lights and smoke machines going. You could not identify anyone</u> ". No other lines of enquiry.
02/01/12 2300 hrs				FT/12/113	Theft of jacket and mobile phone.	Inside	Yes	Aggravated has an app on his phone which tracks its location in lost/stolen. Location given to street level but did not identify individual premises. Doors knocked but either no knowledge/denial. Filed – no further action.
10/01/12 0056 hrs	26				Male alleges assault by a member of staff. Aggravated says he has a black eye and is drunk. Aggravated advised to call back to make complaint when sober.	Not known	No	No complaint forthcoming.
12/01/12 0200 hrs				FT/12/315	Inflicting GBH without intent S20 – Male offender approached victim who was sat on sofa and said something. Offender punched aggravated to the face causing aggravated to fall over, upon getting up offender has punched aggravated again. Aggravated received broken jaw and cut lip.	Inside	Yes	CCTV requested on 17/01/12. 28/01/12 CCTV not ready. 02/02/12 CCTV seized, but not in viewable format, sent for Tasking. Disc has been tasked by VPU, appears to be blank. Premises contacted 09/02/12 – will burn CCTV off again. 15/02/12 CCTV viewed by officers. Victim not identified. "CCTV isn't brilliant". No viable lines of enquiry. Took premises 14 days to provide CCTV, but disk was blank. Update on log indicates "This isn't a theft but a misunderstanding. Female who
13/01/12 0130 hrs	32				Female detained for theft of a handbag.	Inside	Yes	

14/01/12 2245 hrs		FT/12/373		Black leather jacket left unattended on chair stolen	Inside	Yes	took the bag has returned it and she has left Mambo". No crime complaint completed as no evidence that a crime had been committed. No active lines of enquiry.
28/01/12 0322 hrs	124			Male alleges he was headbutted within Mambo. Initial enquiries made to locate offender. However, aggrieved then stated he did not wish to pursue matter.	Inside	No	No complaint forthcoming.
30/01/12 0138 hrs	31			Aggressive male trying to assault door staff. Officers attended and gave male Section 27 Notice for Public Order offence.	Outside	No	No evidence that male had been in premises.
30/01/12 0130 hrs		FT/12/775		Male offender, perceived in drink, had been in premises and left for a short while. He tried to gain entry but was refused, and became aggressive.	Outside	No	Male dealt with by restorative justice in form of apology to door steward and given Section 27 to leave area.
31/01/12 0126 hrs	36			Asian male requesting police assistance. Stated he was in Mambo and people were making racist comments. "Mambo's are stating that the male was alleging to having been kicked".	Inside	Yes	No witnesses/CCTV evidence. Male very drunk and unhelpful. Was subsequently thrown out of premises for being drunk. Despite numerous attempts to contact male by police, he did not respond to telephone messages/letters. No complaints forthcoming.
09/02/12 0130 hrs		FT/12/1000		Male offender known to aggrieved. Both in drink. Aggrieved was dancing on first floor dance floor. Offender started following aggrieved and being flirtatious. Offender then punched aggrieved to face with clenched first. Door stewards ejected male.	Inside	Yes	Aggrieved states male offender "was very drunk and kept pestering her". Male offender is also suspect for FT/12/783, an assault with exactly the same MO also at Mambo. (On reading through this crime report it indicates the offence occurred outside the premises at a taxi rank and does not). CCTV from premises reviewed with negative result for incident, however footage available which clearly shows offender being removed from Mambo. Male charged.
10/02/12 0110 hrs	28			Male assaulted doorstaff, being very abusive and aggressive.	Outside	Yes	Police attended. Male given Section 27 Notice.
13/02/12	14	FT/12/1085		Attempt theft of phone. Female offender in drink	Inside	Yes	Offender dealt with by way of restorative

0001 hrs			has picked up phone, took out SIM car and broke it, and placed phone in her bag.			justice.
13/02/12 2330 hrs	FT/12/1124		Theft - Mobile phone left inside handbag on top of the bar has been removed and stolen.	Inside	Yes	Crime updated "no active lines of enquiry".
15/02/12 2300 hrs	FT/12/1192		Theft - Aggrieved left property unattended on bar. Item taken by unknown means. (mobile phone)	Inside	Yes	Crime updated "no active lines of enquiry".
18/02/12 0200 hrs	FT/12/1215		Section 20 Malicious Wounding - Male offender and aggrieved both in drink. Whilst aggrieved stood next to main bar and DJ box, offender approached and said "What do you think you're doing". Aggrieved asked him what was wrong but offender smiled and then in unprovoked attack headbutted aggrieved once to face causing visible injury, consisting of swollen and possibly broken nose, cut to inside of top lip with swelling.	Inside	Yes	Quote from crime "Manager and doorstaff reacted immediately and took AP aside for treatment and ejected offender". CCTV viewed between 0200 and 0300 hrs, nothing seen. Nathan provided "Spartan report re this incident to the effect of doormen were made aware of scuffle, ejected parties involved, one had very minor injuries but did not want first aid. Nothing further and this was timed at 0251 hrs, which was also during my viewed footage. If the timings are correct this is not caught on CCTV".
18/02/12 0125 hrs	FT/12/1233	128	Section 18 GBH - Report of a male being assaulted in Mambo. He attended Torbay Hospital, requires stitches to left hand and possible broken shoulder (later established to be strained shoulder).	Inside	Yes	Crime free text indicates that Nathan was present at time of incident. Male detained by doorstaff for causing damage to toilet. CCTV shows male being escorted from the toilets and down the stairs. At this stage there is no use of force and male appears to walk with no issue in company of doorman. No indication that male is injured at this stage. Male placed in side room. Manager enters and male lunges towards him. Doorman takes male to floor and restrains him. CCTV viewed and PS Penhaligon states this was a lawful eviction. Was reasonable force used?
18/02/12 0130 hrs	FT/12/1339		Theft of handbag	Inside	Yes	No active lines of enquiry.
19/02/12 0030 hrs	FT/12/1437		Theft of passport from within handbag.	Inside	Yes	No active lines of enquiry.
19/02/12	FT/12/1247		Theft of mobile phone from handbag whilst on	Inside	Yes	Despite messages left for aggrieved to

0015 hrs			victims shoulder						
22/02/12 0200 hrs	48	FT/12/1313	2 ejected male cause criminal damage to a window	Outside	Yes	contact police with IMEI number, she failed to do so. Crime file – no further action.			
23/02/12 0059 hrs	25		Caller stating he has been assaulted by door staff – has injuries and ripped clothing.			Offenders not located/identified.			
23/02/12 0025 hrs		FT/12/1382	Theft of mobile phone	Inside	Yes	Male offender dealt with by way of restorative justice.			
23/02/12 0147 hrs	51	FT/12/1334	Caller alleges racial abuse by door staff	Outside	No	Doorman states male was refused entry due to being drunk and after no-entry time. No evidence.			
01/03/12 0232 hrs	46		Male kicking off.	Not known	No	Quote from log “male was originally causing problems o/s then Mambo’s reported male kicking stuff around inside. Lawful ejection. Male has been Section 27’d. No offences”			
04/03/12 0100 hrs		FT/12/1627	Theft of mobile phone	Inside	Yes	No active lines of enquiry			
09/03/12 0130 hrs		FT/12/1768	Theft of mobile phone from rear left hand side trouser pocket	Inside	Yes	Victim could not be specific about exact time and location in premises where theft occurred. No active lines of enquiry.			
10/03/12 0030 hrs		FT/12/1837	Handbag stolen	Inside	Yes	No further action.			
11/03/12 0100 hrs		FT/12/1869	Male aggrieved dancing on dancefloor when he left club to phone a taxi, he noticed mobile phone and wallet taken from rear pocket of jeans by unknown means	Inside	Yes	No viable lines of enquiry.			
14/03/12 2300 hrs		FT/12/1961	Mobile phone stolen from trouser pocket	Inside	Yes	No viable lines of enquiry.			
26/03/12	58	FT/12/2235	Wallet and purse stolen. They were in a handbag	Inside	Yes	Two items of property located within			

0130 hrs			which has been located. There is CCTV but poss not clear enough.			premises by staff. Premises contacted to obtain CCTV on 26/03/12. 02/04/12 telephone call from premises. CCTV not ready. 16/04/12 further telephone call to premises – CCTV not ready. 17/04/12 contacted by Emily at Mambo who states that she has reviewed CCTV but it does not show anyone clearly as it was very dark in the club. Offender not identified due to CCTV quality, and no further active lines of enquiry. Took 22 days to establish if CCTV shows incident.
28/03/12 2315 hrs	938	FT/12/2294 FT/12/2295	Caller has been assaulted. Offender being held by security. Male offender headbutted aggrieved, who is complaining of possible broken nose. In interview, offender states he was on the dance floor when he was pushed, so pushed aggrieved back. He stated aggrieved tripped on a ledge and denied kicking and headbutting aggrieved. Offender 17 yrs old.	Inside	Yes	Quote from crime free text "There is no CCTV of the incident. No members of staff at Mambo's witnessed the alleged assault." No independent witnesses. No realistic prospect of a conviction. Offender is 17 years old – breach of condition. Gatekeeper decision to NFA.
31/03/12 0220 hrs		FT/12/2378	Assault ABH. Offender and aggrieved both perceived to be in drink. Offender struck aggrieved to the forehead with her shoe. Male offender punched and slapped aggrieved to head. Aggrieved received 2 lumps to forehead.	Inside	Yes	CCTV checked and does not show offence due to lighting inside premises. Enquiries on-going.
01/04/12 0040 hrs		FT/12/2490	Inflicting GBH without intent S20. Male offender door staff at premises, stranger to male aggrieved. Aggrieved was in drink. Offender dragged aggrieved from first floor of premises to street level, unprovoked, causing injury in process. Aggrieved has broken/dislocated finger.	Inside	Yes	04/04/12 CCTV requested. 10/04/12 CCTV provided. Aggrieved states he had drunk 7 pints of lager and 10 shots, and had been to other premises before entering Mambo at around 0030 hrs. 17/04/12 CCTV viewed by officers however it only shows two camera angles on street level and not the inside bar area on level 2 which is where Sgt Mills requested the CCTV to cover. 05/05/12 Further CCTV footage viewed. Aggrieved is seen to be non compliant with doorstaff. Officer comments within crime free text "This level of injury is not acceptable for a

03/04/12 0001 hrs	FT/12/2470	Assault ABH. 6 female offenders, stranger to female aggrieved, assault aggrieved by pulling hair, punching to head and kicking.	Inside	Yes	lawful ejection". Filed – no further action. CCTV not installed in toilets. Aggrieved does not wish to pursue matter. Filed – no further action.
04/04/12 2300 hrs	FT/12/2650	Passport stolen from pocket of aggrieveds trousers	Inside	Yes	No active lines of enquiry
09/04/12 0001 hrs	FT/12/2628	Inflicting GBH without intent S20. Male offender doorstaff. Following verbal argument with son of aggrieved, offender came from behind, grabbed aggrieved arms bending them up behind his back and had his legs kicked from under him. He was then carried head first down both flights of stairs. Male sustained fractured ulna in left arm.	Inside	Yes	09/04/12 CCTV requested. 17/04/12 officer phoned Mambo who confirmed CCTV had been downloaded. 28/04/12 CCTV viewed, however does not contain cameras and angles. Full hours coverage of CCTV from all cameras requested. 03/05/12 officer contacted Mambo re CCTV. Emily said she thought it had been done. However she then stated that the CCTV system had crashed and she was waiting for technical support. Enquiries/CCTV matter on-going.
09/04/12 0001 hrs	FT/12/2642	Malicious Wounding without intent S20. Male assaulted by 2 door stewards. Male received cuts and bruises to body.	Inside	Yes	This crime is linked to above crime. Father and son both assaulted. Investigation details as above.
14/04/12 2230 hrs	FT/12/2829	Passport stolen from handbag	Inside	Yes	No active lines of enquiry
20/04/12 2300 hrs	FT/12/2902	Male searched whilst in premises and found in possession of controlled drugs	inside	Yes	Male received fixed penalty notice
20/04/12 0001 hrs	5	Female alleges she has been assaulted by three door stewards who have thrown her out.	Inside	Yes	Officers spoke to door staff. Female ejected for fighting inside premises. Female also spat at door stewards.
22/04/12 0000 hrs	FT/12/2931	Male aggrieved used his mobile phone whilst in nightclub and placed phone in rear jean pocket. When he went to use phone again about 5 minutes later the phone had been stolen	Inside	Yes	No active lines of enquiry
28/04/12 1130 hrs	FT/12/3170	Whilst sat in the bar female aggrieved left her bag on the table when offender removed her mobile phone	inside	Yes	No active lines of enquiry
28/04/12 0230 hrs	FT/12/3142	Aggrieved placed handbag on sofa on second floor. Aggrieved was dancing a metre away from handbag. Items have been stolen.	Inside	Yes	Manager Chris contacted. Stated he would look at CCTV. No contact received by Mambo. No active lines of enquiry.

29/04/12 0210 hrs		FT/12/3143	Handbag left insecure and unattended on sofa on second floor near dancefloor. Items stolen.	Inside	Yes	Linked to above crime. Different aggrieved. Manager Chris contacted. Stated he would look at CCTV. No contact received by Mambo. No active lines of enquiry.
03/05/12 0207 hrs	48	FT/12/3227	Male has been glassed. Offender has run off. "Aggrieved has laceration to cheek. Still has lump of glass protruding from neck. Staff now saying offender has gone". Paramedics arrive – "Glass has fallen out of neck wound – he has a bulge on his neck – poss glass under skin – they are taking him to TDH and do not want him talking in case glass rubs against an artery".	Inside	Yes	Male arrested at his hotel, now on bail until 26/06/12.
07/05/12 0001 hrs		FT/12/3340	Mobile telephone stolen from rear of jeans pocket whilst on busy dancefloor	Inside	Yes	Enquiries on-going
10/05/12 0200 hrs		FT/12/3394	Whilst in nightclub mobile removed from aggrieveds handbag	Inside	Yes	CCTV not viable option due to premises being busy nightclub. No other lines of enquiry.
10/05/12 0200 hrs		FT/12/3527	Wound or cause GBH with intent to do GBH S18. Male offender, stranger to aggrieved, both perceived to be in drink. Offender approached aggrieved and without provocation smashed glass on aggrieveds head causing injury requiring 8 stitches, plus additional internal stitches	Inside	Yes	"Doorstaff and manager cleaned aggrieved up and said it wasn't too bad and no need to call police. Aggrieved believes that staff at Mambo know offender." Aggrieved is vulnerable male, who although doesn't have a learning disability, missed a lot of school due to cancer, and requires additional measures such as statement to be taken in presence of mother. Mambo contacted re CCTV request. Sharon stated that their CCTV system developed a fault at 2230 hrs on 09/05/12. Two incident report forms completed by the DPS that night, Nathan Towersey, and staff member, Chris Phillips. Nathan told officers aggrieved did not wish to make a ft/complaint despite the fact that doorstaff

14/05/12 2330 hrs						had detained the group involved. He was unsure if any of his doorstaff had taken details of this group. Report from CCTV technician requested. CCTV turned off at time of incident. Offender is 17 years old - breach of condition. Enquiries on-going. Enquiries on-going
15/05/12 0001 hrs					Yes	Wallet removed by unknown means Inside No active lines of enquiry
19/05/12 1700 hrs					Yes	Wallet left unattended in upstairs bar taken by unknown means Inside No active lines of enquiry
23/05/12 0110 hrs	27				Yes	Mobile phone stolen from pocket of unattended jacket Allegation of excessive force by doorstaff and bar person. Victim complained of arm being wrenched up behind back and being pushed from premises outside. Inside Officers attended and viewed CCTV. "Male was lawfully ejected. He and friend in drink, also claiming injury to back, have told him there has been no crime"
28/05/12 0117 hrs	45				Yes	Two males detained Inside Officers attended. Lawful ejection. No offences.

File No.:		Computer URN:		Minute No.:	
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To be completed for any incident or for information on any licensed premises. This form to be submitted to the Licensing Unit as soon as possible. **Nominal and / or intelligence MUST be submitted via Source and Covert Intelligence System (CIS).**

- Licensing objective:
- The prevention of crime and disorder;
 - Public safety;
 - The prevention of public nuisance; and
 - The protection of children from harm.

Name of premises: Mambo's	
Address: The Strand, Torquay	
Report type: <input type="checkbox"/> Visit <input type="checkbox"/> Incident <input checked="" type="checkbox"/> Other ENTE Patrols	Date: 27&28/01/12 Time: Various Times
OIS Ref.:	Crime No.:
Brief summary / action taken (if not recorded elsewhere):	
Saturday 28 th January 2012	
Officers had to attend Mambo's after a group of drunk persons started fighting after just leaving the premises, subsequently 4 people were arrested for affray.	
Submitted by: Name: Birch	Force No.: 12856
Signed: Alan J Birch	Date: 29/01/2012 Time: 19:20
Action taken by Licensing Unit:	
Licensing officer:	
Forwarded to Daily Tasking:	

File No.:	Computer URN:	Minute No.:
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To be completed for any incident or for information on any licensed premises. This form to be submitted to the Licensing Unit as soon as possible. **Nominal and / or intelligence MUST be submitted via Source and Covert Intelligence System (CIS).**

- Licensing objective:**
- The prevention of crime and disorder;
 - Public safety;
 - The prevention of public nuisance; and
 - The protection of children from harm.

Name of premises: Mambo	
Address: 7 The Strand, Torquay, TQ1 2AA	
Report type:	<input type="checkbox"/> Visit <input checked="" type="checkbox"/> Incident <input type="checkbox"/> Other
OIS Ref.: 128 18/02/2012	Crime No.: FT/12/1233
Brief summary / action taken (if not recorded elsewhere):	
<p>Call to Police from parent of victim claiming that her son had been assaulted by door staff at the premises. Circumstances are that the 'victim' had taken a glass into the toilets that he had dropped onto the cistern causing damage. He claims this was accidental however staff at the location claim it was deliberate damage. Door staff detained the male in the toilets and escorted him downstairs where he was detained in the side bar until the manager attended. He claims that he was assaulted in this room resulting in a cut hand and stress injury to his shoulder. Police attended the following day and viewed CCTV that does not show the incident in the toilet but shows the male being escorted down the steps and into the downstairs bar, no restraint is used at this time. The male waits in the bar with a doorman until the manager arrives and then seems to lunge towards the manager resulting in the doorman taking him to the floor where he is restrained after a short struggle. No evidence of excessive use of force is shown on the CCTV. Crime finalised as undetected with no further action being taken against any door staff.</p> <p>My concern in this case was the use of the closed bar on the ground floor that is badly lit and only partially covered by CCTV being used as an area to detain people. Words of advice given to the management about this.</p>	
Submitted by: Name: PENHALIGON	Force No.: 15482
Signed: A. PENHALIGON	Date: 24/02/2012 Time: 2145HRS
Action taken by Licensing Unit:	
Licensing officer:	
Forwarded to Daily Tasking:	

File No.:		Computer URN:		Minute No.:	
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To be completed for any incident or for information on any licensed premises. This form to be submitted to the Licensing Unit as soon as possible. **Nominal and / or intelligence MUST be submitted via Source and Covert Intelligence System (CIS).**

- Licensing objective:**
- The prevention of crime and disorder;
 - Public safety;
 - The prevention of public nuisance; and
 - The protection of children from harm.

Name of premises: Mambo's	
Address: The Strand, Torquay	
Report type:	<input type="checkbox"/> Visit <input checked="" type="checkbox"/> Incident <input type="checkbox"/> Other
OIS Ref.: 938 28/03/2012	Crime No.: FT/12/2294
Brief summary / action taken (if not recorded elsewhere):	
<p>Police were called to Mambo's following a report of an assault in the club. The offender was detained by the door supervisors after he was pointed out by alleged victim. The door staff did not witness the incident.</p> <p>The offender had been drinking in the club and was 17 years old. The offence has been investigated and is NFA due to lack of evidence.</p> <p>However A/DI Yarwood has requested that CCTV be seized and used to try and identify the 17 year old suspect being served alcohol.</p>	
Submitted by: Name: PC 6751 Morgan	Force No.: 16751
Signed: 16751	Date: 03/04/2012 Time: 23:00 hrs
Action taken by Licensing Unit:	
Licensing officer:	
Forwarded to Daily Tasking:	

Licensed Premises Visit Checklist

Any information from these checks to be included in 'Brief summary' overleaf.

Officers present at inspection:

Administration:

1. Designated Premises Supervisor (DPS) on the premises? Yes No
Name of DPS (or person in charge if no DPS):
 Helpful Unhelpful Obstructive Other:
2. Premises Licence (summary displayed)? Yes No
(It should be displayed in the public area)
3. Premises Licence (complete) produced to officers? Yes No
(A constable can request to see full licence)

Crime and Disorder:

1. Any violence inside / outside premises? Yes No
2. Any public order inside / outside premises? Yes No
3. Any evidence of drugs found inside / outside premises? Yes No
4. Any drinks promotions in operation at time of visit? Yes No
5. Any evidence of excessive drunkenness? Yes No

Public Safety:

1. CCTV on premises? Yes No Working at time of visit? Yes No
Incident captured? Yes No Staff able to download? Yes No
Image quality? Good Poor Other: Does not cover all areas of club and some area inside the club are patch when the light on the dance floor are flashing.
2. Door staff on duty? Yes No If Yes, number: U/k
SIA licensed? Yes No Licence displayed? Yes No
3. Do the premises look overcrowded? Yes No
4. Method of checking the customer numbers:
5. Radio system in use? Yes No
6. Tables / glasses kept tidy? Yes No

Public Nuisance:

1. Any noise or nuisance outside of premises? Yes No
2. Any smokers standing outside of premises? Yes No
3. Any excessive litter / debris outside of premises? Yes No

Protection of Children:

1. Any underage offences detected on the premises? Yes No
2. What proof of age policy is operated in the premises? u/k
3. How is this publicised?
4. Do staff appear trained in proof of age? Yes No

WITNESS STATEMENT

Criminal Procedure Rules, r 27.1(1); Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B

Statement of **PAUL STEPHEN NEWTON**..... URN:

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Age if under 18 **Over 18**..... (if over 18 insert 'over 18') Occupation: **Police Constable**

This statement (consisting of: **2**..... pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated anything in it which I know to be false, or do not believe to be true.

Signature:  Date: **28th March 2012**.....

Tick if witness evidence is visually recorded (supply witness details on rear)

I am the above named person, Police Constable 4401 of Devon and Cornwall Constabulary, currently stationed at TORQUAY.

At about 2355 hours on Wednesday 28th March 2012, whilst on duty in company with PC 6955 LAING, I attended MAMBO, THE STRAND, TORQUAY, in response to a report of an incident at that location.

On attendance I was directed by door staff to the ground floor bar, where a male was sat at a table with another member of door staff stood by him. I was advised that this male had been detained for assaulting another customer at the pub.

The detained male later identified himself to me [REDACTED], date of birth 25/09/1994.

I approached [REDACTED] while PC LAING went upstairs to speak with the alleged victim. I spoke with the member of door staff stood by [REDACTED] and then I asked [REDACTED] if he had any identification on him. He replied "NO."

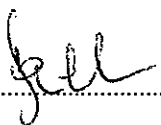
I got out my pen and Pocket Notebook to take [REDACTED] details, and as I was doing so [REDACTED] suddenly leapt up from his chair and tried to run past me. The MAMBO door staff member and I immediately took hold [REDACTED] restraining him as he tried to break free. I arrested [REDACTED] on suspicion of assault, and handcuffed him in a back-to-back position at the rear. I advised [REDACTED] I was arresting him for the prompt and effective investigation of the offence, and cautioned him. He replied "HMMM." Time of arrest was 0002 hours Thursday 29th March 2012.

I formed the opinion that [REDACTED] was drunk. His eyes were glazed, his speech was slurred, he was unsteady on his feet, and he smelt of intoxicating liquor.

I stayed with [REDACTED] in the ground floor bar until PC LAING joined us a couple of minutes later [REDACTED] was then conveyed to TORQUAY CUSTODY CENTRE where his detention was authorised.

At 0025 hours at TORQUAY CUSTODY CENTRE I searched [REDACTED], and seized from his wallet a UK Driving Licence photocard in the name of [REDACTED], date of birth 10/03/1992. I produce this driving licence card as exhibit PSN/1. The driving licence was listed on the File and Property Tracking System at TORQUAY POLICE STATION, under reference E/77371.

I have previously dealt with [REDACTED] At 2045 hours on Thursday 27th October 2011 at SHERWELL PARK, SHERWELL LANE, TORQUAY I had reason to search [REDACTED] and at that time I also found that he was in possession of the UK Driving Licence card in the name of [REDACTED] At that time I made enquiries with

Signature:  Signature witnessed by:

File No.:	Computer URN:	Minute No.:
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- Licensing objective:**
- The prevention of crime and disorder;
 - Public safety;
 - The prevention of public nuisance; and
 - The protection of children from harm.

Name of premises: Mambos	
Address: The Strand, Torquay	
Report type: <input type="checkbox"/> Visit <input type="checkbox"/> Incident <input checked="" type="checkbox"/> Other Op Ambassador	Date: 31/03/12 Time: 00:40 to 01:35
OLS Ref.: n/a	Crime No.: n/a

Brief summary / action taken (if not recorded elsewhere):

Officers deployed in plain clothes under the auspices of Op Ambassador witnessed the following- a couple of Asian/Oriental persons from a larger group been refused entry. The pair did not seem inabberiated and the reason for the refusal is not known.

Persons were seen to be ejected in a peaceful manner.
ID checks being conducted.

a barmaid in the 'roof top' bar was heard discouraging a customer from purchasing a double short suggesting he bought a single.

No counting of patrons could be seen
No searches were witnessed.

A 22 year old male [REDACTED], was seen dropping approx 3m down a streetlamp on to the pavement below from the Hoopers balcony and running off. When spoken to he admitted he had climbed across from the Mambo 1st floor balcony to the Hoopers one and claimed he had done it for a 'laugh'. He was limping as a result of his drop/fall but refused medical treatment and stated he had consumed 10 pints of beer.

There were generally two door stewards on duty but at times only one was present

Submitted by: Name: Jones	Force No.: 14479
Signed: 14479	Date: 31/03/2012 Time: 02.49

Action taken by Licensing Unit:

Licensing officer:
Forwarded to Daily Tasking:

Licensed Premises Visit Checklist

Any information from these checks to be included in 'Brief summary' overleaf.

Officers present at inspection:

Administration:

1. Designated Premises Supervisor (DPS) on the premises? Yes No
Name of DPS (or person in charge if no DPS):
 Helpful Unhelpful Obstructive Other:
2. Premises Licence (summary displayed)? Yes No
(It should be displayed in the public area)
3. Premises Licence (complete) produced to officers? Yes No
(A constable can request to see full licence)

Crime and Disorder:

1. Any violence inside / outside premises? Yes No
2. Any public order inside / outside premises? Yes No
3. Any evidence of drugs found inside / outside premises? Yes No
4. Any drinks promotions in operation at time of visit? Yes No
5. Any evidence of excessive drunkenness? Yes No

Public Safety:

1. CCTV on premises? Yes No Working at time of visit? Yes No
Incident captured? Yes No Staff able to download? Yes No
Image quality? Good Poor Other:
2. Door staff on duty? Yes No If Yes, number: 2
SIA licensed? Yes No Licence displayed? Yes No
3. Do the premises look overcrowded? Yes No
4. Method of checking the customer numbers:
5. Radio system in use? Yes No
6. Tables / glasses kept tidy? Yes No
7. Any smoking inside premises? Yes No

Public Nuisance:

1. Any noise or nuisance outside of premises? Yes No
2. Any smokers standing outside of premises? Yes No
3. Any excessive litter / debris outside of premises? Yes No

Protection of Children:

1. Any underage offences detected on the premises? Yes No
2. What proof of age policy is operated in the premises?
3. How is this publicised?
4. Do staff appear trained in proof of age? Yes No

WITNESS STATEMENT


Criminal Procedure Rules, r 27.1(1); Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B

Statement of **Nigel Ian Jones**..... URN:

50	FT		
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Age if under 18 **Over 18**..... (if over 18 insert 'over 18') Occupation: **Police Officer**

This statement (consisting of: 1..... pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated anything in it which I know to be false, or do not believe to be true.

Signature: ..... Date: 29th May 2012.....

Tick if witness evidence is visually recorded (supply witness details on rear)


I am Detective Constable 4479 Nigel Jones of the Devon and Cornwall Constabulary currently stationed at Torquay in Devon.

On the evening of Friday 31st March 2012 I was on duty in plain clothes in the Torquay town centre area with PC 6011 Aiton visiting numerous licensed premises between 2300 hours and 0300 hours on Saturday 1st April. One of the premises that we visited a number of times throughout the period was 'Mambos' on The Strand. During these visits I made the following observations-

There were generally two door stewards on duty, but at times only one was present at the entrance. ID checks were being conducted but no counting of patrons in, nor searches of persons were witnessed. Persons were seen to be ejected in a peaceful manner.

A couple of Asian/Oriental persons from a larger group were refused entry. The pair did not seem inebriated and the reason for the refusal is not known. A barmaid in the 'roof top' bar was heard discouraging a customer from purchasing a double short suggesting he only bought a single instead.

A 22 year old male was seen dropping approx 3m down a streetlamp on to the pavement below from the Hoopers balcony and running off. When spoken to he admitted he had climbed across from the Mambo 1st floor balcony to the Hoopers one and claimed he had done it for a 'laugh'. He was limping as a result of his drop/fall but refused medical treatment and stated he had consumed 10 pints of beer.

Signature: ..... Signature witnessed by:

File No.:		Computer URN:		Minute No.:	
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To be completed for any incident or for information on any licensed premises. This form to be submitted to the Licensing Unit as soon as possible. **Nominal and / or intelligence MUST be submitted via Source and Covert Intelligence System (CIS).**

- Licensing objective:**
- The prevention of crime and disorder;
 - Public safety;
 - The prevention of public nuisance; and
 - The protection of children from harm.

Name of premises: café Mambo	
Address: The Strand, Torquay	
Report type: <input type="checkbox"/> Visit <input checked="" type="checkbox"/> Incident <input type="checkbox"/> Other	Date: 31/03/12 Time: 0220-0230
OIS Ref.: no log	Crime No.: FT/12/2378

Brief summary / action taken (if not recorded elsewhere):
 Report of a female being assaulted by two other females on the dancefloor upstairs. Victim could not remember the full details apart from being assaulted, unsure whether or not doorstaff intervened, victim very vague due to intoxication.
 CCTV is not clear due to lighting and does not show any offences. Offenders are claiming that victim started the fight. Only one witness came forward at the time he was too intoxicated to provide a statement at the time.
 enquiries continuing.

Submitted by: Name: Aimee Chalker	Force No.: 12808
Signed: A Chalker	Date: 31/03/2012 Time: 19:00

Action taken by Licensing Unit:

Licensing officer:
Forwarded to Daily Tasking:

Licensed Premises Visit Checklist

Any information from these checks to be included in 'Brief summary' overleaf.

Officers present at inspection:

2808 CHALKER
159 METHERELL
6376 CAYLESS

Administration:

1. Designated Premises Supervisor (DPS) on the premises? Yes No
Name of DPS (or person in charge if no DPS):
 Helpful Unhelpful Obstructive Other:
2. Premises Licence (summary displayed)? Yes No
(It should be displayed in the public area)
3. Premises Licence (complete) produced to officers? Yes No
(A constable can request to see full licence)

Crime and Disorder:

1. Any violence inside / outside premises? Yes No
2. Any public order inside / outside premises? Yes No
3. Any evidence of drugs found inside / outside premises? Yes No
4. Any drinks promotions in operation at time of visit? Yes No
5. Any evidence of excessive drunkenness? Yes No

Public Safety:

1. CCTV on premises? Yes No Working at time of visit? Yes No
Incident captured? Yes No Staff able to download? Yes No
Image quality? Good Poor Other:
2. Door staff on duty? Yes No If Yes, number:
SIA licensed? Yes No Licence displayed? Yes No
3. Do the premises look overcrowded? Yes No
4. Method of checking the customer numbers: clicker
5. Radio system in use? Yes No
6. Tables / glasses kept tidy? Yes No
7. Any smoking inside premises? Yes No

Public Nuisance:

1. Any noise or nuisance outside of premises? Yes No
2. Any smokers standing outside of premises? Yes No
3. Any excessive litter / debris outside of premises? Yes No

Protection of Children:

1. Any underage offences detected on the premises? Yes No
2. What proof of age policy is operated in the premises? ID to be shown
3. How is this publicised? unknown
4. Do staff appear trained in proof of age? Yes No

WITNESS STATEMENT


Criminal Procedure Rules, r 27.1(1); Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B

Statement of **Aimee Chalker** URN:

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Age if under 18 **Over 18**..... (if over 18 insert 'over 18') Occupation: **Police Constable**

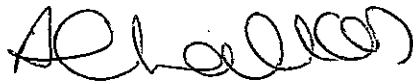
This statement (consisting of: 1..... pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated anything in it which I know to be false, or do not believe to be true.


Signature:  Date: **27/05/12**

Tick if witness evidence is visually recorded (supply witness details on rear)

I am PC 2808 Aimee Chalker of the Devon and Cornwall Constabulary currently based at Torquay Police Station. This statement will refer to Saturday 31st¹ March 2012 when I took a report of an assault that happened in CAFÉ MAMBO on THE STRAND TORQUAY.

On the stated day at approximately 02:20 hours I was on duty in full uniform on THE STRAND TORQUAY. I was asked to attend CAFÉ MAMBO on THE STRAND TORQUAY to a report of a female reporting an assault that happened within the premises. Upon arrival the female victim was in the office within the premises with staff one of which was her daughter who worked behind the bar, she stated how two unknown females had attacked her for no reason on the upstairs dancefloor and as a result she had a lump on her head the size of a golf ball. I escorted the victim outside to our police van as it was quiet there in order to take a statement from her, she had already pointed out the two female offenders who had been detained by doorstaff downstairs. The victim was very vague in details of the assault due to intoxication of alcohol and she could not remember whether doorstaff intervened in the fight or not, the victim was very angry at the fact it had happened to her and showed this in her behaviour towards police officers.



Signature:  Signature witnessed by:

File No.:	Computer URN:	Minute No.:
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To be completed for any incident or for information on any licensed premises. This form to be submitted to the Licensing Unit as soon as possible. **Nominal and / or intelligence MUST be submitted via Source and Covert Intelligence System (CIS).**

- Licensing objective:**
- The prevention of crime and disorder;
 - Public safety;
 - The prevention of public nuisance; and
 - The protection of children from harm.

Name of premises: MAMBOS		
Address: 7 THE STRAND TORQUAY		
Report type: <input type="checkbox"/> Visit <input checked="" type="checkbox"/> Incident <input type="checkbox"/> Other	Date: 1/4/12 Time: 0040-0050	
OIS Ref.:	Crime No.: FT/12/2490	
Brief summary / action taken (if not recorded elsewhere):		
<p>THIS INCIDENT WAS REPORTED TO THE POLICE ON 4/4/12, DAYS AFTER THE INCIDENT TOOK PLACE. THE INCIDENT HAS BEEN CRIMED AS AN GBH WITHOUT INTENT S.20 AS THE AP HAS A BROKEN FINGER THE ALLEGATION IS - MALE OFFENDER DOOR STAFF AT SIGGED STRANGER TO MALE AGGRIEVED AGGRIEVED WAS IN DRINK OFFENDER DRAGGED AGGRIEVED FROM FIRST FLOOR OF PREMISES TO STREET LEVEL UNPROVOKED CAUSING INJURY IN PROCESS AGGRIEVED WAS ON FIRST FLOOR CLOSE TO STAIR WELL</p> <p>CCTV HAS BEEN REQUESTED FROM MAMBOS. CHRIS CHAPMAN OF MAMBOS IS PROGRESSING THIS AS HE COULD WORK THE CCTV AT THE TIME OF REQUEST HE WILL ADVISE POLICE WHEN DOWNLOAD HAS BEEN COMPLETED</p>		
Submitted by: Name: PS MILLS	Force No.: 5913	
Signed: S.MILLS	Date: 5/4/12	Time: 1530
Action taken by Licensing Unit:		
Licensing officer:		
Forwarded to Daily Tasking:		

File No.:		Computer URN:		Minute No.:	
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To be completed for any incident or for information on any licensed premises. This form to be submitted to the Licensing Unit as soon as possible. **Nominal and / or intelligence MUST be submitted via Source and Covert Intelligence System (CIS).**

- Licensing objective:**
- The prevention of crime and disorder;
 - Public safety;
 - The prevention of public nuisance; and
 - The protection of children from harm.

Name of premises: café Mambo
Address: The Strand, Torquay

Report type: Visit Incident Other Date: 01/04/12 Time: 01:10
 OIS Ref.: no log Crime No.: FT/12/2385

Brief summary / action taken (if not recorded elsewhere):
 Group of males ejected by doorstaff. Males were arguing with doorstaff saying that they were heavy handed and threw them out for no reason. One male lost his shoe on the way and became aggressive because he could not find his shoe. One male was verbally aggressive towards police swearing in the street and inciting violence towards police officers.
 Male was subsequently arrested for being drunk and disorderly.

Submitted by: Name: Aimee Chalker Force No.: 12808
 Signed: A Chalker Date: 01/04/2012 Time: 19:00

Action taken by Licensing Unit:

Licensing officer:
 Forwarded to Daily Tasking:

Licensed Premises Visit Checklist

Any information from these checks to be included in 'Brief summary' overleaf.

Officers present at inspection:

2808 CHALKER

Administration:

1. Designated Premises Supervisor (DPS) on the premises? Yes No
Name of DPS (or person in charge if no DPS):
 Helpful Unhelpful Obstructive Other:
2. Premises Licence (summary displayed)? Yes No
(It should be displayed in the public area)
3. Premises Licence (complete) produced to officers? Yes No
(A constable can request to see full licence)

Crime and Disorder:

1. Any violence inside / outside premises? Yes No
2. Any public order inside / outside premises? Yes No
3. Any evidence of drugs found inside / outside premises? Yes No
4. Any drinks promotions in operation at time of visit? Yes No
5. Any evidence of excessive drunkenness? Yes No

Public Safety:

1. CCTV on premises? Yes No Working at time of visit? Yes No
Incident captured? Yes No Staff able to download? Yes No
Image quality? Good Poor Other:
2. Door staff on duty? Yes No If Yes, number:
SIA licensed? Yes No Licence displayed? Yes No
3. Do the premises look overcrowded? Yes No
4. Method of checking the customer numbers: clicker
5. Radio system in use? Yes No
6. Tables / glasses kept tidy? Yes No
7. Any smoking inside premises? Yes No

Public Nuisance:

1. Any noise or nuisance outside of premises? Yes No
2. Any smokers standing outside of premises? Yes No
3. Any excessive litter / debris outside of premises? Yes No

Protection of Children:

1. Any underage offences detected on the premises? Yes No
2. What proof of age policy is operated in the premises? ID to be shown
3. How is this publicised? unknown
4. Do staff appear trained in proof of age? Yes No

WITNESS STATEMENT

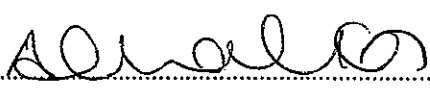
Criminal Procedure Rules, r 27.1(1); Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B

Statement of **Aimee Chalker** URN:

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Age if under 18 **Over 18**..... (if over 18 insert 'over 18') Occupation: **Police Constable**



This statement (consisting of: **1**..... pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated anything in it which I know to be false, or do not believe to be true.

Signature:  Date: 27/05/12


Tick if witness evidence is visually recorded (supply witness details on rear)

I am PC 2808 Aimee Chalker of the Devon and Cornwall Constabulary currently based at Torquay Police Station. This statement will refer to Sunday 1st April 2012 when I arrested a male for being drunk and disorderly after being ejected from CAFÉ MAMBO on THE STRAND TORQUAY.

On the stated day at approximately 01:00 hours I was on duty in full uniform on THE STRAND TORQUAY. My attention was drawn to approximately 3 male's arguing with the door staff at CAFÉ MAMBO. I approached the door and began speaking to one of the males  I removed him away from the door  was very angry and agitated by the door staff he stated that he was ejected for no reason and that they were heavy handed with him, he was very upset that he lost his shoe when he was removed from the premises and that was why he was arguing with the door staff. I volunteered to go back inside to find his shoe whilst he waited outside, this calmed him down but unfortunately I could not find his shoe and the door staff could not either.

 shoe was eventually found but because the police didn't find it  became very verbally aggressive and was subsequently arrested for being drunk and disorderly.



Signature:  Signature witnessed by:

File No.:		Computer URN:		Minute No.:	
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To be completed for any incident or for information on any licensed premises. This form to be submitted to the Licensing Unit as soon as possible. **Nominal and / or intelligence MUST be submitted via Source and Covert Intelligence System (CIS).**

- Licensing objective:
- The prevention of crime and disorder;
 - Public safety;
 - The prevention of public nuisance; and
 - The protection of children from harm.

Name of premises: MAMBO NIGHTCLUB	
Address: THE STRAND TORQUAY	
Report type: <input type="checkbox"/> Visit <input checked="" type="checkbox"/> Incident <input type="checkbox"/> Other	Date: 01/04/12 Time: 0100
OIS Ref.:	Crime No.: FT/12/2386
Brief summary / action taken (if not recorded elsewhere): Male ejected from MAMBO nightclub by doorstaff due to his behaviour inside of the club. Male then threatened and was aggressive to doorstaff, handcuffed and arrested D&D. Doorstaff assisted Police in arrest of the male. [REDACTED] refers to male arrested.	
Submitted by: Name: PC FREEBORN	Force No.: 2814
Signed: PC 2814 FREEBORN	Date: 01/04/2012 Time: 19:00
Action taken by Licensing Unit:	
Licensing officer:	
Forwarded to Daily Tasking:	

Licensed Premises Visit Checklist

Any information from these checks to be included in 'Brief summary' overleaf.

Officers present at inspection:

Administration:

1. Designated Premises Supervisor (DPS) on the premises? Yes No
Name of DPS (or person in charge if no DPS):
 Helpful Unhelpful Obstructive Other:
2. Premises Licence (summary displayed)? Yes No
(It should be displayed in the public area)
3. Premises Licence (complete) produced to officers? Yes No
(A constable can request to see full licence)

Crime and Disorder:

1. Any violence inside / outside premises? Yes No
2. Any public order inside / outside premises? Yes No
3. Any evidence of drugs found inside / outside premises? Yes No
4. Any drinks promotions in operation at time of visit? Yes No
5. Any evidence of excessive drunkenness? Yes No

Public Safety:

1. CCTV on premises? Yes No Working at time of visit? Yes No
Incident captured? Yes No Staff able to download? Yes No
Image quality? Good Poor Other: NOT CHECKED
2. Door staff on duty? Yes No If Yes, number: 2 OUTSIDE
SIA licensed? Yes No Licence displayed? Yes No
3. Do the premises look overcrowded? Yes No
4. Method of checking the customer numbers:
5. Radio system in use? Yes No
6. Tables / glasses kept tidy? Yes No
7. Any smoking inside premises? Yes No

Public Nuisance:

1. Any noise or nuisance outside of premises? Yes No
2. Any smokers standing outside of premises? Yes No
3. Any excessive litter / debris outside of premises? Yes No

Protection of Children:

1. Any underage offences detected on the premises? Yes No
2. What proof of age policy is operated in the premises?
3. How is this publicised?
4. Do staff appear trained in proof of age? Yes No

WITNESS STATEMENT

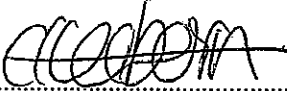
Criminal Procedure Rules, r 27.1(1); Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B

Statement of **Toby FREEBORN** URN:

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Age if under 18 **Over 18**..... (if over 18 insert 'over 18') Occupation: **Police Officer**.....

This statement (consisting of: 1..... pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated anything in it which I know to be false, or do not believe to be true.

Signature:  Date: 29/05/12

Tick if witness evidence is visually recorded (supply witness details on rear)

I am PC 2814 Toby FREEBORN of Devon and Cornwall Police. I am currently stationed at Torquay Police station as a uniformed police constable.

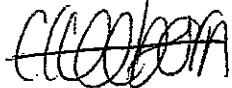
On the 01/04/2012 I was in full uniform on foot patrol covering the evening and night time economy on TORQUAY harbourside.

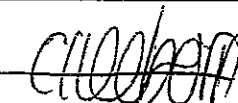
At approximately 0100hours I was walking along THE STRAND TORQUAY when I saw a male being ejected from MAMBO NIGHTCLUB TORQUAY by doorstaff. I was a few metres away from the entrance to the nightclub and as I monitored the male I saw him square up to doorstaff from MAMBOS. His posture was aggressive as he was puffing his chest out and I could see that his fists were clenched. I made towards the male and grabbed hold of him to prevent him from doing anything further towards the doorstaff. The male smelt of intoxicating liquor on the male, seeing that his eyes were glazed and that whilst he was stood he was swaying. I therefore formed the opinion that the male was drunk.

As I tried placing the handcuffs on the male he tried to get away from me and had to be taken onto the floor in order to restrain him and arrest him. I then said to this male "I AM ARRESTING YOU ON SUSPICION OF BEING DRUNK AND DISORDERLY" I then cautioned him to which he made no reply. I then informed him that the necessity for my arrest was to prevent harm and for the prompt and effective investigation into the offence.

The male kept spitting towards me and I had to hold onto his head in order to prevent him from hitting me. I was assisted by doorstaff from MAMBOS.

The male identified him to be as being  He was taken to TORQUAY CUSTODY and later issued a PND.



Signature:  Signature witnessed by: _____ Self: _____



Alcohol / Licensing Information Form

File No.:		Computer URN:		Minute No.:	
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To be completed for any alcohol related incident or for information on any licensed premises. This form to be submitted to the Licensing Unit as soon as possible. **Nominal and / or intelligence MUST be submitted via Source and Covert Intelligence System (CIS).**

- Licensing objective:**
- The prevention of crime and disorder;
 - Public safety;
 - The prevention of public nuisance; and
 - The protection of children from harm.

Report type: <input type="checkbox"/> Visit <input checked="" type="checkbox"/> Incident <input type="checkbox"/> Other	Date: 02/04/12 Time: 0001
OIS Ref.: n/a	Crime No.: FT/12/2470
Name of premises (where applicable): Mambo's	
Address: The Strand Torquay	

Brief summary / action taken (if not recorded elsewhere):

6 FEMALE OFFENDERS STRANGER TO FEMALE AGGRIEVED ALL PERCEIVED IN DRINK IN LADIES RESTROOM ONE OF FEMALE OFFENDERS SHOUTED AT AGGRIEVED OVER UNDISCLOSED TOPIC AS AGGRIEVED ATTEMPTED TO LEAVE REST ROOM SHE WAS GRABBED BY HER HAIR AND PULLED BACK WAS PUNCHED TO HEAD AND BODY FELL TO GROUND WAS KICKED TO BODY VISIBLE INJURY CAUSED AGGRIEVEDS FRIEND INTERVENED WHEN SHE CAME INTO RESTROOM

A/P spoken to and no supportive of positive action - nfa at this time - ap's wishes - all updates on crime
Staff were spoken to on the night by the a/p and she was told that there was nothing that could be done as staff had not seen the incident and that it hadn't been caught on CCTV
All parties in drink
Believe main suspect to be [REDACTED]

Submitted by: Name: Sam Smoothy	Force No.: 14764
Signed: S.Smoothy	Date: 03/04/12 Time: 20:55

Action taken by Licensing Unit:

Licensing officer:
Forwarded to Daily Tasking:



**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.

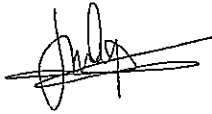
As Designated Premises Supervisor I would remind you that it is your responsibility to ensure that your premises are run in accordance with the conditions of your Premises Licence, in a manner that promotes the Licensing Objectives and within the confines of the law at all times.

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 read 'J Nye', with a horizontal line drawn through it.

Superintendent J Nye
Geographic Superintendent - Torbay

Our ref:

Your ref:



**DEVON & CORNWALL
CONSTABULARY**

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

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 read 'J Nye', with a long horizontal stroke extending to the right.

Superintendent J Nye
Geographic Superintendent - Torbay



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

Low
For your attention
and that of Julie
J. N.

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 of 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 also 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 the security staff do the same.

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.

In respect of 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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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)

I was told 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 the security staff who is situated on the balcony be aware of this incident and make sure it does not happen again. I asked that he should be 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 seeing as he knew his age.)

In respect of 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.

In respect of 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 that, I saw members of my security team conducting a resisted ejection of 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 as the males had only been in the building for a short time. The security staff also noticed the two males showing signs of being on drugs, so they were asked to be searched. The males refused to be searched and were asked to leave. They refused to leave and became physically aggressive and had to be physically removed by the security staff. Outside the males were still extremely aggressive at which point the police officers who were walking past and intervened.



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

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 or drunkenness but 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 on 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 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.

On a separate note, and in confidence at this point, I would like to confirm that my company and I have decided not to proceed to open Trents. As you will be aware, there was a license condition applied 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 from holiday. Until then, I would respectfully ask that this information is not divulged to any other party.

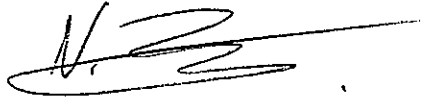


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VAT No. 997 3158 64 | Company Registration No. 07150528 (England)

Please forgive the slight delay in replying to your letter, but I wanted to obtain approval from the owners of the business before forwarding the letter on.

Yours faithfully



Nathaniel Towersey
Designated Premises Supervisor of Cafe Mambo.



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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)

File No.:	Computer URN:	Minute No.:
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To be completed for any incident or for information on any licensed premises. This form to be submitted to the Licensing Unit as soon as possible. **Nominal and / or intelligence MUST be submitted via Source and Covert Intelligence System (CIS).**

- Licensing objective:**
- The prevention of crime and disorder;
 - Public safety;
 - The prevention of public nuisance; and
 - The protection of children from harm.

Name of premises: Mambo's Address: The Strand, Torquay	
Report type: <input type="checkbox"/> Visit <input type="checkbox"/> Incident <input checked="" type="checkbox"/> Other ENTE Patrols	Date: 06/04/2012 Time: After 23:00 hours
OIS Ref.:	Crime No.:
Brief summary / action taken (if not recorded elsewhere): After 23:00 hours loud noise and the sound of music was present from the balcony area of Mambo's. Officers were stood at The Offshore bar and restaurant and could hear the noise emanating from the balcony area. Also members of the public were sat drinking and smoking, there were roughly about 20-30 people on there.	
Submitted by: Name: Birch Signed: Alan J Birch	Force No.: 12856 Date: 07/04/2012 Time: 18:31
Action taken by Licensing Unit:	
Licensing officer: Forwarded to Daily Tasking:	

WITNESS STATEMENT

(CJ Act 1967, s.9; MC Act 1980, ss.5A(3)(a) and 5B; MC Rules 1981, r.70)

Statement of **Alan J Birch** URN:

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Age if under 18 **Over 18**..... (if over 18 insert 'over 18') Occupation: **Police Officer**.....

This statement (consisting of: **1**..... pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated anything in it which I know to be false, or do not believe to be true.

Signature: Date:

Tick if witness evidence is visually recorded (supply witness details on rear)

I am ALAN JOHN BIRCH Police Constable 2856 of Devon and Cornwall Constabulary stationed at TORQUAY.

On Friday 6th April 2012 I was on duty in full uniform with the call sign SB70 in accompany with PC Parsons.

At 23:00 hours loud noise and the sound of music was present from the balcony area of Mambo's on The Strand, Torquay.

Myself and PC Parsons were stood at The Offshore bar and restaurant on Vaughan Parade Torquay and could hear the noise emanating from the middle balcony area we where stood about 100m away. This was the sound of loud music and was easily distinguishable over any other sounds such as people talking, traffic passing or other premises. Members of the public seemed to be sat and stood around drinking and smoking, there were roughly about 20-30 people on there.

Signature: Signature witnessed by:

File No.:		Computer URN:		Minute No.:	
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To be completed for any incident or for information on any licensed premises. This form to be submitted to the Licensing Unit as soon as possible. **Nominal and / or intelligence MUST be submitted via Source and Covert Intelligence System (CIS).**

- Licensing objective:**
- The prevention of crime and disorder;
 - Public safety;
 - The prevention of public nuisance; and
 - The protection of children from harm.

Name of premises: Mambo's	
Address: The Strand, Torquay	
Report type: <input type="checkbox"/> Visit <input checked="" type="checkbox"/> Incident <input type="checkbox"/> Other	Date: 07/04/12 Time: 02:15 hrs
OIS Ref.: none	Crime No.: None
Brief summary / action taken (if not recorded elsewhere):	
<p>Male leaving Mambos Night Club in the early hours of Saturday Morning on 07/04/12 at about 02:15 hrs. The male was stood in the foyer area and his behaviour was aggressive. He was pointing, starring and squaring his stance at another male. He was saying "YOU'RE A FUCKING CUNT". Door staff were present but did not intervene. Police officers interence and warned the aggressive male to leave the area now. He left with the help of his friend however on leaving he contiuned to swear. Therefore he was escorted out of the area by Police. The male calmed down and his details were obtained.</p> <p>The alleged incident was that inside Mambo's Nightclub he saw his ex-wife out with another male. The two males pushed each other and left the club where they contoiued to exchange words however no other violence contiuned.. There wsa no compliant by any of the people involved.</p> <p>There is no log number or crime for this incident.</p>	
Submitted by: Name: A.Parker	Force No.: 12841
Signed: PC 12841 Parker	Date: 06/04/12 Time: 18:23
Action taken by Licensing Unit:	
Licensing officer:	
Forwarded to Daily Tasking:	

WITNESS STATEMENT

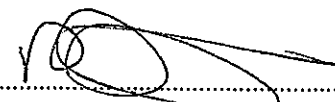
Criminal Procedure Rules, r 27.1(1); Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B

Statement of **Andrew PARKER** URN:

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Age if under 18 **Over 18**..... (if over 18 insert 'over 18') Occupation: **Police Constable 2841**

This statement (consisting of: 1..... pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated anything in it which I know to be false, or do not believe to be true.

Signature:  Date: **17/05/12**

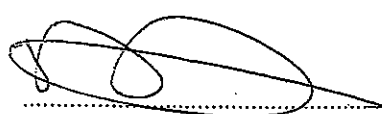
Tick if witness evidence is visually recorded (supply witness details on rear)

I am the above named Police Constable 2841 currently based at TORQUAY Police Station on Local Policing and Support Team for the Devon and Cornwall Constabulary.

At about 0230 hrs on SATURDAY 7th APRIL 2012 I was in full uniform on Patrol under the call Sign SB70 along with another Special Constable patrolling TORQUAY HARBOURSIDE for the local Public Houses and Nightclubs. I was stood outside MAMBO'S Nightclub on THE STRAND talking to Door Stewards when a male came out of the premises. He later identified himself as [REDACTED] date of Birth 03/10/84. He was with an unknown white female and another white male. Colin was moving his arms back and forth and swearing. His behaviour was such that I believed he was angry because his voice was raised about that of the normal ambient noise and he was saying "YOU'RE A FUCKING CUNT". He said this a couple of times before crossing over the road via the Pelican Crossing. I could also smell alcohol coming from him and his eyes were glazed leaving to believe he had been drinking. Once on the island halfway across the road he shouted again at the two people.

At this point I strood forward and spoke to [REDACTED] in the crossing island. I said to him "GO HOME AND DON'T SWEAR". His friend was with [REDACTED] and they left onto VAUGHAN PARADE [REDACTED] was still waving his arms in a punching motion and he still continued to swear. No one was around at this point. He looked angry at himself and then started to linger in the area. We therefore approached him again and escorted him to PALK WALK. I gave him words of advice to calm down. The male calmed down and was allowed to leave.



Signature:  Signature witnessed by:



Alcohol / Licensing Information Form

File No.:	Computer URN:	Minute No.:
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To be completed for any alcohol related incident or for information on any licensed premises. This form to be submitted to the Licensing Unit as soon as possible. **Nominal and / or intelligence MUST be submitted via Source and Covert Intelligence System (CIS).**

- Licensing objective:**
- The prevention of crime and disorder;
 - Public safety;
 - The prevention of public nuisance; and
 - The protection of children from harm.

Report type: <input checked="" type="checkbox"/> Visit <input type="checkbox"/> Incident <input type="checkbox"/> Other	Date: 080412 Time: 0030HRS
OIS Ref.: LOG 788 060412	Crime No.:
Name of premises (where applicable): MAMBO	
Address: THE STRAND TORQUAY	

Brief summary / action taken (if not recorded elsewhere):

DS WALDRON/ DC SHERWOOD ENTERED PREMISES IN PLAIN CLOTHES INTENDING TO MAKE CHECKS RE OP AMBASSADOR. OFFICERS ONLY ABLE TO REMAIN INSIDE FOR ABOUT 10 MINS ON FIRST FLOOR BAR- IT WAS VERY OVER CROWDED GIVING LIMITED MOVEMENT. EXTREMELY HOT AND HUMID. WE CHALLENGE ANY DOOR STAFF THERE TO KNOW WHAT WAS GOING ON. REQUESTED PS SHARMAN HAVE UNIFORM PATROL ENQ RE NUMBERS INSIDE FROM DOOR STAFF. RESULT WAS 289 TOTAL - AT TIME WE WERE UNABLE TO CONFIRM IF SECOND FLOOR WAS OPEN OR NOT. WHEN WE REVISITED THE NEXT NIGHT WE ESTABLISHED THAT IT WAS ONLY THE FIRST FLOOR BAR THAT HAD BEEN OPEN SO THOSE 289 PEOPLE WERE ALL IN THAT BAR, CONDITIONS INSIDE NO DOUBT LED TO BALCONY BEING USED PAST 2300HRS FOR GENERAL DRINKING INSTEAD OF JUST SMOKING (BELIEVE L10'D BY LPP WHO WE NOTIFIED) WE SAW A TABLE OF ABOUT 6 JUST SITTING & DRINKING. WHILST WE WERE INSIDE A YOUNG MALE WAS PUSHING PAST PEOPLE WHO WERE BEING HELD UP BY SHEAR NUMBERS. TRANSPIRED HE WAS STAFF/ GLASS COLLECTOR TRYING TO DO HIS JOB BUT WE FELT HE SHOULD HAVE WORN SOMETHING IDENTIFYING HIMSELF TO AVOID POTENTIAL FOR SOMEONE TAKING EXCEPTION TO HIS PUSHING THROUGH

Submitted by: Name: SHERWOOD & WALDRON

Force No.: 3586 & 4760

Signed:

Date: 120412

Time: 2045HRS

Action taken by Licensing Unit:

Licensing officer:

Forwarded to Daily Tasking:

File No.:	Computer URN:	Minute No.:
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To be completed for any incident or for information on any licensed premises. This form to be submitted to the Licensing Unit as soon as possible. **Nominal and / or intelligence MUST be submitted via Source and Covert Intelligence System (CIS).**

- Licensing objective:**
- The prevention of crime and disorder;
 - Public safety;
 - The prevention of public nuisance; and
 - The protection of children from harm.

Name of premises: Mambos	
Address: The Strand, Torqua	
Report type: <input checked="" type="checkbox"/> Visit <input type="checkbox"/> Incident <input type="checkbox"/> Other	Date: 080412 Time: 02.30
OIS Ref.:	Crime No.:
Brief summary / action taken (if not recorded elsewhere):	
<p>On standing in Vaughan Parade, Torquay harbourside I could hear music coming from Mambos. I stood there for approximately 10 minutes and could hear the music above any other noise in the area. I went to Mambos and spoke to the Manager inside the premises and told him I could hear music and it appeared to come from the first floor balcony even though I could not see anyone on it.</p> <p>He stated the balcony was closed and nobody should be on there.</p> <p>I walked across the road to the central reservation and again listened to the music which by this time was barely audible. The manger joined me and he stated that a member of staff must have left the door open. I pointed out that it was loud and unacceptable he didn't reply. He went back into the premises. I stood there for a further two minutes and was joined by two colleagues. We stood there and immediately the noise returned and was very clear and loud and again I could not see anyone on the balcony. After 5 minutes I noticed a member of staff cleaning and deduced that they are opening the door whilst they are on the balcony. The door should be closed at all times to stop the noise emanating from the premises especially at these times. Noise heard between 02.30 and 02.45 hrs.</p>	
Submitted by: Name: Sharam	Force No.: 14781
Signed: Tsharam	Date: 080412 Time: 1858
Action taken by Licensing Unit:	
Licensing officer:	
Forwarded to Daily Tasking:	

WITNESS STATEMENT

Criminal Procedure Rules, r 27.1(1); Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B

Statement of **Tracy Louise Sharam**..... URN:

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Age if under 18 **Over 18**..... (if over 18 insert 'over 18') Occupation: **Police Officer**.....

This statement (consisting of: **2**..... pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated anything in it which I know to be false, or do not believe to be true.

Signature: Date: **28/5/12**

Tick if witness evidence is visually recorded (supply witness details on rear)

I am Acting Police Sergeant 4781 Tracy Sharam of Devon and Cornwall Police currently stationed at Torquay Police Station. On Sunday 8th April 2012 at 02.30 hrs I was on duty in full Police Uniform on Night Time Economy Patrol on Torquay Harbourside as F100 Bronze commander.

At this time I was stood on The Strand, Torquay outside the licensed premises known as Mambos when I could hear music coming from the premises. I walked across the road at the crossing point and stood on Vaughan Parade and looked up at the Premises. Mambos is a three tiered licensed premises. On the ground floor – street level they have a Café Bar. On entry to the main premises there are stairs that lead up to the first floor where there is a dance floor, DJ and a balcony with tables and chairs. On the third floor is an executive lounge with and outdoor area.

I stood on Vaughan Parade and listened to the music to see if I could isolate where the music was coming from. The third floor appeared to be in darkness and closed and the ground floor café area was also closed. I then saw doors open onto the balcony and could clearly hear the music coming from the first floor. I could not see any persons on the balcony but could see the door open and be left open for about 10 minutes.

The noise was so clear and loud that I went to the premises to speak to the manager. The manager stated that the balcony was closed and nobody was on there. I told him I could hear the music and that the TV screens were on.

I then walked back across the road to the central reservation on the crossing area and again listened to the music. This time the music was barely audible. The manager joined me and stated that a member of staff must have left the door open. I told him that it was very loud and unacceptable. He did not reply and went back to the premises.

After about two minutes I was joined by two colleagues. As we were stood there the noise returned and was clear and loud. Again I couldn't see anyone on the balcony after about five minutes I saw a member of staff on the balcony who appeared to be cleaning. I deduced that they must be leaving the door open and the noise was emanating from the main premises and

Signature: Signature witnessed by:

dance area. The Noise was distinct between 02.30 hrs and 02.45 hrs.

Signature: Signature witnessed by:

2004/5



Alcohol / Licensing Information Form

File No.:	Computer URN:	Minute No.:
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To be completed for any alcohol related incident or for information on any licensed premises. This form to be submitted to the Licensing Unit as soon as possible. **Nominal and / or intelligence MUST be submitted via Source and Covert Intelligence System (CIS).**

- Licensing objective:**
- The prevention of crime and disorder;
 - Public safety;
 - The prevention of public nuisance; and
 - The protection of children from harm.

Report type: <input checked="" type="checkbox"/> Visit <input type="checkbox"/> Incident <input type="checkbox"/> Other	Date: 090412 Time: 0030HRS
OIS Ref.: LOG 788 060412	Crime No.:
Name of premises (where applicable): MAMBO	
Address: THE STRAND TORQUAY	

Brief summary / action taken (if not recorded elsewhere):
 DS WALDRON/ DC SHERWOOD ENTERED PREMISES IN PLAIN CLOTHES FOR CHECKS RE OP AMBASSADOR AND REMAINED APPROX 45 MINS. IT WAS BANK HOLIDAY SUNDAY NIGHT. THE FIRST FLOOR BAR WAS MUCH LESS CROWDED THAN OUR VISIT THE NIGHT BEFORE AS ON THIS OCCASION ALL 4 FLOORS WERE OPEN. WORST ISSUE A LOT OF BROKEN GLASS ON THE FLOOR WHICH WAS STICKING TO BOTTOM OF SHOES. AT ONE POINT WE HAD TO HAND A BROKEN WINE GLASS OVER THE BAR WHICH WOULD HAVE MADE A HORRIFIC WEAPON. OTHER THAN THIS THERE WAS A STARK CONTRAST BETWEEN THIS AND THE VISIT THE NIGHT BEFORE.

Submitted by: Name: SHERWOOD & WALDRON	Force No.: 3586 & 4760
Signed:	Date: 120412 Time: 2045HRS

Action taken by Licensing Unit:

Licensing officer:
Forwarded to Daily Tasking:



Alcohol / Licensing Information Form

File No.:		Computer URN:		Minute No.:	
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To be completed for any alcohol related incident or for information on any licensed premises. This form to be submitted to the Licensing Unit as soon as possible. **Nominal and / or intelligence MUST be submitted via Source and Covert Intelligence System (CIS).**

- Licensing objective:**
- The prevention of crime and disorder;
 - Public safety;
 - The prevention of public nuisance; and
 - The protection of children from harm.

Report type: <input type="checkbox"/> Visit <input type="checkbox"/> Incident <input type="checkbox"/> Other Noise	Date: 09/04/12 Time: 0230
OIS Ref.:	Crime No.:
Name of premises (where applicable): Cafe Mambo	
Address: The Strand Torquay	

Brief summary / action taken (if not recorded elsewhere):

At 0230hrs on 09/04/12 I was stood by Boots the Chemists on the Strand Torquay. There were lots of people on the street making a significant amount of noise but despite this I could still here amplified music from the club above the street level noise. I informed the door stewards that the level was loud but was called away to another incident so am unaware if it was turned down.

Submitted by: Name: Shepherd	Force No.: 14464
Signed:	Date: 09/04/12 Time: 0410

Action taken by Licensing Unit:

Licensing officer:
Forwarded to Daily Tasking:

WITNESS STATEMENT


Criminal Procedure Rules, r 27.1(1); Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B

Statement of **Stephen Paul Shepherd** URN:

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Age if under 18 **Over 18**..... (if over 18 insert 'over 18') Occupation: **Police Sergeant**

This statement (consisting of: **2**..... pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated anything in it which I know to be false, or do not believe to be true.

Signature:  Date: **12 May 2012**.....

Tick if witness evidence is visually recorded (supply witness details on rear)

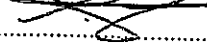
I am Police Sergeant 4464 Stephen Paul Shepherd of the Devon and Cornwall Police Service currently stationed at TORQUAY POLICE STATION. From information in my possession I am able to say the following.

At approximatley 0230 hours on MONDAY the 9th APRIL 2012 I was on duty in uniform outside BOOTS THE CHEMIST, THE STRAND, TORQUAY using the callsign SIERRA BRAVO ONE TWO ZERO NIGHTS. At this time I was on foot patrol stood with my back to BOOT THE CHEMISTS looking out across the STRAND towards TORQUAY inner harbour. To the right of me is a night club known as CAFE MAMBO.

As I was stood on the street I was aware of amplified music coming from the club. The street was very busy with pedestrians who out celebrating the bank holiday weekend and lots of traffic using the highway. Despite the background noise generated by members of the public and the traffic the amplified music was louder than the ambient street level noise. I made my way to the front of the club and informed the door steward the music level was too loud. At that point I was called away to assist with another incident.

At the conclusion of my duty and return to TORQUAY POLICE STATION I submitted an Alcohol / Licensing Information Form L10 via the DEVON AND CORNWALL POLICE intrent system. I produce a copy of this as exhibit SPS/1.



Signature:  Signature witnessed by: Self

File No.:	Computer URN:	Minute No.:
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To be completed for any incident or for information on any licensed premises. This form to be submitted to the Licensing Unit as soon as possible. Nominal and / or intelligence MUST be submitted via Source and Covert Intelligence System (CIS).

- Licensing objective:
- The prevention of crime and disorder;
 - Public safety;
 - The prevention of public nuisance; and
 - The protection of children from harm.

Name of premises: MAMBO, 1 THE STRAND
 Address: TORQUAY

Report type: Visit Incident Other
 Date: Time:
 OIS Ref.: Crime No.: F1/12/2623 & F1/12/2642

Brief summary / action taken (if not recorded elsewhere):
 Above crimes relate to father and son aggrieved, altercation took place between father & bar staff which resulted in him being restrained during which he sustained a fractured forearm. Son also assaulted during incident.
 CCTV has been requested from manager, - (has not been used)
 Statements yet to be taken from aggrieved.

Submitted by: Name: PC WALKER
 Signed: [Signature] Date: 11/04/12 Force No.: 5795 Time:

Action taken by Licensing Unit:

East Licensing Unit
 17 APR 2012
 Devon and Cornwall Constabulary

Licensing officer:
 Forwarded to Daily Tasking:

File No.:	Computer URN:	Minute No.:
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To be completed for any incident or for information on any licensed premises. This form to be submitted to the Licensing Unit as soon as possible. **Nominal and / or intelligence MUST be submitted via Source and Covert Intelligence System (CIS).**

- Licensing objective:**
- The prevention of crime and disorder;
 - Public safety;
 - The prevention of public nuisance; and
 - The protection of children from harm.

Name of premises: Cafe Mambo
Address: 7 The Strand, Torquay, TQ1 2AA

Report type: Visit Incident Other OP Ambassador Date: 14/04/12 Time: 0040-0115
 OIS Ref.: Crime No.:

Brief summary / action taken (if not recorded elsewhere):

Visit to Cafe Mambo during opening hours. Entered establishment at approx 0040hrs 14/04/12. Only one door supervisor present on front door at time of entry. This door supervisor had no "counter" and did not use any method of counting people in and out of the premises. When leaving the establishment at approximately 0115hrs there were two door supervisors present at the main front entrance. At this time one door supervisor was using a counter. At the time of leaving I saw one male who was clearly intoxicated (slurring his speech and being unsteady on his feet) was trying to enter Cafe Mambo. The male was prevented from entering by door staff who told him he was drunk. After arguing his case for a couple of minutes the male reluctantly left. He returned a couple of minutes later, eating a slice of pizza. Once he had finished this he tried to enter Cafe Mambo again at which point he was allowed to enter by the same door supervisor.

Observations were also made outside the premises at approximately 0220hrs for about ten minutes. By this time people were leaving the establishment. Several of the leaving customers were clearly very intoxicated - their speech was slurred and they were unsteady on their feet. One male in particular wearing a white t-shirt was constantly swearing loudly in the direction of the door supervisor saying that he was "going to fucking kill" the door supervisor who was stood several metres away and seemed to take no notice. This male removed his t-shirt and kicked the bin outside the main entrance during his rant. Male was calmed down by friends.

Submitted by: Name: DC Edward VALLINS Force No.: 10664
 Signed: Date: 14/04/12 Time: 0341hrs

Action taken by Licensing Unit:

Licensing officer:
 Forwarded to Daily Tasking:

WITNESS STATEMENT

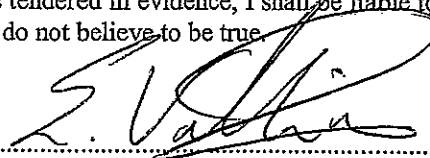
Criminal Procedure Rules, r 27.1(1); Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B

Statement of **DC 664 Edward VALLINS** URN:

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Age if under 18 **Over 18**..... (if over 18 insert 'over 18') Occupation: **Police Officer**.....

This statement (consisting of: **3**..... pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated anything in it which I know to be false, or do not believe to be true.

Signature: 

Date: 15/04/12.....

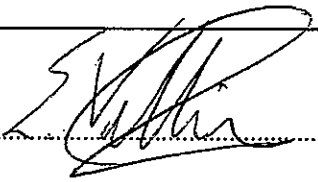
Tick if witness evidence is visually recorded (supply witness details on rear)

I am DC 664 Edward VALLINS of the DEVON AND CORNWALL POLICE CONSTABULARY currently stationed at TORQUAY POLICE STATION.

During the evenings of FRIDAY 13th APRIL 2012 and FRIDAY 14th APRIL 2012 I was working alongside DC 747 SHARDLOW in plain clothes conducting licensing checks at drinking establishments in TORQUAY.

[REDACTED]

I attended CAFE MAMBO, 7 THE STRAND, TORQUAY with DC SHARDLOW between 0040hrs and 0115hrs on SATURDAY 14th APRIL 2012. CAFE MAMBO is a large bar/nightclub. Downstairs to the right of the main entrance there

Signature:  Signature witnessed by:

is a small bar area. Stairs lead up from the main entrance to the first floor which has a large central bar area, a dance floor and several cubicle style seating areas tables. There is also access to a large balcony area from the first floor bar/dance floor. This balcony area is covered and contains many tables and chairs. It is used both as a social drinking area and as a smoking area.

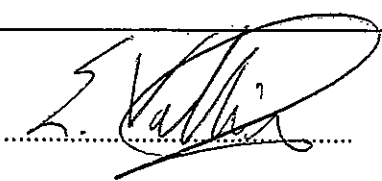
A further set of stairs lead from the first floor up to the second floor of the establishment. The second floor contains a further bar area and dance. There is another set of stairs which lead from the second floor to the roof terrace.

When we entered the premises there was only one door supervisor present at the front door. This door supervisor was not using any kind of counting device to keep track of how many people were inside the establishment from what I could see. Inside the premises was quite busy in terms of customers. Door supervisors were present at various points inside the establishment including the first floor bar area, the second floor bar area and the entrance to the roof terrace. When leaving the establishment at approximately 0115hrs there were two door supervisors present at the main front entrance. At this time one door supervisor was using a counter. At the time of leaving I saw one male who was clearly intoxicated (slurring his speech and being unsteady on his feet) was trying to enter CAFE MAMBO. The male was prevented from entering by door staff who told him he was drunk. After arguing his case for a couple of minutes the male reluctantly left. He returned a couple of minutes later, eating a slice of pizza. Once he had finished this he tried to enter CAFE MAMBO again at which point he was allowed to enter by the same door supervisor who had previously stopped him from entering.

Observations were also made outside CAFE MAMBO at approximately 0220hrs for several minutes. By this time people were leaving the establishment. Several of the leaving customers were clearly very intoxicated - their speech was slurred and they were unsteady on their feet. One male in particular wearing a white t-shirt was constantly swearing loudly in the direction of the door supervisor saying that he was "going to fucking kill" the door supervisor who was stood several metres away and seemed to take no notice. This male removed his t-shirt and kicked the bin outside the main entrance during his disorderly rant. The male was calmed down by a group of his friends present outside the establishment.

[REDACTED]

Signature:



Signature witnessed by:

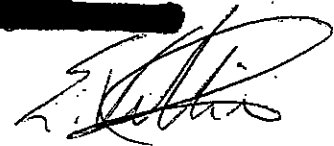
2004/5

[REDACTED]

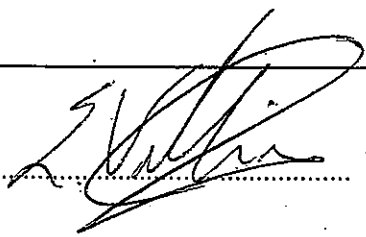
I again attended CAFE MAMBO with DC SHARDLOW between 0000hrs and 0045hrs on SUNDAY 15th APRIL 2012. Two door supervisors were present at the front door of CAFE MAMBO and were actively checking the ID of people who looked underage and were seen to refuse people entry who did not have appropriate ID. Neither door supervisor could be seen to use a counter to record how many people were inside the premises. The establishment was very busy inside; to such an extent that it was difficult to move around inside the premises. In my opinion I would say if there was a fire inside the property it would have been very difficult if not impossible to safely evacuate everyone from inside the premises. It would also be very difficult for any of the door supervisors to effectively monitor anything happening inside the establishment more than a few feet away from them due to the numbers of people inside. One door supervisor was present on the first floor balcony and was controlling people moving onto the balcony and back into the premises in an effective manner. Door supervisors inside the premises did appear to be actively checking areas of the dance floor and bar areas as best they could to make sure everything was in order.

[REDACTED]

[REDACTED]



Signature:



Signature witnessed by:

2004/5

WITNESS STATEMENT

Criminal Procedure Rules, r 27.1(1); Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B

Statement of **Benjamin Shardlow** URN:

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Age if under 18 **Over 18**..... (if over 18 insert 'over 18') Occupation: **Detective Constable**

This statement (consisting of: ... **3**..... pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated anything in it which I know to be false, or do not believe to be true.

Signature: Date: **15/04/12**

Tick if witness evidence is visually recorded (supply witness details on rear)

I am Detective Constable 747 Shardlow of the Devon and Cornwall Constabulary currently stationed at Torquay within the Criminal Investigation Department (CID).

On Friday 13th April 2012 I was in plain clothes working with DC 664 Edward VALLINS. During the evening we were tasked to attend local drinking establishments in Torquay town centre in line with Operation Ambassador.

[REDACTED]

At around 0040 hours we attended 'CAFE MAMBO' located at 7 THE STRAND in TORQUAY.

CAFE MAMBO is one of the larger and busier bars in Torquay. In compromises of a downstairs separate bar which occasionally has live music on. There are stairs to the right of this which lead to the first floor which has a large dance floor, tables and a bar. Access is also gained to a terrace area which is used for people to smoke. Female toilets are located on this floor and there are a second set of stairs that lead to another bar area and dance floor on the second floor. The male toilets are also located on this floor. There is further set of stairs which lead to the roof terrace.

At the time of our arrival there was one male doorman and lots of people entering the establishment which were not being checked. The male was not counting the amount of people entering or leaving and would therefore have no idea of the

Signature: Signature witnessed by:

capacity. The bar was quite busy and it's difficult to understand how the security could watch what was going on due to the volume of people. As we left the bar at around 0115hrs there were two door staff who were now counting how many were entering. At this point our attention was drawn to a male who was being refused entry due to being too drunk. He was very unsteady on his feet and was becoming very argumentative with the door staff. They told him to go and get some food and sober up. He reluctantly walked away and returned around 3 minutes later holding a slice of pizza. He ate it in front of the door staff that then proceeded to let him in even though he was in the same state of intoxication.

[REDACTED]

DC VALLINS and I then re-attended CAFE MAMBO to witness several intoxicated customers standing outside the entrance. Two males in particular were being very aggressive. One of these was wearing a white t-shirt ripped it off, pointed at the door supervisor and shouted, "I'M GONNNA FUCKING KILL HIM." His associate then proceeded to kicking the bin violently. The two door supervisors ignored this behaviour.

[REDACTED]

On Saturday 14th April DC VALLINS and I re-attended Torquay town again in plain clothes. At this time we attended CAFE MAMBO and stayed for around 45 minutes. At this time there were two door supervisors and neither could be seen using a counter. Both supervisors were actively challenging younger looking clients and checking forms of identification. They were seen to refuse people who did not have the appropriate ID. Inside the first floor bar was extremely

Signature: Signature witnessed by:

busy to such an extent it difficult to move around and a serious fire risk. Further security staff was located on the door to both terraces and surveying the dance floor.

[REDACTED]

Signature: Signature witnessed by:

2004/5

File No.:	Computer URN:	Minute No.:
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To be completed for any incident or for information on any licensed premises. This form to be submitted to the Licensing Unit as soon as possible. **Nominal and / or intelligence MUST be submitted via Source and Covert Intelligence System (CIS).**

- Licensing objective:**
- The prevention of crime and disorder;
 - Public safety;
 - The prevention of public nuisance; and
 - The protection of children from harm.

Name of premises: Cafe Mambo
Address: 7 The Strand, Torquay, TQ1 2AA

Report type: Visit Incident Other OP Ambassador Date: 15/04/12 Time: 0000-0045
 OIS Ref.: Crime No.:

Brief summary / action taken (if not recorded elsewhere):

Two door supervisors present at front entrance. Neither door supervisor could be seen to use counter. Door supervisors we activly checking the ID of people who looked underage and were seen to refuse entry to people who did not have appropriate ID.

Establishment was very busy inside, to such an extent that it was difficult to move around inside the premises. One door supervisor was present on the first floor balcony and was controlling people moving onto the balcony/back into the premises effectively. Door supervisors inside the premises did appear to be actively checking areas of dancefloor and bars to make sure all in order.

Submitted by: Name: DC 664 VALLINS Force No.: 10664
 Signed: Date: 15/04/12 Time: 0335hrs

Action taken by Licensing Unit:

Licensing officer:
 Forwarded to Daily Tasking: