



LICENSING COMMITTEE

Date: Tuesday, 19 October 2021
Time: 10.30am,
Location: Council Chamber
Contact: Ramin Shams 01438 242308

Members: Councillors: M McKay (Chair), L Rossati (Vice-Chair), M Notley, R Broom, C Parris, G Snell, D Bainbridge, A Brown, J Hanafin, L Harrington, L Kelly, G Lawrence, L Martin-Haugh and A McGuinness

AGENDA

PART 1

1. APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST

2. MINUTES

To approve as a correct record the Minutes of the previous meeting held on Monday 16 August 2021.

Pages 3 – 6

3. LICENSING APPLICATIONS - PROCEDURE

To note the procedure for the Hearing of Licence Applications.

Pages 7 – 8

4. APPLICATION TO REVIEW A PREMISES LICENCE - IBIS HOTEL, THE FORUM, DANESTRETE, STEVENAGE

To determine an application to review a premises license - ibis Hotel, the Forum, Danestrete, Stevenage

Pages 9 – 72

5. URGENT PART 1 BUSINESS

6. EXCLUSION OF PUBLIC AND PRESS

7. URGENT PART II BUSINESS

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STEVENAGE BOROUGH COUNCIL

LICENSING COMMITTEE MINUTES

Date: Monday, 16 August 2021

Time: 6.00pm

Place: Council Chamber

Present: Councillors: Maureen McKay (Chair), Loraine Rossati (Vice Chair), Adrian Brown, Lizzy Kelly, Margaret Notley, Claire Parris and Graham Snell

Start / End Time: Start Time: 6.00pm
End Time: 8.40pm

1 **APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST**

Apologies for absence were submitted on behalf of Councillors Doug Bainbridge, Rob Broom, Jody Hanafin, Liz Harrington, Graham Lawrence, Andy McGuinness and Lin Martin-Haugh.

There were no declarations of interest.

2 **APPOINTMENT OF VICE-CHAIR**

It was moved, seconded and **RESOLVED** that Councillor Loraine Rossati be elected Vice-Chair of the Licensing Committee for the Municipal year 2021/22.

3 **LICENSING APPLICATIONS - PROCEDURE**

The procedure for the Hearing of Licensing Applications was noted.

4 **APPLICATION FOR A NEW PREMISES LICENCE - CITY TREE LTD, STATION SHOP, UNIT 1 LYTTON WAY, STEVENAGE**

The Chair welcomed all parties to the meeting and all those present introduced themselves. All parties present confirmed they had received a copy of the procedure note for the meeting.

The Licensing Officer, Stevenage Borough Council advised that the issue for consideration by the Committee was an application for a new Premises Licence for City Tree Ltd, Station Shop, Unit 1 Lytton Way. He advised that the British Transport Police and Hertfordshire Police had made representations objecting to the application.

The application was for the sale of alcohol off the premises from 08:00 to 23:00 Monday to Saturday inclusive and 10:00am to 22:30pm on Sunday.

The Chair thanked the Licensing Officer and invited representations from the Objectors to the Licence.

Police Inspector Kevin Buck from the British Transport Police and Sergeant Chris Adshead from the Community Safety Unit of Hertfordshire Police addressed the Committee and explained the reasons for their objection to the new Licence.

The Police representatives stressed that they were not objecting to the premises or to the applicant as a business owner but purely to the sale of alcohol at the premises. Their objections related to the high number of incidents, particularly suicides and attempted suicides at the railway station and the impact on all those involved including station staff as well as the general public.

The Committee was also advised of the rise in anti-social behaviour issues including aggressive begging at the station which in the opinion of the Police would potentially be exacerbated by the sale of alcohol at the station and in their view, the availability of alcohol in such proximity to the railway would increase the risk to vulnerable people and fuel any alcohol addiction.

The Chair thanked both Officers and invited Mr Bhatt, the Applicant to address the Committee.

Mr Bhatt informed the Committee of his experience and record of running a successful Stevenage Town Centre business. He spoke about his willingness to work with the Authorities to try to alleviate the concerns of the Police. The Committee were also advised that Mr Bhatt had proposed to train his staff members who would be working at the premises, in mental health awareness as well as agreeing to limit the range and reduce the hours of sale of alcohol and also to ensure alcohol was kept behind the counter.

After each party had been given the opportunity to sum up their case, the Chair asked the applicant, objectors and Licensing Officers to leave the meeting whilst the Committee considered the evidence presented.

During their deliberations, Members questioned the access to the station platform and the views of both Network Rail and the Train Operator. In the hearing mention was made of the sale of alcohol at Hitchin Railway Station. However this was viewed as very different to Stevenage and not relevant to this application.

The option of a short term licence as a trial was considered but not thought appropriate. The same issues would still arise.

Following due consideration, all parties were invited back into the meeting.

The Committee having considered the matter carefully and taking into account all the relevant factors, **RESOLVED** that the application be refused on the basis of Public Safety and the evidence provided at the hearing from the British Transport Police, Hertfordshire Constabulary and the Applicant, in conjunction with the Council's Licensing Policy and stated Licensing Objectives.

The Applicant was advised of his right of appeal to the Magistrates' Court against the above decision within 21 days of the date of the decision (16 August 2021).

5 **URGENT PART 1 BUSINESS**

None.

6 **EXCLUSION OF PUBLIC AND PRESS**

Not required.

7 **URGENT PART II BUSINESS**

None.

CHAIR

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STEVENAGE BOROUGH COUNCIL

LICENSING COMMITTEE

HEARING OF LICENCE APPLICATIONS – PROCEDURE

The Committee will apply the following procedure when considering Liquor Licence applications and Review applications to ensure adherence to the rules of natural justice.

1. The Committee Administrator will introduce the Licensing Officer, Responsible Authority representatives, interested parties and the Premises Licence Holder and any representative to the Committee. The Chair will introduce the members of the Committee to these parties.
2. The Licensing Officer will outline the reason for the hearing and report on the facts of the case. Members of the Committee, the Responsible Authority representatives and Premises Licence Holder (and/or representative) may ask questions of the Licensing Officer.
3. The Responsible Authority representatives may then state their case, calling any witnesses.
4. With the Chair's permission, Members of the Committee and the Premises Licence Holder (and/or representative) may then ask questions of the Responsible Authority representatives.
5. The Premises Licence Holder (and/or representative) will state their case, calling any witnesses they wish.
6. With the Chair's permission, Members of the Committee and objectors may then ask questions of the Premises Licence Holder (and/or representative).
7. The Responsible Authority representatives are then invited to sum up.
8. The Premises Licence Holder (and/or representative) is then invited to sum up.
9. The Responsible Authority representatives, Premises Licence Holder (and representative) and the Licensing Officer will then be asked to retire for the Committee to consider the matter and make its decision.
10. At the conclusion of its deliberations, the Committee will EITHER invite all parties to return to the meeting to deliver its decision OR inform all parties of its decision in writing as soon as possible after the meeting. In either event, reasons will be given for the Committee's decision.

NOTES:

- (1) EACH PARTY WILL BE AFFORDED A REASONABLE AMOUNT OF TIME TO PRESENT THEIR CASE.**
- (2) ALL PARTIES MAY ASK FOR CLARIFICATION OF ANY POINT AT ANY TIME IN THE PROCEEDINGS.**
- (3) THE COMMITTEE ADMINISTRATOR AND COUNCIL'S SOLICITOR WILL BE PRESENT THROUGHOUT THE MEETING AND MAY ASK QUESTIONS AT ANY TIME TO ASSIST THE COMMITTEE.**

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Part 1 – Release to Press



Agenda item:

Meeting Licensing Committee

Portfolio Area Communities, Community Safety and Equalities

Date 19 October 2021

APPLICATION TO REVIEW A PREMISES LICENCE – IBIS HOTEL, THE FORUM, DANESTRETE, STEVENAGE, SG1 1EJ.

Author Christine Walker-Wells | Ext. 2247

Lead Officer Christine Walker-Wells | Ext. 2247

Contact Officer Christine Walker-Wells | Ext. 2247

1 PURPOSE

1.1 To determine an application for a review of the premises licence for Ibis Hotel, The Forum, Danestrete, Stevenage, SG1 1EJ. The application has been made by Hertfordshire Constabulary. Representations have been made by Stevenage Council's licensing team.

2 RECOMMENDATIONS

2.1 That the Committee reviews the evidence presented by the responsible authorities and the premises licence holder (and/or representatives) and determines what action should result in respect of the review application.

3 SUMMARY OF APPLICATION

3.1 Ibis Hotel is combined hotel and function suite. It has a premises licence for the performance of live music, the playing of recorded music and the performance of dance. It is also licensed to provide activities similar to the

three just mentioned. It is further licensed to exhibit films, and provide on and off sales of alcohol. In June, 2013. A 13 year old girl booked into the hotel for 2 nights. During her stay at the hotel she associated with various other residents. This situation was discovered by Police who launched an investigation into potential child abuse. This investigation was hindered by the Hotel failing to provide Police with CCTV footage. A combined Police and Council visit to the hotel revealed that the procedure for viewing or obtaining CCTV footage is an obstacle to the efficient investigation of crime. The application for review was accepted as valid and duly made by the Council on 3rd September, 2021. A copy of the application is attached at Appendix A.

4 BACKGROUND INFORMATION

- 4.1 The Hotel is situated in the part of the town centre known as The Forum. The hotel is used Stevenage Council to accommodate homeless people. The hotel also accepts bookings from other people. At present the function room is not being used for entertainment or functions. The hotel does not appear to be making off sales of alcohol at present. A location map is attached at Appendix D. A copy of the premises licence is attached at Appendix E.

5 RESPONSIBLE AUTHORITIES

- 5.1 Hertfordshire Constabulary has submitted the review in connection with the Licensing Objectives of the prevention of crime and disorder, and the protection of children from harm. Representations have been received from Stevenage Council's Licensing Responsible in connection with the Licensing Objectives of the prevention of crime and disorder and the prevention of public nuisance. The Police review details a number of incidents that have occurred at the hotel, and the inadequacy of the provision of CCTV coverage which hinders the investigation of these incidents. The Licensing Authority's representation re-inforce the evidence about inadequate CCTV provision, and point out the possibility of public nuisance because the hotel is licensed for off sales. The Licensing Authority also recommend changes to the premises licence conditions.
- 5.2 A copy of the Licensing Authority's representations is attached at Appendix C.

6 INTERESTED PARTIES

- 6.1 No interested parties have made representations.

7 IMPLICATIONS

7.1 Financial Implications

7.1.1 There are no financial or resource implications arising from the content of this report.

7.2 Legal Implications

7.2.1 The Committee is advised that paragraphs 9.1 – 9.10 & 9.3- 10.10 of the Guidance under section 182 of the Act describe the powers of a Licensing Authority on the determination of an application.

7.2.2 The following options are available to the committee under section 51 & 52 of the Licensing Act 2003:

- To modify the conditions of the licence
- To exclude a licensable activity from the licence
- To remove the designated premises supervisor
- To suspend the licence for a period not exceeding three months
- To revoke the licence

7.3 Policy Implications

7.3.1 *Stevenage Borough Council Statement of Licensing Policy 2020 – 2025*

The following sections of the licensing authority's statement of licensing policy apply to this application:

17.2 The Licensing Authority, in determining if the application for a review is relevant, will have regard to the current guidance issued by the Secretary of State under section 182 of the Act in so far as to whether an application is frivolous, vexatious or repetitious. Representations made by a responsible authority cannot be deemed as being frivolous, vexatious or repetitious.

17.4 In instances where the crime prevention objective is being undermined, revocation, even in the instance of this being a first review of the premises licence, or club premises certificate, will be given serious consideration.

7.3.2 *Guidance issued under section 182 of the Licensing Act 2003*

The Committee is reminded of the Guidance issued under section 182 of the Licensing Act 2003. These particular sections are relevant to this review application:

The Review Process paragraphs 11.1 – 11.11

Repetitious Representations paragraphs 11.12 – 11.15

Reviews arising in connection with crime paragraphs 11.24 – 11.28

7.4 Equalities and Diversity Implications

7.4.1 Any decision by the Committee is based on evidence before it at the meeting; there are no equalities and diversity implications.

7.5 Crime and Disorder

- 7.5.1 The Committee is reminded of their duty under the Crime and Disorder Act 1998 to consider the crime and disorder implications of their decisions and the authority's responsibility to co-operate in the reduction of crime and disorder in the Borough.

8 BACKGROUND DOCUMENTS

- BD1 Licensing Act 2003
- BD2 Stevenage Borough Council, Statement of Licensing Policy 2020-2025
- BD3 Guidance issued under section 182 of the Licensing Act 2003

9 APPENDICES

- A Application for review of the premise licence.
- B Expanded details of incidents mentioned in the review application.
- C Representations the Licensing Authority.
- D Map of the location of Ibis Hotel.
- E Premises licence for Ibis Hotel..

[Insert name and address of relevant licensing authority and its reference number (optional)]

Application for the review of a premises licence or club premises certificate under the Licensing Act 2003

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the guidance notes at the end of the form. If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary. You may wish to keep a copy of the completed form for your records.

I. **Christopher ADSHEAD**

(Insert name of applicant)

apply for the review of a premises licence under section 51 / apply for the review of a club premises certificate under section 87 of the Licensing Act 2003 for the premises described in Part 1 below (delete as applicable)

Part 1 – Premises or club premises details

Postal address of premises or, if none, ordnance survey map reference or description The Ibis Hotel The Forum	
Post town Stevenage	Post code (if known) SG1 1EJ
Name of premises licence holder or club holding club premises certificate (if known) Fairview Hotels (Stevenage) Ltd, Kanta House, Victoria Road, South Ruislip, Middx HA4 0JQ	
Number of premises licence or club premises certificate (if known) SBCL0070	

Part 2 - Applicant details

I am

Please tick ✓ yes

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

2) a responsible authority (please complete (C) below)

3) a member of the club to which this application relates (please complete (A) below)

(A) DETAILS OF INDIVIDUAL APPLICANT (fill in as applicable)

Please tick ✓ yes

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

Surname

First names

Please tick ✓ yes

I am 18 years old or over

**Current postal
address if
different from
premises
address**

Post town

Post Code

Daytime contact telephone number

**E-mail address
(optional)**

(B) DETAILS OF OTHER APPLICANT

Name and address

Telephone number (if any)

E-mail address (optional)

(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

Name and address Police Sergeant Christopher ADSHEAD Community Safety Unit Sergeant / Hertfordshire Police Hitchin Police Station College Road Hitchin Herts SG5 1JX
Telephone number (if any)
E-mail address (optional)

This application to review relates to the following licensing objective(s)

Please tick one or more boxes ✓

- 1) the prevention of crime and disorder /
- 2) public safety
- 3) the prevention of public nuisance
- 4) the protection of children from harm /

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

**To prevent crime and disorder
To protect children from harm**

TO PREVENT CRIME AND DISORDER

Annex 2 No. 7

An incident record should be maintained and produced on request, to any authorised Licensing Authority, Police Officer, Police Licensing Officer or PCSO on request.

BREACH

Annex 2 No.9

The premises will be equipped with a CCTV system to include coverage of all entrance facilities and front, side and rear entrances to the premises used by guests, and of the dance floor. Images are to be of a standard that is to the reasonable satisfaction of the Constabulary.

BREACH

Annex 2 No. 10

Hertfordshire Constabulary must be informed within 24 hours in the event of a breakdown of the CCTV recording equipment.

BREACH

Annex 2 No 11

CCTV images shall be kept for a minimum of 28 days and produced to an authorised Police Officer, the Police Licensing Officer or PCSO if so requested (subject to the Data Protection Act 1998). The premises will be responsible for providing the appropriate medium to comply with any such request (e.g. flash drive, DVD or disc).

BREACH

(See e mail from Abel Wiseman)

Annex 2 No. 15

A record of refusals shall be maintained and produced to an authorised Licensing Authority or Police Officer on request.

BREACH

TO PROTECT CHILDREN FROM HARM

There have been some recent CSE concerns raised around the Ibis hotel. This includes a non-recent rape and sexual activity with a child offence allegation that occurred in the hotel. This is currently going through the court process. The incident

leading to the visit was an isolated case. There is another unrelated case going through the court process. This unrelated case is a rape allegation and sexual activity with a child which is alleged to have occurred at the IBIS in 2019. Is due in court March 2022.

In June 2021 a 13-year-old girl was able to book a room for two days at the hotel. It appears that sufficient checks were not conducted by the hotel into her age, on how she made the booking and how she was able to pay for the room or who she was staying with. It is believed she associated with adult males and females during the time she spent at the hotel.

Numerous requests have been made to the hotel to obtain CCTV to assist us to establishing if any offences have or haven't taken place and to identify any potential offenders during the females stay at the hotel. DPA forms were submitted from the outset by police. These requests were not met and now an email has been received stating that the CCTV is in fact now not available.
See attached copy.

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

Information Attached :

Statements from

- Police Licensing Officer, G. Akroyd
- P.c. Sarah Lane, HALO Dept, Police HQ
- Dc Afolabi, HALO Dept, Police HQ

E Mails From

- Watch Commandeer, R. Devereux, Fire & Rescue Dept.
- E Mail from Abel Wiseman, IT Manager, Fairview Hotels Ltd

Summary of incidents at The Ibis Hotel, The Forum, Stevenage between 01.01.21 and 24.08.21

Please tick ✓

yes

- I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate /
- I understand that if I do not comply with the above requirements my application will be rejected /

IT IS AN OFFENCE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION. THOSE WHO MAKE A FALSE STATEMENT MAY BE LIABLE ON SUMMARY CONVICTION TO A FINE OF ANY AMOUNT.

Part 3 – Signatures (please read guidance note 4)

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

Signature C. Adshead

.....

Date 2nd September, 2021

.....

Capacity

.....APPLICANT.....
.....

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

G. Akroyd
Licensing Officer
Stevenage Police Station,
Lytton Way,

Post town
Stevenage

Post Code
SG1 1HF

Telephone number (if any) Mob:

If you would prefer us to correspond with you using an e-mail address your e-mail address (optional)

Please tick ✓ yes

Have you made an application for review relating to the premises before NO

If yes please state the date of that application

Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

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

N/A

RESTRICTED (when complete)

Witness Statement

(Criminal Procedure Rules 2005, r.27.1(1); CJ Act 1967, s.9 & MC Act 1980, ss.5A(3)(a) & 5B)

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Statement of Gillian Akroyd

Age if under 18 **Over 18** (If over 18 insert "over 18") **Occupation** Police Licensing Officer

This statement (consisting of 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 in it anything which I know to be false or do not believe to be true.

Signature

Date 4th August, 2021

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

I am Gillian Akroyd 7779 and I am stationed at Stevenage Police Station. I am the Police Licensing Officer.

At approximately 9:30 hours on Wednesday 4th August 2021, I attended The Ibis Hotel, The Forum, Stevenage. This was for an Authorities Day of Action, and I was in company of Police Constable Sarah Lane, Detective Constable Afolabi, Police Sergeant Northway, together with Mr. Lisowski, Stevenage Borough Council Licensing Officer. We were also accompanied by representatives from the Fire and Rescue Department. My intention, along with the SBC Licensing Officer, was to complete a Licensing check on the premises.

The visit was prompted by the fact that an Officer from the HALO Department (Child Sex Exploitation Team), for Hertfordshire Constabulary, following a serious sex offence on a girl of 13 years of age, had requested footage from the Hotel for a specific time and date, in relation to this offence, but had received nothing, and the CCTV footage was an integral part of the enquiry.

On our arrival I attended the Reception Desk where a lady, I now know as Marlene Damm, greeted us, and told us she was the Receptionist.

I requested to see the Manager, so as to explain our presence, and Marlene told me there was no Manager on Site. I then requested to see the person in charge of the Hotel

Signature

Signature witnessed by

Continuation of Statement/Interview of

at that time, and she told me that she was the only person present, though added that there was a caretaker, who had stepped out to purchase paint.

I then requested that she contact somebody responsible for the hotel, to attend to meet with us.

At this time, with the agreement of Marlene, the Fire Officers started a tour of the building to complete their safety checks. (E mail from Fire and Rescue attached).

After a few minutes, I was handed the Reception phone by Marlene, and on the other end was Hannah Chapman, General Manager of the Ibis Hotel, Stevenage. I explained why myself and colleagues were at the Hotel, to which she replied that she was not working today, and she was in Norfolk, so could not attend. I asked who was responsible for the Hotel in her absence, and she stated that if there were any problems on site, then Marlene could call the Manager of the Novotel, Knebworth Park, to attend.

Hannah said she would make a call and that a Mr. Tony Roworth from the Novotel would be down straight away. Marlene did take us to the top floor where there was an office on the Roof of the Hotel, and this was staffed, but the ladies there said that the running of the hotel was nothing to do with them. We then returned to the Reception area, which was quite busy with people, both visitors and Customers. After approximately 45 minutes Mr. Roworth arrived. I explained why we were there and with his agreement commenced a Licensing check/visit. Mr Roworth told me that he used to Manage the Ibis, so knew it well. Whilst walking around the premises, I asked the relevant licensing questions in relation to the Hotel, which are the conditions of the Licence.

When challenged about only one person (the Receptionist) being on site, in a Hotel of 90+ rooms (of which approximately 60+ were booked), Mr Roworth had no explanation, other than the fact he was fairly local should he be required. Mr Roworth was asked to produce the refusals book – he told me that there is not a refusals book as they believe it is not required, but did admit to making many refusals.

Asked if there was an incident book on site, Mr. Roworth did not know, and that he would have a look, but failed to produce one. He was then asked how incidents are recorded, and he was unable to give an answer.

The conversation came on to CCTV – Mr Roworth was unable to check that the CCTV was working, and he was unable to say how many cameras were in the

Continuation of Statement/Interview of

Hotel, asked how long the footage was kept, he stated that he believed it was 28 days, but was not sure.

Asked who had access to the system, and he explained that the system is managed away from site, so nobody had access at the Hotel. Therefore, it followed that nobody would know how to download for an emergency request. After visiting the whole site, it became apparent that there was no viewing monitor on site, so no members of staff are able to monitor the General hotel, including corridors etc.

The only person able to access the system is off site, in another area of Hertfordshire, and not available 24 hours to produce in an emergency.

At the completion of the visit, it became obvious that there were areas of concern with regard to various breaches of conditions.

- Follow up enquiries have been made of Mr Abel Wiseman, who manages the CCTV system, and an e mail has been received which is attached to the file for information. Unfortunately, due to the problems experienced by Mr. Wiseman, and the lack of any other person having access to the system, the CCTV is now unavailable, and the case has had to be discontinued. Abel Wiseman mentioned a repair to the CCTV. Condition 10 of the premises licence requires any breakdown of the CCTV to be reported to the Police within 24 hours. He makes no mention of reporting the breakdown at any time, and Police were unaware of any breakdown.
- Abel Wiseman stated that the CCTV was replaced but, because of cost pressures, the new CCTV only retained recordings for 17 days. Condition 11 of the officers, my requests for CCTV footage have been made as a result of receiving concerns from them that they have not received the requested footage. This has meant that I have requested CCTV footage after the event, not on the day of the event.

At the completion of the visit, it became obvious that there were areas of concern with regard to various breaches of conditions.

I produce the following for information:

Signature

Page 23
Signature witnessed by

Continuation of Statement/Interview of

- Email from Fire and Rescue
- Email from Mr. Abel Wiseman
- Statement of Pc Sarah Lane, HALO Dept.



CHECKLIST RE LICENSED PREMISES

INSPECTION VISIT SHEET:	
PREMISES:	IBIS HOTEL
ADDRESS:	The Forum, Town Centre, Stevenage SG1 1EJ
DATE AND TIME OF VISIT:	Wednesday 4 th August, 2021 9.30am
OFFICERS ATTENDING NAME & COLLAR NUMBER:	Gillian Akroyd 7779 I/C SBC Licensing Officer, Fire & Rescue
MANAGEMENT DETAILS:	
NAME OF DPS:	Hannah CHAPMAN
DPS PRESENT:	No
NAME OF PERSON IN CHARGE & POSITION HELD AT PREMISES (i.e. Supervisor, Duty Manager, Staff Member)	Marlene DAMM – Receptionist Nobody else on site, other than caretaker(who was away from the building). After various phone calls – Tony Roworth, Manager of Novotel Hotel, Knebworth Park, arrived at Ibis Hotel, some 45 minutes later.
OTHER PERSONAL LICENCE HOLDERS PRESENT?	None
HAVE THEY READ THE PREMISES LICENCE INCLUDING THE CONDITIONS?	No
PREMISES LICENCE:	
IS PREMISES LICENCE SUMMARY ON DISPLAY	Yes
IS PREMISES LICENCE CORRECT (SEE INTEL PACK)	Yes
PUBWATCH:	
ARE THEY PART OF PUBWATCH?	N/A
IF THEY ARE NOT THEN WHY NOT?	
DO THEY WISH TO JOIN?	N/A
REFUSALS BOOK:	
DO THEY HAVE A REFUSALS BOOK?	No - covering Manager believes it is not required, though there are many refusals.
IF THEY DO, WHAT WAS THE LAST ENTRY RECORDED?	No records either on paper or computerised.

INCIDENT BOOK:	
DO THEY HAVE AN INCIDENT BOOK?	Unknown but has offered to check. No results obtained on the day.
IF THEY DON'T THEN HOW DO THEY RECORD ANY INCIDENTS THAT HAVE TAKEN PLACE EITHER INSIDE OR OUTSIDE THE PREMISES?	Unknown as the DPS is not on site, the current staff on site do not know, and the 'on call' Manager who arrived, was not able to offer any information.
CONDITIONS CHECKED: ARE THE CONDITIONS BEING ADHERED TO? IF NOT THEN PLEASE RECORD DETAILS IN THIS BOX AND MAKE THE DUTY MANAGER AWARE OF THE BREACH:	
BREACH OF CONDITION	DETAILS OF CONDITION
Annex 2 No. 7	An incident record should be maintained and produced on request, to any authorised Licensing Authority, Police Officer, Police Licensing Officer or PCSO on request. BREACH
Annex 2 No. 9	<i>The premises will be equipped with a CCTV system to include coverage of all entrances and exits to the facilities and front, side and rear entrances to the premises used by guests, and of the bar areas and dance floor. Images are to be of a standard that is to the reasonable satisfaction of the Hertfordshire Constabulary.</i> BREACH
Annex 2 No.10	<i>Hertfordshire Constabulary must be informed within 24 hours in the event of a breakdown of the CCTV recording equipment.</i> BREACH
Annex 2 No. 11	<i>CCTV images shall be kept for a minimum of 28 days and produced to an authorised Police Officer, the Police Licensing Officer or PCSO if so requested (subject to the Data Protection Act 1998). The premises will be responsible for providing the appropriate medium to comply with any such request (eg flash drive, DVD or disc).</i> BREACH (See e mail from Abel Wiseman)
Annex 2 No. 15	A record of refusals shall be maintained and produced to an authorised Licensing Authority or Police Officer on request. BREACH
SIA DOOR STAFF:	
NAME OF COMPANY PROVIDING DOOR STAFF:	Not checked at this time
NAME OF HEAD DOORMAN:	
TOTAL NO. OF DOOR STAFF ON DUTY AT TIME OF VISIT:	
DETAILS OF DOOR STAFF PRESENT	PLEASE COMPLETE BELOW:

FULL NAME & HOME ADDRESS	DOB	SIA NUMBER (INCLUDING EXPIRY DATE)	BADGE DISPLAYED	REASON FOR NOT DISPLAYING: PLEASE SEE REASON FOR NOT DISPLAYING BELOW
			Y/N	
			Y/N	
			Y/N	
			Y/N	
			Y/N	
			Y/N	

- **REASON FOR NOT DISPLAYING: IN TROUSER POCKET, INSIDE JACKET POCKETS, INSIDE SHIRT POCKET. THIS IS A BREACH THEREFORE PLEASE COMPLETE SIA OFFENCE WARNING NOTIFICATION.**
- **ARE THEY DISPLAYING A PHOTOCOPY, IF SO THIS IS A BREACH, THEREFORE PLEASE COMPLETE SIA OFFENCE WARNING NOTIFICATION.**

CCTV

QUESTIONS	DETAILS/COMMENTS
IS CCTV WORKING, IF NOT WHY NOT?	Unable to check
HOW MANY CAMERAS?	Not able to give exact figure
HOW LONG DOES FOOTAGE RETAIN FOR?	Believed to be 28 days plus.
WHO HAS ACCESS TO THE CCTV SYSTEM (Name & Position Held)?	Only one person – away from the site – Abel Wiseman, Away from site, believed in Hertford.
WHO CAN OPERATE THE CCTV SYSTEM AND IS TRAINED TO DOWNLOAD ANY FOOTAGE (Name & Position Held)	<ul style="list-style-type: none"> • Nobody on site can operate the CCTV system • Nobody on site is able to access the CCTV. • There is nobody on site who is trained to download the system, as it is not available. • There is no access to view the CCTV on site at all. • Only person able to access the system at any time is Abel Wiseman, who Police have been unable to obtain requested CCTV footage from 15th – 17th June, 2021, • Though requested via Abel Wiseman, to date. (See statement from Dc Sarah Lane).

FIRST AIDER AND FIRE MARSHALL		
NAME OF FIRST AIDER ON DUTY	This area was revisited by Fire & Rescue Officers, on scene at same time, who has given the Hotel until September to comply with the Fire safety instructions related to this Hotel. (Email from F&R attached).	
NAME OF FIRE MARSHALL ON DUTY	N/A	
FIRE SAFETY CHECKS:		
CHECKS COMPLETED	Y/N	DETAILS (IF NO INCLUDE ANY ADVICE GIVEN)
ARE ALL ESCAPE ROUTES CLEAR OF OBSTRUCTIONS (if 'No' state locations)	Y/N	N/A See above
IS THE SMOKE DETECTOR IN WORKING ORDER	Y/N	N/A
ARE ALL FIRE EXIT SIGNS DISPLAYED AT ALL ESCAPE ROUTES (if 'No' state locations)	Y/N	N/A
IS THERE SUITABLE LIGHTING AROUND ESCAPE ROUTES / FIRE EXITS (if 'No' state locations)	Y/N	N/A
ARE INTERNAL FIRE DOORS CLEARLY LABELLED (if 'No' state locations)	Y/N	N/A
ARE INTERNAL FIRE DOORS USED CORRECTLY I.E. TO REMAIN CLOSED DURING OPENING HOURS & NOT TO BE AJAR WITH ANY OBJECTS, ETC (if 'No' please state location)	Y/N	N/A
OTHER INFORMATION: I.E. UNDERAGE DRINKING (TAKE DETAILS OF THE PERSON/CHECK ID)		
See attached information in relation to Day of action		

Witness Statement

Criminal Procedure Rules, r 27. 2; Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B

URN: [] [] [] []

Statement of: Sarah LANE

Age If under 18 (if over Insert "over 18"): Over 18

Occupation: Police Constable 2703

This statement (consisting of ...2..... Pages(s) 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 in it, anything which I know to be false, or do not believe to be true.

Signature:

[Handwritten Signature]

Date: 5th August 2021

This statement relates to CCTV enquiries conducted at the IBIS Hotel, Danestrete, Stevenage.

I currently work on the Halo Team within Hertfordshire police. We investigate child sexual exploitation (CSE). A referral had been made to the team after a 13-year-old female – xxxxxxx had been located at the IBIS hotel. It transpired she had been there for two nights between the 15th and 17th June 2021. Police were only aware of this when her Mum called us having located her at the hotel.

I have called the hotel on 29th JUNE to obtain further details. I have spoken to Hannah Chapman – the hotel manager - over the phone who informed me that when xxxxxxx checked in she was in company with a male described to be approximately 18 years old. She informed me that ID wasn't checked for either of them as 16 years is the minimum age to book a room. This male has gone up to the room with xxxxxx but it is believed he did not stay the night. xxxxxx was seen with another male, again described to be about 18 years old during her stay. There was no information on these males but I was told that the name on xxxxxx booking was xxxxxx. Due to this information I have requested to review the hotel CCTV. This is when I was told to email abel@a3le.uk . I now know this to be the email address of Abel WISMAN.

I have attended the IBIS the following day to see if I could review the CCTV in person as many facilities have a play back option within the premises but may only be able to download the footage remotely. The member of staff behind reception has informed me they have no screens for the CCTV at all – not even a live screen. She stated that she felt unsafe working at the hotel, especially overnight when they usually work alone. Even during the day, she was there with a member of the maintenance team and they were the only staff on duty.

I have sent an email on 2nd July at 0834hrs requesting the CCTV. I have received a prompt response to this at 0847hrs stating the footage could be shared and WISMAN has requested a form and description of xxxxxx. Due to operational requirements I did not see this email until later in the day. The form requested I took to mean a DPA request, which is required when asking for CCTV. I have sent over a DPA request along with a photo of xxxxxx.

Signature:

[Handwritten Signature]

Signature Witnessed by:

N/A

Witness Statement

Continuation of Statement of **Sarah LANE**

I have heard nothing further so have sent chaser emails on 5th July, 12th July and 16th July. In between that I have tried to contact WISMAN using the phone numbers on his email signature. Two of the numbers did not connect. I have managed to get through to a switch board via number 02088422011. I was put through to WISMAN's extension but the phone went unanswered. On the 15th July I was again put through to WISMAN's phone. It was answered this time but by another member of staff – I do not recall his name. I was informed that WISMAN was the only person to assist with IBIS CCTV and I was advised to email him as he was currently working from home.

On the 12th July I have emailed CHAPMAN asking if she could assist me with obtaining the CCTV. CHAPMAN has replied the following day stating that the CCTV operative had asked for more information which she had provided but other than that there was nothing she could do and suggested I email again. I do not know what further information was asked.

Due to the difficulties with obtaining the CCTV and concerned with the fact a 13-year-old had been able to stay at the hotel for two nights, I have been liaised with DC 712 AFOLABI. DC AFOLABI is the Hertfordshire lead for OP MAKESAFE. OP MAKESAFE is a national initiative focused on raising awareness of CSE within the business sector, including hotels and encourage them to alert the police to prevent harm coming to the young person. Having discussed it, we both felt that a CSE awareness training day would greatly benefit the hotel. As part of this discussion we have also met with Gillian AKROYD 7779 from the Community Safety Licensing Team.

This led to a joint visit to the IBIS on 4th August 2021. During this visit it has again been asked about CCTV. No manager from the IBIS was available but one from a partner hotel has agreed to come down. Prior to their arrival we have been taken to the Head office, which is within the Hotel building. I have explained to Geraldine MULLINS – director of commercial at the hotel – about the CCTV difficulties and she has gone to contact WISMAN. She has returned and informed me that WISMAN stated if a request was made, he would have downloaded it, but he had been having issues with discs. She has then asked me to forward on the emails, including the DPA so it could be escalated. I have sent this over whilst still at the hotel.

The manager – Tony Roworth has arrived and was unable to assist any further with the CCTV. He couldn't understand why if it had been asked for it wouldn't have been downloaded. At the time of writing this statement, I am still yet to receive any form of update on the status on the CCTV.

It is deeply frustrating that I have received no confirmation one way or the other regarding the CCTV footage especially when it involved the safeguarding of a vulnerable young person. As is quite commonplace with young people who have been victims of exploitation, it takes a while for them to speak out about it. xxxxxx is gradually talking about her stay at the hotel. The CCTV footage from her stay is potentially key evidence and possibly the only evidence we have.



Signature:



Signature Witnessed by: N/A

Page 30

Witness Statement

Criminal Procedure Rules, r 27. 2; Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B

URN: [] [] [] []

Statement of: **Ayodeji AFOLABI**

Age if under 18 (if over insert "over 18"): **Over 18**

Occupation: **Detective Constable 712**

This statement (consisting of2..... Pages(s) 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 in it, anything which I know to be false, or do not believe to be true.

I can confirm that the Victim Personal Statement (VPS) has been explained and offered to me tick box

I do not* wish to make a VPS at this time

I understand that I can make a VPS at any time before a sentencing hearing tick box

*delete as applicable

Signature: **A AFOLABI**

Date: **04/08/2021**

This is my statement in relation to attending the ibis hotel, Danestrete, Stevenage Hertfordshire in relation to a joint agency visit.

I am DC 712 AFOLABI and I am a serving Detective Constable attached to the Hertfordshire Constabulary Child Sexual Exploitation Team. The purpose for this visit was in relation to Child Sexual Exploitation (CSE) concerns surrounding the hotel. A 13-year-old girl was able to book a room in the hotel between 15th to 17th June 2021, with no verification checks. This was reported to my team to investigate as a child protection investigation. My colleague PC 2703 LANE had liaised with the hotel on a number of occasions to see if there was any CCTV available.

The request was necessary to see if any offences had been recorded on the hotel CCTV and to see if this vulnerable 13-year-old girl had come to any risk. There was further information that this young girl had associated with older males and females and on one occasion was so drunk she had to be carried to a room. As of 4th August 2021, no CCTV has been provided to any police officer, police staff or licensing official to support our investigation.

There were also concerns around their compliance to Fire Safety Regulations, as the hotel had been given an action plan by Hertfordshire Fire and Rescue in September 2020.

Signature: **A AFOLABI**

Signature Witnessed by: **N/A**

Witness Statement

Continuation of Statement of **Ayodeji AFOLABI**

At 0930hrs on Wednesday 4th August 2021, myself, DS 2438 NORTHWAY, PC 2703 LANE, Hertfordshire Fire and Rescue, Stevenage Borough Council Licensing, Stevenage Safer Neighbourhood Team and Stevenage Community Safety Unit attended the hotel.

We were met by Marlene DAMM who was a receptionist. She did her best to put us in contact with the General Manger for the hotel and senior management from Head office. She also told me that she doesn't feel safe working at the hotel especially at night as she works on her own. Apart form a maintenance person who was out buying paint at the time of our arrival she works on her own for large parts of her shift during the day and at night. She also had concerns that she has no access to CCTV. She cannot download it or review it and there is no link to see a live feed for the CCTV. There was also no DSP on site.

At the time of our visit there was 78 people in 61 rooms, so in case of a fire she would not have been able to safely get persons out of the hotel. She was also scared to tell her bosses as she was in fear of being reprimanded for telling us. I informed her that I would speak to the local officers to drive by and go in and see her and her other colleague that works the opposite shift to her to provide support and reassurance. I also provided her phone numbers to call in case of an emergency.

Signature: A AFOLABI

Signature Witnessed by: N/A

Alex Lisowski

From: Rob Devereux <Rob.Devereux@hertfordshire.gov.uk>
Sent: 04 August 2021 13:08
To: AKROYD, Gillian 7779
Subject: Ibis Hotel, Stevenage.

Hello Gill, a quick summary of our findings today at the Ibis hotel.

As you know Ibis were not expecting us and therefore our contact Hannah Chapman was not available and we showed ourselves around until the maintenance man arrived.

The action plan issued 9 September 2020 has some points which have not yet been addressed and we have spoken to Tony Roworth about this expressing our disappointment and reminding him that we have powers to escalate our position to take enforcement action.

We intend to hold a review meeting with Tony Roworth, Hannah Chapman any other interested parties from Fairview Hotels (7 September pencilled in) which gives them a month to address the issues raised or provide a satisfactory reason for the delay.

We will look at our options following that meeting.

Please feel free to contact me through our admin team at administration.cfs@hertfordshire.gov.uk quoting reference number V/014368 if you require anything more from us.

Stay Safe.

Regards

Rob Devereux

**Watch Commander B | Fire Protection | Hertfordshire Fire & Rescue Service
Hertfordshire County Council**

Old Block, County Hall, Pegs Lane, Hertford, SG13 8DE, Postal Point CHO331, Room 346 T: 01707 292310

Email: rob.devereux@hertfordshire.gov.uk Web: www.hertfordshire.gov.uk



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From: abel wisman
Sent: 06 August 2021 08:30
To: BEACH, Sophie 132 >
Cc: Neil Forbes
Subject: recordings

Hello DC Beach,

Apologies for the slow reaction, I will try and explain below.

First about the recordings, as many if not all DVR/NVR machines ours is set to rotate recordings (auto over write)

Due to changes to the system, A a repair and B replaced cameras, we at current have no more than 17 days (with luck or 14 without, depending on activity) recording, we previously always easily reached 30 days, I have failed to notice this.

It was already highly unlikely on the 2nd we had any images left of the incident date of 15th of June Even at 2nd of July s not sure images of the 15th of June were available.

As repairs had taken place shortly before this date (2 -3 weeks) I was unaware of the shortened recording history, and answered questions based upon experience.

Around the same date I was diagnosed with severe hypertension and type 2 diabetes as well as an internal infection that has yet to be determined, so I must admit my mind was not 100% on the job at hand.

Sadly enough this does not make the images appear, as I said as of today my range goes back to July 18/19

Though I'm not happy yet with the current 14 day capacity (varies between 14 and 18 days) in these dire times with restrictions on investments, due to the business being severely impacted by COVID19 the cost of replacing the nvr (2) with much larger capacity is cost prohibiting and I was feeling that the time was enough for the time being (my reasoning being that requests usually are same day) and I would look to expand again one business returned to slightly normal

Stevenage police knows I normally go out of my way to accommodate them, and I'm very sorry not to be able to assist them in this case.

With kind regards

Abel Wisman

Head IT Kanta Enterprises
Head IT Faiview Hotels

Summary of incidents For Ibis Stevenage, the Forum, Stevenage

No.	Date	Type	Reference	Police Classification	Summary
1.	24/08/21				
2.	17/08/21	999 call at 20:25 hrs	HC-17082021-0658	Concern	Caller is concerned for her son as she cannot get hold of him. He is homeless and staying at the Ibis. He has a do not disturb sign on his door. She has rung the hotel who would not open the door to check on him. Officers have managed to raise him.
3.	17/08/21	16:37 hrs	HC-17082021-0475	Concern	Inft reporting concern for female in Lincolnshire Police Area. Female is due to meet male at Stevenage Ibis Hotel - for sex - 21082021 - 1800Hrs. Concerns - the female has Asperger's - she receives aid from social services - only known male for 5/6 days - she has no details on the male - concern for safety. Female is vulnerable. Call from Manager of the private Social Care Company she will be staying in the hotel with female, and will call us if anything gets out of hand. Is trying to get a room nearby.
4.	09/08/21	Crime	41/61.151/21	Threats to Kill	The IP and the suspect were drinking together with others the evening previous. The next morning the IP has awoken to the suspect punching him in the face multiple times causing a cut to his forehead, a split lip, a large scratch on the right side of his face and a small gash on his hand between his ring and pinkie finger. During the assault the suspect has threatened to kill the IP. The IP has also found his laptop smashed beyond repair and believes it was the suspect who has done this. The hotel have not been forthcoming in providing CCTV footage however, have provided a CCTV clip of the IP walking through the corridor seemingly uninjured but his statement suggests he was asleep and was woken up by the DP assaulting him at 10:30.
5.	09/08/21	999 call at 10:34 hrs	HC-09082021-0184	Concern	Inft can hear someone screaming for help. Inft is on 3rd floor of west gate car park. 7281 - further call received - a male and a female are both screaming for help. 7919 - call form

Appendix B.

					staff at the hotel, a male resident has said that he has been attacked by a blonde male who has threatened to kill the victim, staff believe the suspect is also a guest: Victim has a bleeding gum, cut to forehead. NE444 - suspect has punched the victim repeatedly in the body and head - ABH injuries, whilst doing so TTK the male, in addition causing criminal damage to laptop, the suspect has left the hotel and is believed to be the male who is with NE421.
6.	04/08/21	999 call at 21:50 hrs	HC-05082021-0801	Drugs	Infnt reporting two males approached in the Wetherspoons pub in Stevenage and were talking about sniff/cocaine they had on them, one male was searched by security and found to have no drugs on him, the male that was searched is still in the Wetherspoons pub, the other male has gone back to the ibis hotel Stevenage where both males are staying tonight, so infnt states they both are likely to be using/dealing drugs tonight at the ibis hotel Stevenage. This male also took the number of a female who may or may not be joining the male at the ibis hotel later, although walked off from the Wetherspoons with a friend.
7.	26/07/21	Crime	41/57914/21	Causing Harassment Alarm or Distress	IP and suspect have been staying in separate rooms at the IBIS hotel STEVENAGE. IP and suspect used to live in YORK ROAD in a shared house. Suspect had previously accused the IP of stealing his food. IP has been walking out of the IBIS when the suspect has followed the IP out to the front of the hotel and said words to the effect of 'I NEED A WORD WITH YOU, YOU'RE DAYS ARE NUMBERED, I'LL STAB YOU'. IP has then left and headed to his friend's house at CLEVELAND WAY. The threat was made verbally but no weapon has been seen and the male doesn't have access to a weapon.
8.	23/07/21	Email 08:55 hrs	HC-23072021-0193	ASB	Infnt. Staff reporting youths playing in revolving doors.
9.	23/07/21	999 call at 11:15 hrs	HC-23072021-0292	Concern	Female has contacted Single Point of Access via webchat to say she is going to kill herself. She says she is in the Ibis Hotel as she is homeless and she is on the 5th floor and is going to jump out of the window. 11:54 hrs NE421 - spoken to female she is much calmer than originally, she is frustrated due to her referral, we will place another referral for her.
10.	23/07/21	17:50 hrs	HC-23072021-0687	Concern	Inf has called INSP RYAN (TERRI-ANNE) she is concerned about a female found hanging around outpost near motorway. This female has MH issues and infnt. Believes she is being targeted by other homeless people in the Hotel, she is being harassed verbally. Cat calling and being followed to her room by males. Concern is for the vulnerability of the situation she has been placed in. NE733 - this is being managed by SNT. officers have already spoken to the IP and staff at The Ibis. Further checks have been made this evening

					with each female staying at the hotel to gage the ongoing situation and CCTV is available if needed. Several residents who were outside have been reminded about their behaviour. Council rough sleeper team who have regular contact with residents will be informed and they will issue reminders/warnings regarding expected behaviour.
11.	23/07/21	12:33 hrs	HC-23072021-0366	Concern	Inft calling to report that around 30 mins ago, there was a male and female arguing outside the ibis hotel. Inft said that male was shouting & swearing at the female. Staff came outside the property and tried to get the male back inside. Female then left scene with suitcases down to the side of the hotel. NE437: spoken with staff, male was having an argument with his MH team over being made homeless. No domestic, log can be closed.
12.	20/07/21	Crime	41/55436/21	Threats to kill	Queensway, Stevenage. Suspect has approached IP, pulled his shirt up to show a Rambo style knife with a 6-inch blade, and said 'I'm going to smoke you'. IP has then run away.
13.	20/07/21	999 call at 21:48 hrs	HC-20072021-0858	Offensive Weapons	NE520: officers were tasked to attend ibis hotel, to reports from a male stating that he had been chased by a group of males with knives. Officers approached the male who made the call, HE stated he was approached by a group of males and females. They began asking him about an incident which occurred earlier. He tried to walk away but they followed him continuing verbal altercation. A male produced a Rambo style knife and shouted I am going to smoke you. Another of the group produced a wooden rounders bat too, but could not confirm who this was. IP then ran into the Ibis Hotel. The group did not follow. IP taken to his home address in the Gate Hotel, Stevenage.
14.	16/07/21	02:00 hrs	HC-16072021-0045	Concern	Inft reporting that a male is outside on the 2nd floor and is shouting room 207 someone has been murdered. Inft has tried calling Reception but there is no answer. Inft unsure if he is having a MH episode or if there is something wrong. Spoken to staff on reception male in room 207 is, details given and he is not a council tenant, he checked in yesterday and is due to leave today. NE252- speaking to male. calls are a result of cocaine he's taken and not agreed with him. spoken to his father on the phone who will be coming to get him and take him to his home address for the night. 03:17 He has been collected. No other details.
15.	14/07/21	08:22 hrs	HC-14072021-0143	Concern	Inft has called to say that her husband hasn't come home. She has tracked him to the ibis hotel as he created a booking that came up on his email and reception put her through to his room. He failed to answer hotel room and hasn't been on his mobile since 17:00 on 13072021. Inft has said that he is an alcoholic and that this behaviour isn't unusual but it is very unusual to not be on his phone and replying to messages. He also went missing two

					<p>weeks ago. Inft has come across a journal that he has left and he talks about ending his life and the last entry says what is the point. I am powerless and don't know when to stop. Inft is concerned he has done something. NE541: spoken to male at the Ibis, he is AIO, he has been staying there as he has been having issues with his wife, is attending H/A now to speak to wife.</p>
16.	05/07/21	999 call at 00:39 hrs	HC-05072021-0016	Concern	<p>Male outside hotel shining torch in windows and repeatedly banging on window. Inft lone worker. NE530 - two males walked past and banged on the window and left, they placed white stickers on the window which are blank, sus circs, male left prior our arrival</p>
17.	17/06/21	Crime	41/45334/21	Common Assault	<p>IP states she has attended the IBIS HOTEL following reports that her daughter (suspect) was staying there. Suspect did not know that her mother was going to be visiting. IP gained access by asking hotel staff to give her a key based on the suspect's vulnerability (age).</p>
18.	17/06/21	Crime	41/45355/21	ABH	<p>When the IP has entered the room, the suspect has been surprised by this and reportedly attacked her. IP was not able to give much detail in regards to this other than receiving a few hits to the head. She could not identify any injuries other than having a bit of a headache. IP stated that the Suspect has pulled her hair as well. She did not lose any hair and did not lose consciousness. IP was initially unresponsive. Suspect was then PPO'd.</p> <p>IP was staying at the IBIS HOTEL as a place of safety due to fears of further violence from her mother (suspect). Suspect has entered the IP's hotel room and has grabbed the IP. Suspect has had the IP on the floor and strangled her. IP also states that the Suspect has slapped her and punched her in the region of her ribs. There was slight reddening on the IP's neck. In regards to the finished incident rule, IP mentioned that on Monday, her mother scratched her arm causing a very slight break of the skin which has now scabbed over. IP currently unresponsive.</p>
19.	17/06/21	Child protection	41/45362/21	Child Protection Investigation	<p>At approx 11:10 on THURSDAY 17th JUNE 2021, Officers were called to an incident in which a Mum and Daughter have had an altercation at the IBIS HOTEL, STEVENAGE, SG1 1EJ. Upon Officers arrival, both Mum and Daughter have been spoken to, and it turns out that daughter (Dob 13/01/2008) has been staying at the IBIS since TUESDAY 15th JUNE 2021 after MUM had kicked her out of the house. MUM has confirmed that she does not want her daughter back at home, and after conferring with the daughter's Social worker. It was decided to place the child under a PPO.</p>

20.	17/06/21	999 call at 11:01 hrs	HC-17062021-0258	Concern	Inf states she has been kicked out by the mother, and is living in the hotel, mother has today attended the hotel and has strangled her. The inf has got her out of the hotel room, but the inf states that the mother has gone downstairs to get a spare key.
21.	17/06/21	999 call at 11:00 hrs	HC-17062021-0256	Violence	Daughter just attacked me, inf has been injured. Daughter was slapping her round the face, pulling her hair, kicking her. Her daughter is 13 and is still in the room on her own. Inf thought she was at her friend's house and police advised her daughter to stay there - she was out all day yesterday and sick over herself - then she came to the Hotel with a boy and other people over night. A male paid for the room for lily to stay there last night. NE443: as of 1305 female under PPO.
22.	15/06/21 – 16/0-6/21	Crime	41/59447/21	Sexual assault on a female	Between the material times the victim 13 yrs old has woken up from an intoxicated state and had semen on her chest. She does not know how this has occurred due to her level of intoxication affecting her memory. CCTV enquiries were conducted at the hotel prior to this allegation due to CSE concerns around IP and the fact she was at a hotel. The hotel has failed to provide the footage. Enquiries to be made with council and Wetherspoons but likely the footage has gone as the offence is over a month old.
23.	16/06/21	19:05 hrs	HC-16062021-0734	Concern	Inf. Is social worker concerned for a 13 yr old female, the female was taken to a friend's house in the early hours of Sunday having assaulted an officer. It appears that this female has been staying at the Ibis and has been there since Sunday evening. It is unclear as to who she is with and who is paying for the room. Mother knows where she is however isn't particularly bothered. Would like police to attend ASAP as she fears for the child. Photos online of the child being in Wetherspoons last night and was highly intoxicated and being sick everywhere. So, it is thought should would not have had the capacity of control. Very high risk of CSE. There are concerns she is with an adult male. EX: units dealing on ISR 256 are aware of this ISR and the concerns around the child being at the hotel
24.	14/06/21	999 Call at 16:24 hrs	HC-14062021-0549	Concern	Male has told inf he is going to jump in front of a train. He has been placed there but is being evicted tomorrow due to his behaviour ASB issues, threatening staff and other residents. Inf states that he has issues with a specific member of staff called Hannah who is the manager and is on duty, inf is worried for her welfare. Inf has seen him and he was getting quite into her face and being intimidating when he came into Reception at the council and she had to walk away due to his behaviour. NE245 - Male spoken to at length, he has calmed down, and is intoxicated, we have no concerns.

25.	28/05/21	02:58 hrs	HC-28052021-0054.	Concern	Male sleeping in the doorway. He has been asked to move on but hasn't - has not caused any issues - the male was slurring but did not appear to be drunk.
26.	12/05/21	Crime	41/34786/21	AOABH	01:40 hrs -On Tuesday 11th May 2021 officers were tasked to attend IBIS HOTEL, STEVENAGE, SG1 1EJ further to a call from the receptionist of the hotel, stating that a male had been assaulted. Suspect 1 conveyed to Custody.
27.	12/05/21	Crime	41/34784/21	Poss of Controlled Drug Class B 0 Cannabis	01:40 hrs -On Tuesday 11th May 2021 officers were tasked to attend IBIS HOTEL, STEVENAGE, SG1 1EJ further to a call from the receptionist of the hotel, stating that a male had been assaulted. Officers were met by the victim who had lacerations to his face, bruising to the left-hand side of his head and a bleeding nose. He could not speak English therefore BIG WORD was utilised and a CROATIAN interpreter was used. He stated that this evening he had been in room 210 with approx ten of his work colleagues drinking alcohol but he did not state how much. He stated he has engaged with the other males in a verbal altercation over issues at work. He alleges that the group including a male who was later identified has punched him numerous times to the face causing ABH injuries and have also caused criminal damage to his mobile phone. When asked who the outstanding suspects were IP stated that he cannot remember due to him being beaten up so badly.
28.	12/05/21	14:43 hrs	HC-12052021-0458	Concern	Inf calling from Single Point of Access requesting officers attend location to check on welfare of male who contacted MH services yesterday 11/05/21 saying he was feeling suicidal. Not contacted or seen yesterday. Inft. Called Ibis Hotel a number of times and there was no answer from the room. <i>Staff would not go up to the room to check if the male was ok, would only ring the ext. number for the room.</i> 16:41 hrs NE244: spoken to male. He is in good spirits. No threats to harm himself. He seems a lot happier and getting back on his feet. Will be speaking to the MH Team later.
29.	11/05/21	Crime	41/36404/21	Criminal Damage	During an incident at the location it is alleged that damage has been caused to a window by unknown means, by an unknown person. There are no known suspects to this crime, just that damage was found after fight took place at the location. Unknown if linked to that offence however.
30.	11/05/21	999 Call at 23:10 hrs	HC-11052021-0894	Violence	Male has come to the desk, beaten up. The male doesn't speak good English – Croatian. The other person is in the room still, bleeding from nose, punched in hands. Blood on his hands. The male has told the staff that someone has petrol in the room. Inft does not work at Reception - she is a member of public that came across the man in the Reception.

					<p>NG556: 1 suspect in lounge. Apparently 5 more upstairs in a room. One victim with ABH injuries. NG556: IP states that his room was taken over by 10 males and then beaten up. They are in 209 and 210. NG556: 2 more males have walked in and provided the same room number as the IP. We now have 3 detained under section 32. NG524: males have made out of first floor window onto the roof. Now unknown location. All white males. Damage to window, smashed up i phone and blood on pillow. NG549: 1 male arrested for Cannabis, ABH and Criminal Damage.</p> <p>Police were informed that the DP was asleep in the fourth floor of the IBIS HOTEL. Police were informed that his ex-partner was residing at the hotel and that there is a Protection against Harassment Order against the DP where he cannot directly or indirectly contact the IP. When talking to the police DP confirmed he was there to see the IP and he was arrested for the breach.</p> <p>IP confirmed that she let the DP into the hotel as he had nowhere else to go as he is currently NFA. Not supportive of police action and refused a statement and DASH.</p>
31.	21/04/21	Crime	41/28836/21	Harassment Order	
32.	21/04/21	999 call at 07:48 hrs	HC-21042021-0089	Sus Circs	<p>staff at Ibis Hotel reporting that a male is lying asleep in a corridor at the Hotel on the 4th floor. Caller says there is a restraining order against him by a guest on the 4th floor – police advised to call 999 if they see him. 09:08 hrs NE346 one under arrest can someone make with the van please.</p>
33.	16/04/21	11:20 hrs	HC-16042021-0247	Violence	<p>INFT Stevenage Probation – want to report a male for what he has been saying, he is on License for a DV Offence against ex-partner - he has recently come back to Stevenage staying in IBIS HOTEL. Adam said about 20 mins ago in his appt that if he sees any of her family he will kill them and fuck them up but would not refer to what members of the family this is.</p>
34.	07/04/21	999 call at 17:29 hrs	HC-07042021-0571	ASB	<p>Tesco have called to report a drunk female trying to get into the store. She had previously been asked to leave by 2 PCSOs and has returned. It is believed she is staying at the Ibis Hotel – inf. Doesn't believe the Hotel are not letting her in. Female found alternative accommodation at another hotel.</p>
35.	07/04/21	16:22 hrs	HC-07042021-0501	Concern	<p>There is a female who has been in the store, very intoxicated, napping in the store around the tills area. NE825- we are with the female, she is trying to get into the Ibis, causing us some issues currently, she is forcing herself in and they are refusing to let her in as she has caused issues last night. Will facilitate her finding somewhere for tonight. Female is outside the Ibis and they have locked their doors to her.</p>

36.	07/04/21	999 call at 02:18 hrs	HC-07042021-0044	Violence	<p>Guest headbutted another and is now refusing to go to their room. Incident of violence took place approx 10 mins ago. The female has also caused damage to the Reception Area and is currently refusing to leave the hotel. NE520: IP unsupportive, no mark on head, will be Crimed Common Assault. NE520: she is very intoxicated, there is no damage to reception and the parties involved are not in a relationship NE520: further speaking with parties - the female suffers from epilepsy and as a result has a tic which causes her head to go back and forth, male has been escorting her back to her room and she has had a tic, she has not intentionally headbutted him. We are discussing with the male now as to whether he considers it as an assault. NE520: CCTV is in the lobby but staff state he cannot review it until the morning team come on.</p> <p>Officers have attended room at the Ibis, the Inf has been spoken to, and the Inf confirms it was only a verbal altercation between herself, and her Partner. Inf confirmed it was a verbal only altercation, that took place at an address in Letchworth, which was the Inf friends' home. Inf claimed she did not know the address number, and would not disclose the friends name, so unknown exactly where this has taken place.</p> <p>Female has had an altercation with her ex. He is still at the Hotel and she is making her way to a friend's. He did not get physical or aggressive, he was shouting a little bit, nothing major. He would not let the inf. Leave the inf. Phoned 999 and put it on loud speaker, as soon as he heard that he came away from the door and left. Previous log states that this female and male were staying at the Ibis together.</p> <p>Group of 15 youths aged 16-18 were out the front of the hotel being loud and using foul language.</p> <p>Male with suspected stroke was being threatening to Ambo staff, refusing to leave the room. He has now calmed down. Under the influence of possibly drugs and alcohol: Police no longer required.</p> <p>2 homeless people ran thru reception upstairs to the 4th floor, saying that someone owes them money. ** they are now outside fighting. They just attacked one of our guests who tried to help me to stop them. 2 offenders now arguing with one of the guests, the male has been attacked again - they kicked him. NE252 - IP has been asked about the kicking apparently there were limbs flying all over the place but doesn't want to disclose any offences.</p>
37.	03/04/21	Crime	41/24054/21		<p>Officers have attended room at the Ibis, the Inf has been spoken to, and the Inf confirms it was only a verbal altercation between herself, and her Partner. Inf confirmed it was a verbal only altercation, that took place at an address in Letchworth, which was the Inf friends' home. Inf claimed she did not know the address number, and would not disclose the friends name, so unknown exactly where this has taken place.</p> <p>Female has had an altercation with her ex. He is still at the Hotel and she is making her way to a friend's. He did not get physical or aggressive, he was shouting a little bit, nothing major. He would not let the inf. Leave the inf. Phoned 999 and put it on loud speaker, as soon as he heard that he came away from the door and left. Previous log states that this female and male were staying at the Ibis together.</p> <p>Group of 15 youths aged 16-18 were out the front of the hotel being loud and using foul language.</p> <p>Male with suspected stroke was being threatening to Ambo staff, refusing to leave the room. He has now calmed down. Under the influence of possibly drugs and alcohol: Police no longer required.</p> <p>2 homeless people ran thru reception upstairs to the 4th floor, saying that someone owes them money. ** they are now outside fighting. They just attacked one of our guests who tried to help me to stop them. 2 offenders now arguing with one of the guests, the male has been attacked again - they kicked him. NE252 - IP has been asked about the kicking apparently there were limbs flying all over the place but doesn't want to disclose any offences.</p>
38.	01/04/21	999 call at 20:04 hrs	HC-01042021-0855	Domestic	<p>Female has had an altercation with her ex. He is still at the Hotel and she is making her way to a friend's. He did not get physical or aggressive, he was shouting a little bit, nothing major. He would not let the inf. Leave the inf. Phoned 999 and put it on loud speaker, as soon as he heard that he came away from the door and left. Previous log states that this female and male were staying at the Ibis together.</p> <p>Group of 15 youths aged 16-18 were out the front of the hotel being loud and using foul language.</p> <p>Male with suspected stroke was being threatening to Ambo staff, refusing to leave the room. He has now calmed down. Under the influence of possibly drugs and alcohol: Police no longer required.</p> <p>2 homeless people ran thru reception upstairs to the 4th floor, saying that someone owes them money. ** they are now outside fighting. They just attacked one of our guests who tried to help me to stop them. 2 offenders now arguing with one of the guests, the male has been attacked again - they kicked him. NE252 - IP has been asked about the kicking apparently there were limbs flying all over the place but doesn't want to disclose any offences.</p>
39.	30/03/21	20:06 hrs	HC-30032021-0810	ASB	<p>Female has had an altercation with her ex. He is still at the Hotel and she is making her way to a friend's. He did not get physical or aggressive, he was shouting a little bit, nothing major. He would not let the inf. Leave the inf. Phoned 999 and put it on loud speaker, as soon as he heard that he came away from the door and left. Previous log states that this female and male were staying at the Ibis together.</p> <p>Group of 15 youths aged 16-18 were out the front of the hotel being loud and using foul language.</p> <p>Male with suspected stroke was being threatening to Ambo staff, refusing to leave the room. He has now calmed down. Under the influence of possibly drugs and alcohol: Police no longer required.</p> <p>2 homeless people ran thru reception upstairs to the 4th floor, saying that someone owes them money. ** they are now outside fighting. They just attacked one of our guests who tried to help me to stop them. 2 offenders now arguing with one of the guests, the male has been attacked again - they kicked him. NE252 - IP has been asked about the kicking apparently there were limbs flying all over the place but doesn't want to disclose any offences.</p>
40.	25/03/21	Ambulance	HC-25032021-0062		<p>Female has had an altercation with her ex. He is still at the Hotel and she is making her way to a friend's. He did not get physical or aggressive, he was shouting a little bit, nothing major. He would not let the inf. Leave the inf. Phoned 999 and put it on loud speaker, as soon as he heard that he came away from the door and left. Previous log states that this female and male were staying at the Ibis together.</p> <p>Group of 15 youths aged 16-18 were out the front of the hotel being loud and using foul language.</p> <p>Male with suspected stroke was being threatening to Ambo staff, refusing to leave the room. He has now calmed down. Under the influence of possibly drugs and alcohol: Police no longer required.</p> <p>2 homeless people ran thru reception upstairs to the 4th floor, saying that someone owes them money. ** they are now outside fighting. They just attacked one of our guests who tried to help me to stop them. 2 offenders now arguing with one of the guests, the male has been attacked again - they kicked him. NE252 - IP has been asked about the kicking apparently there were limbs flying all over the place but doesn't want to disclose any offences.</p>
41.	20/03/21	999 Call at 18:04 hrs	HC-20032021-0690	Violence	<p>Female has had an altercation with her ex. He is still at the Hotel and she is making her way to a friend's. He did not get physical or aggressive, he was shouting a little bit, nothing major. He would not let the inf. Leave the inf. Phoned 999 and put it on loud speaker, as soon as he heard that he came away from the door and left. Previous log states that this female and male were staying at the Ibis together.</p> <p>Group of 15 youths aged 16-18 were out the front of the hotel being loud and using foul language.</p> <p>Male with suspected stroke was being threatening to Ambo staff, refusing to leave the room. He has now calmed down. Under the influence of possibly drugs and alcohol: Police no longer required.</p> <p>2 homeless people ran thru reception upstairs to the 4th floor, saying that someone owes them money. ** they are now outside fighting. They just attacked one of our guests who tried to help me to stop them. 2 offenders now arguing with one of the guests, the male has been attacked again - they kicked him. NE252 - IP has been asked about the kicking apparently there were limbs flying all over the place but doesn't want to disclose any offences.</p>
42.	16/03/21	Crime	41/18804/21	Rape Domestic Abuse	<p>Offender has grabbed IP by shoulders and pulled her into room at the Hotel. Offender has engaged in non-consensual Sexual intercourse with the IP. When IP has attempted to</p>

				AOABH	leave, he pulled IP repeatedly by the hair. Offender has then left Ibis Hotel towards bus station.
43.	16/03/21	999 call at 01:05 hrs	HC-16032021-0023	Domestic	Female asking for police. Ex-Partner has just assaulted her. Thrown her across the room. Was trying to drag victim to his bedroom. Inft. Has a bad shoulder. Inft says she was visiting a friend and then she saw him, he came towards her and ripped her hair out. Officers at Asda have seen male, NE155 - male has got a bottle in his hand. NE118 - male has been arrested for the assault at the Ibis & also for assault on police. IP is intoxicated through drink but is able to explain what has happened. IP has alleged she has met the suspect at the Ibis they have consumed alcohol. The IP has also stated she had non-consensual sex with the suspect. Access to the room offence is alleged to have taken place has been closed room locked.
44.	1/03/21	Crime	41/17607/21	S18 GBH	Offender has had a verbal altercation with victim about money. During disagreement, suspect has smashed the thin drinking end of a glass bottle of beer and then in a punching motion with his right hand, punched victim to left side of face with the broken bottle end leaving a 10cm open gash causing the victim to lose a substantial quantity of blood. Suspect has left the scene exiting via the fire door of the hotel and headed towards the train station bridge.
45.	11/03/21	11:37 hrs 999 call	HC-11032021-0324	Violence	Guest has attacked another guest and one is losing lots of blood. Injured person in reception. Inft doesn't know who either guest is, male is injured to his face. Looks like a knife has been used. Guest who was attacked doesn't know who the male is or what room he is in. NE147 - attacked with glass bottle, very open deep gash across his brow, believe could be GBH. NE147 - approx 10cm gash across face, still actively bleeding, ambo with him now. Inft. Is Staff said the attacker was sent to the hotel by the council but had no further info for who he was other than his name.
46.	05/03/21	09:10 hrs	HC-05032021-0116	ASB	Drug users/alcoholics keep annoying our guests and entering building. Email received from the hotel reporting male causing nuisance at the hotel, from details obtained over the phone from staff male is Simon and he is regularly attending the hotel to see Karen and Karen is willingly seeing Simon and has gone off with him today. From PNC Simon is in Breach of Bail Conditions.
47.	04/03/21	13:39 hrs	HC-04032021-0342	Concern	Inf's son currently being groomed by drug dealers and has left home address. He is being followed by a support worker from gangs and knives. Known to hang out at Ibis and Skyline apartments - or the big Tesco's. She has just seen him at the Ibis Hotel.
48.	03/03/21	14:40 hrs	HC-03032021-	ASB	There are a lot of drug/alcoholics being a nuisance outside the ibis hotel and also

						breaking Covid rules and entering the building and ignoring when staff tell them to get out and being abusive this is happening every day.
49.	03/03/21	Email 16:29 hrs Email	0405 HC-03032021- 0522	Drugs		Drug user keeps coming into hotel to go up to rooms. He has been told he is not allowed in the hotel. I am the only staff on duty female. As there is only one person on reception at any time, sometimes we have to leave reception. He has sneaked in then. If we are on reception we will ask him to leave. He is trying to gain entry, banging on the doors so the guest will open. Webchat - email received from ibis hotel advising that management are aware of the problem. And management have made a report today.
50.	27/01/21	20:51 hrs	HC-27012021- 0685			Inft has called in crying hysterically, she is currently living in the Ibis Hotel at Stevenage. She has tested positive for Covid19 on Saturday and has been isolating in her room. Members of staff from ibis hotel have come out and shouted at her saying she needs to go back to her room. Officer will attend during shift, and speak to staff in order to clarify this tonight to pass on to other staff and to prevent further calls. There were no immediate concerns for her and she was happy
51.	17/01/21	999 call at 19:04 hrs	HC-17012021- 0584	Screaming Female		Screaming female hysterically saying "give me my phone" came on the line and a male voice said hello then terminated the call. She has an app which means if you shake your phone it calls the police, she didn't mean to call. Have spoken to male on he is all in order, he states he was seen by police earlier today. Matched to URN 478 of 01/01/21 same male.
52.	11/01/21	15:44 hrs Concern	HC-11012021- 0478	Missing Person		Suicidal male. Further call from inft, she has now spoken to Male. He went out and his phone was turned off. He is back home now and is fine.
53.	11/01/21	13:17 hrs	HC-11012021- 0328	Rowdy inconsiderate Behaviour		Inf is calling from SBC. They have to visit the Ibis Hotel, Stevenage for a service user, who is in the hotel as they are homeless. The hotel has asked for the female to be removed as she is breaching Covid rules. She is refusing to leave, and is getting agitated. She is shouting, screaming, and slamming doors. The female has not been wearing a mask, and has been inviting people into the room. The female is exempt from wearing a mask. NE435 - no one making allegations of crimes. Female removed from the property with friends who will look after her.
54.	09/01/21	101 call at 18:43 hrs	HC-09012021- 0589			Inft called yesterday regarding a sexual offence, but she has now changed her mind & would like to talk with officer, inft said that she spoke to someone & realised it's the right thing to do. Inft said that the males were both hanging around her hotel room around 15 mins ago.

55.	08/01/21	Crime	41/1990/21	Sexual Assault by touching	At material times, 3 males have been invited by the victim to room 410 of the IBIS HOTEL to 'chill'. Victim was called to arrange a time to take crime report, she refused to see or speak to officers.
56.	08/01/21		HC-08012021-0742	Sexual Assault	Inft stated the men are doing heroin and crack, and touched my boobs. Inft stated she wanted to go and chill with the men in their room. Inft stated when she was in their room they were doing heroin and crack, using pipes.
57.					
58.					

WITNESS STATEMENT

Criminal Procedure Rules, r 27.2; Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B

URN

Statement of: Alexander Lisowski

Age if under 18: Over 18 (if over 18 insert 'over 18') Occupation: Licensing enforcement officer

This statement (consisting of Four (4) page(s) 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 in it, anything which I know to be false, or do not believe to be true.

Signature:  Date 24/9/2021

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

I am a licensing enforcement officer for Stevenage Borough Council. This statement is made in my capacity as a responsible authority officer for Stevenage's licensing team in its' capacity as a Responsible Authority.

Hertfordshire Constabulary have launched a review of the premises licence for Ibis Hotel, The Forum, Town Centre, Stevenage, Herts, SG1 1EJ. This review has the full support of Stevenage Council's licensing team.

As detailed by Police Constable Lane in her statement, a 13 year old girl booked into and stayed at the Ibis Hotel between 15th June and 17th June, 2021. The circumstances of the booking were such that the Police launched an investigation into the matter. Central to this investigation was being able to view CCTV footage from the hotel. Police have not been able to obtain the required footage of the hotel. This led to me being invited to join a Police visit to the hotel.

I went to the hotel at around 9.30am on Wednesday, 4th August, 2021. in the company of Police Licensing Officer (PLO) Akroyd, Police Constables Afolabi and Lane, and other Police Officers and Fire Service officers. The front desk was being manned by a receptionist, Marlene Damn. When a request was made to see the manager, Ms Damn pointed out that she was on her own apart from the caretaker who, at present, was away purchasing paint. A phone call was made to the designated premises supervisor, Hannah Chapman, but she was on holiday and not within easy travelling distance of the hotel. However, Ms Chapman contacted Mr Tony Roworth of the Novotel Hotel in nearby Knebworth to come and assist us. Mr Roworth is the designated premises supervisor for the Novotel Hotel. Although the Novotel and Ibis are owned by separate companies, the companies share the same directors.



Whilst in the reception area I asked Ms Damm to show me the control for the Hotel's CCTV system. She explained to me that there was no control for the CCTV system at the Hotel, and no monitors on which to view live CCTV footage. I asked her what happened if the Police or the Council asked for CCTV footage. She explained that an e-mail was sent to head office. When I asked where head office was, she told me it was upstairs. Ms Damm took PLO Akroyd and myself upstairs to the head office. The control for the CCTV wasn't there. Nor were there any monitors for viewing CCTV footage. In charge of the office was the director of commerce, Geraldine Mullins. She explained that if CCTV footage was required they contacted Abel Wisman who didn't work at the Hotel.

Mr Roworth subsequently arrived at the Hotel. He gave us a tour of the building. I didn't see any CCTV monitors anywhere in the building. After the tour PLO Akroyd and myself asked him about the CCTV and other matters. Mr Roworth explained that if anyone required copies of CCTV footage Mr Wisman had to be contacted. He would then download the footage. If there was a requirement just to view footage, again Mr Wisman had to be contacted and he would try to link the CCTV to any suitable screen that was available, such as a desktop computer.

In Annex 2 of the premises licence, under the heading "Function Suite", Condition 7 requires an incident record to be kept. Mr Roworth was unable to produce the incident record. Similarly, under Condition 15, a refusals log for the refusal of sales of alcohol must be maintained. Mr Roworth was unable to produce the refusals log.

PLO Akroyd, as part of her representations, has produced a log of criminal incidents that have occurred at the Hotel. It includes several assaults and a rape. This shows a clear need for the Police to have access to CCTV footage in a timely manner. This list of incidents also shows that the safety of staff working at the Hotel would be improved if they had a monitor(s) to enable them to view activity throughout the Hotel. PLO Akroyd has also produced a copy of an e-mail from Mr Wisman that shows that Condition 11 of the premises licence has been flouted in connection with the length of time that CCTV footage should be retained. Because of Mr Wisman's behaviour/attitude I do not believe that the issues around access to CCTV can be resolved informally. Conditions concerning CCTV access need to be imposed on the licence through a review of the licence.

I request the following amendments to licence conditions listed in Annex 2 of the premises licence:

Condition 9 to read: "The premises will be equipped with a CCTV system that covers all the entrance and exits to the Hotel, all the public areas of the Hotel including all the entertainment facilities on the first floor, all the areas that serve Hotel resident and visitors to the entertainment facilities with food and/or drink, and all the corridors and other open areas on the floors where Hotel residents have their rooms. The quality of the images should be of a standard that is

acceptable to Hertfordshire Constabulary, including a full image of the faces of people entering the premises to such a standard that the images can be used for identification purposes. The CCTV will be in operation and recording 24 hours a day."

Condition 10 amended to read: "The local Hertfordshire Constabulary licensing officer will be informed by e-mail within 24 hours in the event of the breakdown of the CCTV recording equipment. The equipment is to be repaired and in operation as soon as possible."

Condition 11 amended to read: "CCTV images to be kept for a minimum of 31 days and produced to a Police Officer, Police Licensing Officer, Police and Community Safety Officer, Stevenage Council licensing officer or other Stevenage Council authorised officer within 48 hours of a request. The images should be provided in a format that is viewable by the person requesting them. CCTV images will be date and time dated. CCTV images shall be available for immediate viewing on a monitor at the Hotel by all the categories of person mentioned above. There shall be at least one CCTV monitor in the reception or front office of the Hotel for staff to monitor activity within the Hotel. A member of the staff who can operate the CCTV system shall be on duty at all times."

I also request that further conditions in Annex 2 of the licence are amended:

Condition 7 amended to read: "An incident record log shall be maintained, either written or electronically recorded, of the following matters:

- A. All incidents of crime or disorder that occur at the Hotel or are reported to Hotel staff.
- B. All calls made to Police about situations other than crime and disorder.
- C. All refusals of alcohol sales.
- D. All visits by Police or other responsible authority officers.
- E. All evictions of guests or customers.
- F. A record of the times worked by SIA staff, including their name and badge number.
- G. A record of any faults affecting the CCTV system.

This log shall be available for immediate viewing, upon request, by Police officers, Police licensing officers, Police community safety officers, Stevenage Council licensing officers and other Stevenage Council authorised officers."

Condition 14 amended to read: "A Challenge 25 policy shall be adopted for alcohol sales. Posters advising customers of the operation of Challenge 25 shall be displayed in prominent places near the till at sales bars. A record of alcohol sale refusals will be kept as detailed in Condition 7 and available for viewing as detailed in Condition 7."

Condition 15 to be deleted, and Conditions 16 to 19 renumbered accordingly.



The Hotel is licensed for both the on and of sale of alcohol. The conditions of the licence allow the off sale until 2am every morning. I am not aware of the Hotel conducting off-sales but I believe it to be unsuitable for the Hotel to be conducting off-sales. Off- sales by the Hotel has the potential to attract people who would drink in public in the vicinity causing a nuisance to passers-by and adjacent businesses. The list of incidents provided by PLO Akroyd indicates that the Hotel attracts people, some of whom have the potential to be street drinkers. I request that the authority to conduct off-sales is removed from the licence.

I request that the premises licence is suspended for 2 months whilst the amendments to the licence conditions I have requested are implemented. The suspension is not to be lifted until the local Police and Council licensing officers are satisfied the amendments have been correctly implemented. If the amendments are implemented earlier, the Police and Council to be advised and the suspension lifted accordingly if they are satisfied the amendments have been implemented correctly. *Jason*

Signature:.....*Jason*..... Signature witnessed by:





LICENSING ACT 2003

SBCL0070

PREMISES LICENCE

LICENSING AUTHORITY



**Daneshill House
Danestrete
Stevenage
Herts
SG1 1HN**

Part 1 - Premises Details

Ibis Hotel
The Forum
Town Centre
Stevenage
Herts
SG1 1EJ

Telephone Number:

01438 779955

Where the Licence is time limited the dates: - 31 December 9999

Licensable Activities authorised by the licence:

- B - Exhibition of Films
- D - Boxing or Wrestling
- E - Performance of Live Music
- F - Playing Recorded Music
- G - Performance of Dance
- H - Anything Similar falling within E,F or G
- I - Late Night Refreshment
- J - Sale of Alcohol

The times the licence authorises the carrying out of licensable activities:

B - Exhibition of Films (Indoors)

	From:	To:	
Monday-Sunday	10:00	02:00	First Floor Only

First Floor Only:

New Years Eve	10.00	05.00	
British Summertime (Start Day)	Additional hour to the Standard/Non Standard times		

D - Boxing or Wrestling (Indoors)

	From:	To:	
Monday-Sunday	10:00	02:00	First Floor Only

First Floor Only:

New Years Eve	10.00	05.00	
British Summertime (Start Day)	Additional hour to the Standard/Non Standard times		

E - Performance of Live Music (Indoors)

	From:	To:	
Monday-Sunday	10:00	02:00	First Floor Only

First Floor Only:

New Years Eve	10.00	05.00	
British Summertime (Start Day)	Additional hour to the Standard/Non Standard times		

F - Playing Recorded Music (Indoors)

	From:	To:	
Monday-Sunday	10:00	02:00	First Floor Only

First Floor Only:

New Years Eve	10.00	05.00	
British Summertime (Start Day)	Additional hour to the Standard/Non Standard times		

G - Performance of Dance (Indoors)

	From:	To:	
Monday-Sunday	10:00	02:00	First Floor Only

First Floor Only:

New Years Eve	10.00	05.00	
British Summertime (Start Day)	Additional hour to the Standard/Non Standard times		

H - Anything Similar falling within E,F or G (Indoors)

	From:	To:	
Monday-Sunday	10:00	02:00	First Floor Only

First Floor Only:

New Years Eve	10.00	05.00	
British Summertime (Start Day)	Additional hour to the Standard/Non Standard times		

I - Late Night Refreshment (Indoors)

	From:	To:	
Monday - Saturday	23:00	23:30	

New Years Eve	23.00	05.00	
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First Floor Only:

Monday - Sunday	23.00	02.00	
New Years Eve	23.00	05.00	
British Summertime (Start Day)	Additional hour to the Standard/Non Standard times		

J - Sale of Alcohol (Alcohol is supplied for consumption both on and off the Premises)

	From:	To:	
Monday - Saturday	10:00	23:00	
Sunday	12:00	23:30	
Good Friday	12.00	23.30	
Christmas Day	12.00	15.00	
Christmas Day	19.00	23.30	
New Years Eve	10.00	00.00	From 12.00 if on a Sunday
New Years Day (NYD)	12.01	23.00	

First Floor Only:

Monday - Sunday	10.00	02.00	
New Years Eve	10.00	05.00	
British Summertime (Start Day)	Additional hour to the Standard/Non Standard times		

The opening hours of the premises: From: To:

Monday - Sunday	00:00	00:00	
First Floor Only:			
Monday - Sunday	10.00	02.00	Plus 30 mins Clearance time
New Years Eve	10.00	05.00	Plus 30 mins Clearance time
British Summertime (Start Day)	Additional hour to the Standard/Non Standard times		

Where the licence authorises supplies of alcohol whether these are on and /or off supplies:

Alcohol is supplied for consumption both on and off the Premises

Part 2

Name, (registered) address, telephone number and email (where relevant) of holder of premises licence:

Fairview Hotels (Stevenage) Ltd
Kanta House, Victoria Road, South Ruislip, Middlesex, HA4 0JQ

01202 813658

Registered number of holder, for example company number, charity number (where applicable)

Fairview Hotels (Stevenage) Ltd

07261519

Name address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol:

Hannah Chapman
[REDACTED]
[REDACTED]
[REDACTED]

Personal Licence number and issuing authority of Personal Licence held by Designated Premises Supervisor (where the premises authorises for the supply of alcohol):

Personal Licence Number: [REDACTED]
Licensing Authority: Central Bedfordshire

ANNEX 1 – MANDATORY CONDITIONS

1. No supply of alcohol may be made under the premises licence –
 - (a) at a time when there is no designated premises supervisor in respect of the premises licence, or
 - (b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.
2. Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.
3. (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.

(2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises—
 - (a) games or other activities which require or encourage, or are designed to require or encourage, individuals to—
 - (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
 - (ii) drink as much alcohol as possible (whether within a time limit or otherwise);
 - (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;
 - (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;
 - (d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;
 - (e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability).
4. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.
5. (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.

(2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.

(3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either—
 - (a) a holographic mark, or
 - (b) an ultraviolet feature.
6. The responsible person must ensure that—
 - (a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures—
 - (i) beer or cider: ½ pint;
 - (ii) gin, rum, vodka or whisky: 25 ml

(iii) still wine in a glass: 125 ml;

- (b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and
- (c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

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

For the purposes of this condition -

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

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

where -

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

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

9. (1) Sub-paragraph (2) applies where the permitted price on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax.

(2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

ANNEX 2 – CONDITIONS CONSISTENT WITH THE OPERATING SCHEDULE

Alcohol shall not be sold or supplied except during permitted hours as shown in Part M - the sale by retail of alcohol for consumption ON and OFF the premises.

The above restrictions do not prohibit:

a) the consumption of the alcohol on the premises during the first twenty minutes after the above hours;

b) the taking of the alcohol from the premises, (unless the alcohol is supplied or taken in an open vessel,) during the first twenty minutes after the above hours;

c) the consumption of the alcohol on the premises by persons taking meals there during the first thirty minutes after the above hours, if the alcohol was supplied for consumption ancillary to those meals;

d)consumption of the alcohol on the premises by, or, the taking, sale, or supply of alcohol to any person residing in the licensed premises;

e)the ordering of alcohol to be consumed off the premises, or the despatch by the vendor of the alcohol so ordered;

f)the sale of alcohol to a trader or club for the purposes of the trade or club;

g)the sale or supply of alcohol to any canteen or mess, being a canteen in which the sale or supply of alcohol is carried out under the authority of the Secretary of State or an authorised mess of members of Her Majesty's naval, military or air forces;

h)the taking of alcohol from the premises by a person residing there; or

i)the supply of alcohol for consumption on the premises to any private friends of a person residing there who are bona fide entertained by him at his own expense, or the consumption of alcohol by persons so supplied; or

j)the supply of alcohol for consumption on the premises to persons employed there for the purposes of the business carried on by the holder of the licence, or the consumption of liquor so supplied, if the liquor is supplied at the expense of their employer or of the person carrying on or in charge of the business on the premises.

k)the provision of authorised licensable activities during the approved hours and on the agreed conditions in the first floor function and banqueting suite.

Function Suite

Subject to compliance with the conditions listed below, the following licensable activities shall be permitted in the Forum Function and Banqueting Suite on the first floor ("the facilities") during the hours indicated:

B. Film 10.00am to 2am Monday to Sunday

(with hours extended to 5am on New Year's Eve)

D, Boxing or Wrestling As above

Unless previously authorised by the licensing authority in writing, this will be limited to non-professional boxing.

E. Live Music As above

F. Recorded Music As above

G. Performance of dance As above

H. Similar entertainment As above

I. Late night refreshment inside As above

J. Sale of alcohol on the premises As above

Opening hours As above plus 30 minutes clearance time following the terminal hour.

Conditions applicable to licensed use of the facilities after 11pm:

1. The facilities will be limited to invitees or ticket holders only.

2. The authorisation of customers to use the facilities will be checked before they are allowed access to those facilities.

3. Details of the organisers of the function/s and the nature of the same will be maintained on site and available for inspection by an authorised Licensing Authority or Police officer, the Police Licensing Officer or PCSO, on request.

4. "An event" will be defined as use of the facilities for ticketed events. In respect of an event the Police Licensing Officer will be given 14 days' notice of the event and the DPS will be responsible for ensuring that such details of the event as the Police Licensing Officer may require is provided to that officer. This condition will be applied to any TEN given in respect of such event.

5. In respect of an event SIA licensed security staff will be deployed as indicated unless the Police Licensing Officer waives or reduces such requirement on production of a risk assessment at least 14 days prior to the event. SIA licensed security staff will be on duty for 30 minutes prior to the start of the event until 30 minutes after the facilities

close. If there is no such waiver or reduction, the minimum number of security staff will be

- a) For an event hosted for 100-200 guests - 2
- b) For an event hosted for 201-400 guests - 2 until 2300 and 3 thereafter
- c) For an event hosted for 401-500 guests - 2 until 2300 and 4 thereafter
- d) For an event hosted for 501-620 guests - 2 until 2300; 3 to 0000 and 5 thereafter

6. If security personnel are used on any occasion they shall be required to wear their badge so that it may be clearly seen whilst they are on duty.

7. An incident record shall be maintained and produced on request to an authorised Licensing Authority or Police officer, the Police Licensing Officer or PCSO, on request.

8. The DPS or a member of staff aged 18 or over who has been authorised in writing by the DPS will be on duty at the premises throughout any function or event hosted for more than 100 guests.

9. The premises will be equipped with a CCTV system to include coverage of all entrances and exits to the facilities and front, side and rear entrances to the premises used by guests, and of the bar areas and dance floor. Images are to be of a standard that is to the reasonable satisfaction of the Hertfordshire Constabulary.

10. Hertfordshire Constabulary must be informed within 24 hours in the event of a breakdown of the CCTV recording equipment.

11. CCTV images shall be kept for a minimum of 28 days and produced to an authorised Police Officer, the Police Licensing Officer or PCSO if so requested (subject to the Data Protection Act 1998). The premises will be responsible for providing the appropriate medium to comply with any such request (eg flash drive, DVD or disc).

12. Except for customers permitted to temporarily leave and then re-enter the premises to, for example, smoke, there shall be no new admission to the facilities after midnight.

13. No child under the age of 16 shall be admitted to the facilities at any time for or during an event unless accompanied by a responsible adult.

14. A Challenge 25 policy shall be adopted.

15. A record of refusals shall be maintained and produced on request to an authorised Licensing Authority or Police officer on request.

16. Any member of staff responsible for the sale or supply of alcohol to guests will receive ongoing training in relation to the legislation governing the sale by retail of alcohol to include underage and proxy sales. A record of such training will be maintained on site and produced to an authorised Licensing Authority or police officer, Police Licensing Officer or PCSO, on request.

17. Notices will be clearly exhibited at the exits requiring customers to leave the premises and the area quickly and quietly and to have regard for any residents in the area.

18. Windows will be kept closed when musical regulated entertainment is played.

19. No music or amplified sound shall be generated within the facilities so as to give rise to a statutory nuisance within any private neighbouring dwelling.

INFORMATIVE :

The premises licence holder and/or the designated premises supervisor are responsible as provided in the Licensing Act 2003 for ensuring compliance with these conditions.

ANNEX 3 – CONDITIONS ATTACHED AFTER A HEARING

Not applicable.

ANNEX 4 – AUTHORISED PLANS

Ibis - Stevenage - North Herfordshire

Ground Floor - Drawing No. 1490/64/10

First Floor - Drawing No. L(42)02 - project No. 6920 - rev. C

Second to 6th floor - Drawing No. 1490/64/12-16



Zayd Al-Jawad
Assistant Director, Planning & Regulation

Date: 30th July 2018