

**IN THE CROYON COUNCIL CHAMBERS**  
2<sup>nd</sup> March 2015

Case number:

**BETWEEN**

**The Metropolitan Police**

**Applicant**

**-and-**

**Mr Patson Ngoma  
The Goat Public House**

**Respondent**

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**EVIDENCE BUNDLE  
ON BEHALF OF THE RESPONDENT**

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**IN THE CROYDON COUNCIL CHAMBERS**  
**7<sup>th</sup> March 2016**

**BETWEEN**

**The Metropolitan Police**

**Applicant**

**-and-**

**Mr Patson Ngoma  
The Goat Public House**

**Respondent**

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**WITNESS STATEMENT OF MR PATSON NGOMA**

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I Patson Ngoma of [REDACTED] Croydon, [REDACTED] will say as follows:

1. I make this statement on the basis of matters within my own knowledge unless otherwise stated and in relation to an application by the Metropolitan Police for a review of the Premises Licence of The Goat Public House, 1-3 Broom Road, Croydon, CR0 8NG.
2. Since June 2015, I have been the Designated Premises Supervisor and holder of the Premises Licence. The Premises are leased from Star Pubs and Bars.
3. The Premises operates as a relatively small public house which is permitted to sell alcohol for consumption both on and off the premises. It is further permitted to provide regulated entertainment and late night refreshment. The Premises is set out over one level with a bar area with seating and a small dance area. To the front of the premises is a small beer garden.

4. The Premises are located adjacently to a small parade of shops which include convenience stores where off sales of alcohol is allowed and takeaway restaurants providing late night refreshment. Close to the parade of shops lies a Community Centre which until very recently operated as a youth club. All lie within an area of residential housing troubled by anti social behaviour and disorder.
5. It became apparent when I became the premises holder that much of the anti social behaviour was linked to the congregation of youths around the parade of shops and at the Youth Club. This directly impacted the premises through groups of youths sitting in the beer garden despite not being customers and others seemed to enter the pub to use the pool table which existed when I took over.
6. I exhibit as PN/1 a copy of the Premises Licence granted on 18<sup>th</sup> June 2015. You will see that the licence was only the subject of Mandatory Conditions as set out in 'Annex 1'.
7. Despite not being a condition of my licence and without a request from any relevant authority I introduced comprehensive CCTV. 16 cameras now cover the entrance, the areas used by the customers within the pub and the beer garden.
8. I arranged with a security company to provide door personnel on certain nights and I removed the pool table in discouraging the attendance of younger customers.
9. All of these measures were undertaken to promote and safeguard the licensing objectives of protection from crime and disorder and public nuisance. This was based on the apparent trouble in the immediate area of youth related disorderly behaviour.
10. So far as I am aware the concerns of the Police surround crime, disorder and public nuisance. I make it clear, however, that the premises will not serve alcohol to those under age and has no history of having failed a test purchase. Furthermore, there is no history of drugs being used or supplied on the premises.
11. There are presently 9 members of bar staff all fully trained in age verification and the "challenge 25" policy is enforced. They are further trained in drugs awareness.
12. As a result of incidences in October 2015 the licence was varied. The varied licence came into force on 29<sup>th</sup> December 2015 along with the conditions contained within it. Prior to this date, the Premises Licence of June 2015 with its conditions applied.
13. The varied Premises Licence additional conditions are set out in 'Annex 2'. The conditions added to the Licence were with my agreement further to discussions with the Police. This was further to a meeting which took place on 16<sup>th</sup> November 2015 attended by Joseph Phiri who is part of the premises management team. I was more than happy to attend but was enrolled on

Jury Service at the Central Criminal Court for a Trial that commenced on 21<sup>st</sup> September and concluded at the end of November 2015. I have passed to my Solicitors confirmation of my service should this need to be verified.

14. On Friday 25<sup>th</sup> December 2015, the Premises were open but quiet throughout Christmas day. I was present with my wife and we were sat at a table close to the entrance. There was no regulated entertainment taking place. At around 8pm, the pub became busier but remained relatively quiet. Everything was calm. One customer was drinking at the bar. Neither I nor my staff recognised him as a regular customer and he was no cause for concern in the way he was conducting himself.
15. At approximately 10pm, he left the premises alone. He very quickly ran back into the premises and was chased by 4 males believed to be of Turkish ethnicity. I am aware of these males and I adopted their ban from the premises when I took over. They were not therefore customers. The 4 males pursued the male to the dance floor area. He fell to the floor and a fight took place. I and other male customers quickly separated them and all were ejected and the premises were locked. My wife called the Police. The altercation continued onto a nearby roundabout and the Police attended.
16. This was not an incident that started within the premises but as a result of some disagreement after he had left.
17. The Christmas period passed without incident to include New Years Eve.
18. Since the service of the Police application for Review I have been served with a s146 forfeiture notice by my landlord. This is based on the police application being in breach of a term of my lease. I have been allowed reasonable time to remedy the breach. I exhibit a copy of the forfeiture notice as PN/2.
19. As yet no forfeiture application has been issued within the County Court. In any event, forfeiture of the lease will be defended and relief sought.
20. Following the forfeiture notice, my landlord elected not to receive rent. Furthermore, they declined to supply the premises with products and honour any further orders. The agreement between us is that they are our suppliers. I understand that this was to avoid an argument that through supplying the premises and accepting rent they may be seen to waive their entitlement to forfeit.
21. I am pleased to confirm that through negotiations with my landlord they agreed to accept further orders on a without prejudice basis. They have therefore agreed to allow the Premises to continue operating and trading.

22. Since the incidences in October and further to the meeting in November I have taken the following measures to promote the licensing objectives in preventing crime and disorder and public nuisance:

(i) **CCTV**

20. Comprehensive CCTV has existed on the premises since I became the Premises Holder. 16 cameras now cover the entrance and internal and external areas in compliance with the licence. When PC Rhodes attended the premises on 6<sup>th</sup> January 2016 I accept that the CCTV was only recording for 9 days. This was my error. I believed the CCTV installed was compliant with 31 days retention of recordings. We have since put in place new CCTV which can retain images and record for 40 days and is readily available to the Police. Head and shoulders identification images are captured compliant to condition 2 of Annex 2.

(ii) **Regular Staff Training**

23. I exhibit as PN/3 the Goat Pub 'Training Matrix' for the Premises 9 members of bar staff. All staff have been trained and have completed an accredited course in age verification and drugs awareness. I enclose as PN/4 their most recent certificates in this regard and I am aware that Jane Jiggins requires further training and must retake a drugs awareness test. The Police take no issue with the level of training in this regard and we are adhering to this condition in providing supervised training in relation to aspects of the Licence Act 2003.

24. I previously undertook conflict management training with staff. I recognise that the training required strengthening and so have funded further training through an accredited course I exhibit the conflict management training certificates at PN/5.

25. In compliance with this condition, the staff training records are kept at the premises and are available for inspection.

(iii) **Glassware Policy**

26. I exhibit the Premises Glassware Policy as PN/6. This policy provides for the regular collection of glasses and we now provide drinks in plastic cups after 10:30pm. Glasses should not be taken from the premises. This Policy will now be displayed on the premises.

(iv) **Written Dispersal Policy**

27. I exhibit the Premises Dispersal Policy as PN/7. This Policy is in place to minimise disruption to those residing within the vicinity of the premises. Within the measures set out within the policy, a notice on the premise will be displayed providing contact details to allow residents to discuss any complaint.

28. Pursuant to the policy, the Premises have further introduced a one hour drink up time to encourage gradual dispersal and the beer garden closes at 11pm.

(v) Security

29. I employed security on the premises when I first became the Premises Licence Holder. I contracted the work to a firm called Max and Maxi. I began to realise that the security personnel they sent were not up to the job when the premises became busy. Disorder would arise and the customers appeared to have little respect for them.

30. In December 2015, I changed the premises security arrangements to Abel Security Services. This was a firm that was highly recommended to us by the management at the Star Pubs and Bars. Abel Services are aware that each Friday and Saturday night we require 3 door supervisors from 8pm until the premises closes and that one is positioned in the outside beer garden. They are further aware that after 10pm each Friday and Saturday night no more than 8 persons shall be allowed to the beer garden at any one time.

31. Unhelpfully, there were problems at the start of the contract in that they did not provide security as requested for Christmas Day evening. It seemed a quiet day and so the premises remained open as customers were enjoying their Christmas. Unfortunately, an incident did take place on this day. I regret that not having security undermined the agreement reached with the Police.

32. Apart from Christmas day last, the premises has deployed the required security staff since the agreement reached in November 2015. We have found Abel Security Services' personnel to be professional in their approach.

33. The Police attended the premises for an inspection on the evening of 5<sup>th</sup> February 2016. They found three security officers present but they were not wearing high visibility jackets as required by condition 5, Annex 2, of the Licence. An email has been sent to Abel Security Services reminding them that high visibility jackets must be worn. I exhibit the email correspondence with them as PN/8.

(vi) **Incident Register**

34. An incident register is maintained on the premises. A new register was placed behind the bar at the start of the year replacing notes of incidences set out on pieces of paper. Staff are aware of the register. Recordable incidents on the premises are infrequent but I have asked for an entry into the register each day even if it amounts to stating no incident took place on the premises that day. This will maintain awareness of the register and the need to update it.
35. An arrangement with our first security company was that they would maintain an incidence register. I have encouraged Abal Security Services to maintain a record and, as can be seen in exhibit PN/8, we have written to them asking that security staff use the register located behind the bar.
36. The premises have become more proactive in ensuring the keeping of a register rather than being reliant on the security company maintaining records.

(vii) **Beer Garden**

37. We have ensured that we adhere to the condition that after 10pm on a Friday and Saturday evening no more than 8 people should use the beer garden. The beer garden is supervised by security personnel on those evenings.
38. I have closed the entry to the premises through the beer garden and customers may now only enter through a single side door. This allows staff and security greater supervision in monitoring those using the premises. Previously, it was difficult to monitor the access of those using the outside seating but this has now been completely fenced off.
39. I am willing to review the hours during which the beer garden may remain open to customers and will consider closing it at 9pm.

(viii) **Recorded music and Dancing**

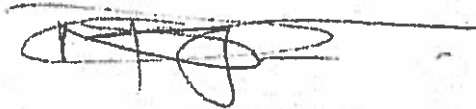
40. Suggested disorder in the past took place on a Friday or Saturday night when the premises have been much busier and when a night with a DJ with music and dance has taken place. Presently, no such nights are taking place at the premises.

41. Aside from the Christmas Day incident, the premises have not had any further incidences of violence, anti-social behaviour or disorderly behaviour. This is as a result of the above measures.
42. Since I took over the premises I have tried to make the premises part of the local community and believe I have made a positive contribution. During the day families attend and, in the summer months, we have a bouncy castle at the weekend for the children. The premises sponsor a local children's football team.
43. I acknowledge however that on certain nights problems have arisen and I have taken measures to address these problems. I am confident that the premises are presently promoting all the licensing objectives.

### STATEMENT OF TRUTH

I believe that the facts stated in this witness statement are true.

Signature



Date

02/03/2016



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7<sup>th</sup> March 2015

Case number:

**BETWEEN**

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**Applicant**

**-and-**

**Mr Patson Ngoma  
The Goat Public House**

**Respondent**

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**EXHIBIT PN/1**

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**PREMISES LICENCE**

**Premises licence number**

05/01297/LIPREM

**Part 1 – Premises details**

**Postal address of premises, or if none, ordnance survey map reference or description, including Post Town, Post Code**

The Goat  
1-3 Broom Road  
Croydon  
CR0 8NG

**Telephone number** 020 8239 6982

**Where the licence is time limited the dates**

N/A

**Licensable activities authorised by the licence**

The sale by retail of alcohol – On and Off the premises.

The provision of regulated entertainment namely, films, indoor sporting events, live music, recorded music, provision of facilities for making music, provision of facilities for dancing.

The provision of late night refreshment – For non residents for consumption on the premises.

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

The sale by retail of alcohol –

Monday to Thursday 1000 hours until 2330 hours

Friday and Saturday 1000 hours until 0000 hours (midnight)

Sunday 1000 hours until 2300 hours

New Year's Eve, from the end of the permitted hours on New Year's Eve to the start of the permitted hours on the following day or, if there are no permitted hours on the following day, until 0000 hours (midnight) on 31 December.

The provision of regulated entertainment –

Monday to Thursday 1000 hours until 2330 hours

Friday and Saturday 1000 hours until 0000 hours (midnight)

Sunday 1000 hours until 2300 hours

New Year's Eve, from the end of the permitted hours on New Year's Eve to the start of the permitted hours on the following day or, if there are no permitted hours on the following day, until 0000 hours (midnight) on 31 December.

The provision of late night refreshment (for non residents) –

Monday to Thursday 2300 hours until 2330 hours

Friday and Saturday 2300 hours until 0000 hours (midnight)

New Year's Eve 2300 hours until 0500 hours on 1 January or, if there are no permitted hours on 1 January, until 0000 hours (midnight) on 31 December.

\*There are no restrictions upon the provision of food to residents of the premises.

**The opening hours of the premises**

Monday to Thursday 1000 hours until 0000 hours (midnight)

Friday and Saturday 1000 hours until 0030 hours on the following days

Sunday 1000 hours until 2330 hours

New Year's Eve, from the end of the permitted hours on New Year's Eve to the start of the permitted hours on the following day or, if there are no permitted hours on the following day, until 0030 hours on 1 January.

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

On and Off

**Part 2**

**Name, (registered) address, telephone number and e-mail (where relevant) of holder of premises licence**

Mr Patson Ngoma

[REDACTED]  
Croydon [REDACTED]

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

N/a

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

Mr Patson Ngoma

[REDACTED]  
Croydon [REDACTED]

**Personal licence number and issuing authority of personal licence held by  
designated premises supervisor where the premises licence authorises the  
supply of alcohol**

Personal Licence No.:08/00560/LIPERS      Licensing Authority: L B of Croydon

**Date Original Licence granted: 23.09.2005**

**Date this licence valid from: 18.06.2015**

**Trading Standards and Licensing Manager  
Place Department**

## **Annex 1 - Mandatory conditions**

The licence is granted subject to the Mandatory conditions for sale of alcohol as set out in the Licensing Act 2003 as amended by the Licensing Act 2003 (Mandatory Licensing Conditions) Order 2010 and Order 2014.

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. The admittance of children to the premises for the exhibition of any film shall be in compliance with any British Board of Film Classification or Croydon Council age restriction pertaining to that film.
4. Unless otherwise specified on this licence no regulated entertainment shall take place at the premises with the exception of pre-booked private events limited to the provision of music and dancing or any other entertainment of the like kind, for pre-invited guests.
5. (1) The responsible person shall 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).

6. The responsible person shall ensure that free potable water is provided on request to customers where it is reasonably available.

7. (1) The premises licence holder or club premises certificate holder shall 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.

8. 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 or 35 ml; and

(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."

**\*Responsible person is defined as:**

(a) in relation to licensed premises:

(i) The holder of a premises licence in respect of the premises,

(ii) The designated premises supervisor (if any) under such a licence, or

(iii) Any individual aged 18 or over who is authorised for the purposes of section 153 (4) of the Licensing Act 2003 by such a holder or supervisor,

(b) 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 him to prevent the supply in question

In respect of the condition governing age verification, there are specific duties relating respectively to the holder of the premises licence or club premises certificate and designated premises supervisor.

9. 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 the condition set out in the above paragraph

(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

**Annex 2 - Conditions consistent with the Operating Schedule**

N/A

**Annex 3 - Conditions attached after a hearing by the licensing authority**

N/A

**Annex 4 – Plans**

Attached

**PREMISES LICENCE SUMMARY**

Premises licence number

05/01297/LIPREM

**Premises Details**

**Postal address of premises, or if none, ordnance survey map reference or description, including Post Town, Post Code**

The Goat  
1-3 Broom Road  
Croydon  
CR0 8NG

**Telephone number** 020 8239 6982

**Where the licence is time limited the dates**

N/A

**Licensable activities authorised by the licence**

The sale by retail of alcohol – On and Off the premises.

The provision of regulated entertainment namely, films, indoor sporting events, live music, recorded music, provision of facilities for making music, provision of facilities for dancing.

The provision of late night refreshment – For non residents for consumption on the premises.



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

The sale by retail of alcohol –

Monday to Thursday 1000 hours until 2330 hours

Friday and Saturday 1000 hours until 0000 hours (midnight)

Sunday 1000 hours until 2300 hours

New Year's Eve, from the end of the permitted hours on New Year's Eve to the start of the permitted hours on the following day or, if there are no permitted hours on the following day, until 0000 hours (midnight) on 31 December.

The provision of regulated entertainment –

Monday to Thursday 1000 hours until 2330 hours

Friday and Saturday 1000 hours until 0000 hours (midnight)

Sunday 1000 hours until 2300 hours

New Year's Eve, from the end of the permitted hours on New Year's Eve to the start of the permitted hours on the following day or, if there are no permitted hours on the following day, until 0000 hours (midnight) on 31 December.

Regulated entertainment, namely music and dancing or any other entertainment of the like kind, may be offered at the premises for pre booked private events, for pre invited guests, without restriction on times.

The provision of late night refreshment (for non residents) –

Monday to Thursday 2300 hours until 2330 hours

Friday and Saturday 2300 hours until 0000 hours (midnight)

New Year's Eve 2300 hours until 0500 hours on 1 January or, if there are no permitted hours on 1 January, until 0000 hours (midnight) on 31 December.

\*There are no restrictions upon the provision of food to residents of the premises.

**The opening hours of the premises**

Monday to Thursday 1000 hours until 0000 hours (midnight)

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

On and Off

**Name, (registered) address of holder of premises licence**

Mr Patson Ngoma  
The Goal  
1 – 3 Broom Road  
Croydon CR0 8NG

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

**Name of designated premises supervisor where the premises licence authorises the supply of alcohol**

Mr Patson Ngoma

**State whether access to the premises by children is restricted or prohibited**

As per the Licensing Act 2003

**Decision under Delegated Authority**

**IN THE CROYDON COUNCIL CHAMBERS**  
**7<sup>th</sup> March 2015**

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**-and-**

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The Goat Public House**

**Respondent**

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**EXHIBIT PN/2**

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**NOTICE UNDER SECTION 146 LAW OF PROPERTY ACT 1925**

**RE:** Lease dated 20 December 2006 and made between (1) Globe Tenanted Pub Company Limited and (2) Charles Botting and Michael O'Connell ("Lease")

**RE:** The Goat Inn, 1 - 3 Broom Road, Shirley, Surrey CR0 8NG("Property")

**TO:** Patson Ngoma of The Goat Inn, 1 - 3 Broom Road, Shirley, Surrey CR0 8NG and to all others whom it may concern ("Tenant")

**BLUE STAR PUB COMPANY LIMITED** of 3 - 4 Broadway Park, South Gyle Broadway, Edinburgh EH12 9JZ **HEREBY GIVES YOU NOTICE** as follows:

1. The reversion immediately expectant upon the tenancy created by the Lease is now vested in Blue Star Pub Company Limited of 3 - 4 Broadway Park, South Gyle Broadway, Edinburgh EH12 9JZ ("Landlord").
2. The tenancy created by the Lease is vested in Patson Ngoma of The Goat Inn, 1 - 3 Broom Road, Shirley, Surrey CR0 8NG for the unexpired residue of the term granted by the Lease.
3. Pursuant to the Fifth schedule, clause 1.1 of the Lease, the Landlord is entitled to forfeit the term of the Lease (whereupon the Lease shall absolutely determine) if an application is received by the relevant licensing authority for the review of the premises licence.
4. The Landlord's entitlement to forfeit the term of the Lease under the Fifth schedule, clause 1.1 of the Lease has arisen because on 18 January 2016 the Metropolitan Police service made an application to the relevant licensing authority to review the Premises Licence. A copy of the application for review setting out the full grounds for review is attached.
5. Further, the Lease contains a covenant on the part of the Tenant pursuant to the Third schedule, clause 20.2 whereby the Tenant is obliged to pay the costs, charges, fees and expenses (including solicitor's costs) the Landlord incurs in preparing and serving a notice under section 146 or section 147 of the Law of Property Act 1925 on an indemnity basis.
6. You are hereby required to remedy the said breach so far as it may be capable of remedy within a reasonable period and to make compensation in money to the landlord.
7. You are further hereby required pursuant to the Third schedule, clause 20.2 of the Lease to pay all costs and expenses incurred by the Landlord in relation to or incidental to the preparation and service of this notice, and any VAT payable on them.

8. If you fail to comply with the requirements set out in this notice, the Landlord intends to re-enter upon the Property and forfeit the tenancy created pursuant to the Lease.

Dated: 4 February 2016

Signed: *DLA Piper UK LLP*

DLA Piper UK LLP  
Princes Exchange  
Princes Square  
Leeds  
LS1 4BY

**Solicitors and agents for and on behalf of Blue Star Pub Company Limited**

Received a notice of which the above is a true copy.

Dated

Signed:

**For and on behalf of Patson Ngoma**

**IN THE CROYDON COUNCIL CHAMBERS**  
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**The Goat Public House**

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**EXHIBIT PN/3**

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**The Goat Pub  
Training Matrix**

| Name                 | Completion Dates |                 |                     |                  |
|----------------------|------------------|-----------------|---------------------|------------------|
|                      | Age Verification | Drugs Awareness | Conflict Management | Customer Service |
| Tammy Lee Smith      | 22/09/2015       | 09/10/2015      | 26/01/2016          |                  |
| Bibi Clark           | 07/02/2016       | 07/02/2016      | 07/02/2016          |                  |
| Catherine Richardson | 21/09/2015       | 05/10/2015      | 08/02/2016          |                  |
| Jane Jiggins         | 23/09/2015       | To Resit        | 09/02/2016          |                  |
| Katrina Bignell      | 08/02/2016       | 08/02/2016      | 08/02/2016          |                  |
| Kerri White          | 06/10/2016       | 26/01/2016      | 16/02/2016          |                  |
| Laura Relf           | 07/10/2015       | 20/01/2016      | 08/02/2016          | 08/02/2016       |
| Natasha Bailey       | 08/10/2015       | 15/01/2016      | 10/02/2016          |                  |
| Katherine Grady      | 23/09/2015       | 10/02/2016      | 10/02/2016          |                  |

**IN THE CROYDON COUNCIL CHAMBERS**  
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The Goat Public House**

**Respondent**

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**EXHIBIT PN/4**

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**CITIZENCARD**



# Age Verification

This is to certify that

**Tammy Lee Smith**

completed an e-learning course in the above subject

**The key areas covered:**

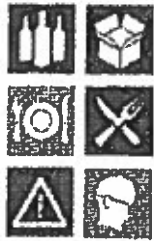
- Age verification for alcohol sales - the legal requirements
- Age verification policy
- Putting the policy into practice
- Deciding who to ask for a proof of age
- How to ask for a proof of age
- Dealing with conflict
- Refusing proxy sales of alcohol
- High-risk situations
- Consequences of failing to implement age verification for alcohol sales

Date: 22/09/2015

Signed:

Daniel Davies  
Chief Executive of CPL Training Group





# Drugs Awareness

This is to certify that

**Tammy Lee Smith**

completed an e-learning course in the above subject

**The key areas covered:**

- How illegal drugs are classified
- How illegal drugs are used
- How to prevent or control illegal drug use on licensed premises
- How to prevent or control illegal drug supply on licensed premises
- How to deal with drug-related medical emergencies on licensed premises

Date: 09/10/2015

Signed:

Daniel Davies  
Chief Executive of CPL Training Group





**CITIZENCARD**



# Age Verification

This is to certify that

**Bibi Clark**

completed an e-learning course in the above subject

**The key areas covered:**

- Age verification for alcohol sales - the legal requirements
- Age verification policy
- Putting the policy into practice
- Deciding who to ask for a proof of age
- How to ask for a proof of age
- Dealing with conflict
- Refusing proxy sales of alcohol
- High-risk situations
- Consequences of failing to implement age verification for alcohol sales

Date: 07/02/2016

Signed:

Daniel Davies  
Chief Executive of CPL Training Group





# Drugs Awareness



This is to certify that

**Bibi Clark**

completed an e-learning course in the above subject

**The key areas covered:**

- How illegal drugs are classified
- How illegal drugs are used
- How to prevent or control illegal drug use on licensed premises
- How to prevent or control illegal drug supply on licensed premises
- How to deal with drug-related medical emergencies on licensed premises

Date: 07/02/2016

Signed:

Daniel Davies  
Chief Executive of CPL Training Group





**CITIZENCARD**



# Age Verification



This is to certify that

**Catherine Richardson**

completed an e-learning course in the above subject

**The key areas covered:**

- Age verification for alcohol sales - the legal requirements
- Age verification policy
- Putting the policy into practice
- Deciding who to ask for a proof of age
- How to ask for a proof of age
- Dealing with conflict
- Refusing proxy sales of alcohol
- High-risk situations
- Consequences of failing to implement age verification for alcohol sales

Date: 21/09/2015

Signed:

Daniel Davies  
Chief Executive of CPL Training Group





# Drugs Awareness

This is to certify that

**Catherine Richardson**

completed an e-learning course in the above subject

**The key areas covered:**

- How illegal drugs are classified
- How illegal drugs are used
- How to prevent or control illegal drug use on licensed premises
- How to prevent or control illegal drug supply on licensed premises
- How to deal with drug-related medical emergencies on licensed premises

Date: 05/10/2015

Signed:

Daniel Davies  
Chief Executive of CPL Training Group





**CITIZENCARD**



# Age Verification



This is to certify that

**Jane. Jiggins**

completed an e-learning course in the above subject

**The key areas covered:**

- Age verification for alcohol sales - the legal requirements
- Age verification policy
- Putting the policy into practice
- Deciding who to ask for a proof of age
- How to ask for a proof of age
- Dealing with conflict
- Refusing proxy sales of alcohol
- High-risk situations
- Consequences of failing to implement age verification for alcohol sales

Date: 23/09/2015

Signed:

Daniel Davies  
Chief Executive of CPL Training Group





# Drugs Awareness

This is to certify that

**Katrina. Bignell**

completed an e-learning course in the above subject

**The key areas covered:**

- How illegal drugs are classified
- How illegal drugs are used
- How to prevent or control illegal drug use on licensed premises
- How to prevent or control illegal drug supply on licensed premises
- How to deal with drug-related medical emergencies on licensed premises

Date: 08/02/2016

Signed:

Daniel Davies  
Chief Executive of CPL Training Group







**CITIZENCARD**



# Age Verification



This is to certify that

**Katrina. Bignell**

completed an e-learning course in the above subject

**The key areas covered:**

- Age verification for alcohol sales - the legal requirements
- Age verification policy
- Putting the policy into practice
- Deciding who to ask for a proof of age
- How to ask for a proof of age
- Dealing with conflict
- Refusing proxy sales of alcohol
- High-risk situations
- Consequences of failing to implement age verification for alcohol sales

Date: 08/02/2016

Signed:

Daniel Davies  
Chief Executive of CPL Training Group





# Drugs Awareness

This is to certify that

**Kerri White**

completed an e-learning course in the above subject

**The key areas covered:**

- How illegal drugs are classified
- How illegal drugs are used
- How to prevent or control illegal drug use on licensed premises
- How to prevent or control illegal drug supply on licensed premises
- How to deal with drug-related medical emergencies on licensed premises

Date: 26/01/2016

Signed:

Daniel Davies  
Chief Executive of CPL Training Group





# Drugs Awareness



This is to certify that

**Katherine Grady**

completed an e-learning course in the above subject

**The key areas covered:**

- How illegal drugs are classified
- How illegal drugs are used
- How to prevent or control illegal drug use on licensed premises
- How to prevent or control illegal drug supply on licensed premises
- How to deal with drug-related medical emergencies on licensed premises

Date: 10/02/2016

Signed:

Daniel Davies  
Chief Executive of CPL Training Group





**CITIZENCARD**



# Age Verification

This is to certify that

**Kerri White**

completed an e-learning course in the above subject

**The key areas covered:**

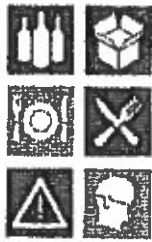
- Age verification for alcohol sales - the legal requirements
- Age verification policy
- Putting the policy into practice
- Deciding who to ask for a proof of age
- How to ask for a proof of age
- Dealing with conflict
- Refusing proxy sales of alcohol
- High-risk situations
- Consequences of failing to implement age verification for alcohol sales

Date: 06/10/2015

Signed:

Daniel Davies  
Chief Executive of CPL Training Group





# Drugs Awareness

This is to certify that

**Laura. Relf**

completed an e-learning course in the above subject

**The key areas covered:**

- How illegal drugs are classified
- How illegal drugs are used
- How to prevent or control illegal drug use on licensed premises
- How to prevent or control illegal drug supply on licensed premises
- How to deal with drug-related medical emergencies on licensed premises

Date: 20/01/2016

Signed:

Daniel Davies  
Chief Executive of CPL Training Group





**CITIZENCARD**



# Age Verification

This is to certify that

**Laura. Relf**

completed an e-learning course in the above subject

**The key areas covered:**

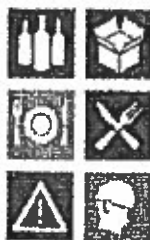
- Age verification for alcohol sales - the legal requirements
- Age verification policy
- Putting the policy into practice
- Deciding who to ask for a proof of age
- How to ask for a proof of age
- Dealing with conflict
- Refusing proxy sales of alcohol
- High-risk situations
- Consequences of failing to implement age verification for alcohol sales

Date: 07/10/2015

Signed:

Daniel Davies  
Chief Executive of CPL Training Group





# Drugs Awareness

This is to certify that

**Natasha Bayley**

completed an e-learning course in the above subject

**The key areas covered:**

- How illegal drugs are classified
- How illegal drugs are used
- How to prevent or control illegal drug use on licensed premises
- How to prevent or control illegal drug supply on licensed premises
- How to deal with drug-related medical emergencies on licensed premises

Date: 15/01/2016

Signed:

Daniel Davies  
Chief Executive of CPL Training Group





**CITIZENCARD**



# Age Verification

This is to certify that

**Natasha Bayley**

completed an e-learning course in the above subject

**The key areas covered:**

- Age verification for alcohol sales - the legal requirements
- Age verification policy
- Putting the policy into practice
- Deciding who to ask for a proof of age
- How to ask for a proof of age
- Dealing with conflict
- Refusing proxy sales of alcohol
- High-risk situations
- Consequences of failing to implement age verification for alcohol sales

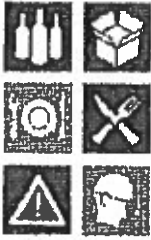
Date: 08/10/2015

Signed:

Daniel Davies  
Chief Executive of CPL Training Group







**CITIZENCARD**



# Age Verification

This is to certify that

**Katherine Grady**

completed an e-learning course in the above subject

**The key areas covered:**

- Age verification for alcohol sales - the legal requirements
- Age verification policy
- Putting the policy into practice
- Deciding who to ask for a proof of age
- How to ask for a proof of age
- Dealing with conflict
- Refusing proxy sales of alcohol
- High-risk situations
- Consequences of failing to implement age verification for alcohol sales

Date: 23/09/2015

Signed:

Daniel Davies  
Chief Executive of CPL Training Group



**IN THE CROYDON COUNCIL CHAMBERS**  
**7<sup>th</sup> March 2015**

**Case number:**

**BETWEEN**

**The Metropolitan Police**

**Applicant**

**-and-**

**Mr Patson Ngoma  
The Goat Public House**

**Respondent**

---

**EXHIBIT PN/5**

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# Conflict Management

This is to certify that

**Tammy Lee Smith**

completed an e-learning course in the above subject

**The key areas covered:**

- Module 1: Conflict & Communication
- Module 2: Managing Conflict Within an Organisation
- Module 3: Managing High-Risk Conflict

Date: 26/01/2016

Signed:

Daniele Davies  
Chief Executive of CPL Training Group





# Conflict Management

This is to certify that

**Bibi. Clark**

completed an e-learning course in the above subject

**The key areas covered:**

Module 1: Conflict & Communication

Module 2: Managing Conflict Within an Organisation

Module 3: Managing High-Risk Conflict

Date: 09/02/2016

Signed:

Daniel Davies  
Chief Executive of CPL Training Group





# Conflict Management



This is to certify that

**Catherine. Richardson**

completed an e-learning course in the above subject

**The key areas covered:**

- Module 1: Conflict & Communication
- Module 2: Managing Conflict Within an Organisation
- Module 3: Managing High-Risk Conflict

Date: 08/02/2016

Signed:

Daniel Davies  
Chief Executive of CPL Training Group





# Conflict Management

This is to certify that

**Jane Jiggins**

completed an e-learning course in the above subject

**The key areas covered:**

Module 1: Conflict & Communication

Module 2: Managing Conflict Within an Organisation

Module 3: Managing High-Risk Conflict

Date: 09/02/2016

Signed:

Daniel Davies  
Chief Executive of CPL Training Group





# Conflict Management

This is to certify that

**Katrina Bignell.**

completed an e-learning course in the above subject

**The key areas covered:**

- Module 1: Conflict & Communication
- Module 2: Managing Conflict Within an Organisation
- Module 3: Managing High-Risk Conflict

Date: 08/02/2016

Signed:

Daniel Davies  
Chief Executive of CPL Training Group





# Conflict Management



This is to certify that

**Kerri White**

completed an e-learning course in the above subject

**The key areas covered:**

Module 1: Conflict & Communication

Module 2: Managing Conflict Within an Organisation

Module 3: Managing High-Risk Conflict

Date: 16/02/2016

Signed:

Daniel Davies  
Chief Executive of CPL Training Group



**cpltraining<sup>™</sup>**  
group







# Conflict Management

This is to certify that

**Laura. Relf**

completed an e-learning course in the above subject

**The key areas covered:**

Module 1: Conflict & Communication

Module 2: Managing Conflict Within an Organisation

Module 3: Managing High-Risk Conflict

Date: 08/02/2016

Signed:

Daniel Davles  
Chief Executive of CPL Training Group





# Conflict Management

This is to certify that

**Natasha Bayley**

completed an e-learning course in the above subject

**The key areas covered:**

Module 1: Conflict & Communication

Module 2: Managing Conflict Within an Organisation

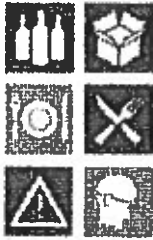
Module 3: Managing High-Risk Conflict

Date: 10/02/2016

Signed:

Daniel Davies  
Chief Executive of CPL Training Group





# Conflict Management

This is to certify that

**Katherine Grady**

completed an e-learning course in the above subject

The key areas covered:

Module 1: Conflict & Communication

Module 2: Managing Conflict Within an Organisation

Module 3: Managing High-Risk Conflict

Date: 10/02/2016

Signed:

Daniel Davies  
Chief Executive of CPL Training Group



**IN THE CROYDON COUNCIL CHAMBERS**  
7<sup>th</sup> March 2015

Case number:

**BETWEEN**

**The Metropolitan Police**

**Applicant**

**-and-**

**Mr Patson Ngoma  
The Goat Public House**

**Respondent**

---

**EXHIBIT PN/6**

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## THE GOAT PUBLIC HOUSE

### GLASSWARE POLICY

1. The Management introduce this policy in adopting measures to secure the safety of customers and staff on the premises as well as to promote a clean and safe environment.
2. An allocated member of staff will be responsible for the regular collection of glasses and ensure the clean tables are maintained throughout the Premises. The regular collection of glasses from the beer garden must be undertaken by the allocated member of staff.
3. After 10:30pm, customers will be provided with plastic cups and glass will no longer be used after this time.
4. Customers are prohibited from drinking outside the premises save for the beer garden.
5. Presently, the Premises will not provide off sales of alcohol.
6. Spillages and broken glass should be cleaned up immediately to prevent floors from becoming slippery and unsafe.
7. The Management will ensure that all members of staff are made aware of this policy and we will regularly monitor its effectiveness.

Signed.....

  
Patson Ngoma

Designated Premises Supervisor

**IN THE CROYDON COUNCIL CHAMBERS**  
**7<sup>th</sup> March 2015**

**Case number:**

**BETWEEN**

**The Metropolitan Police**

**Applicant**

**-and-**

**Mr Patson Ngoma  
The Goat Public House**

**Respondent**

---

**EXHIBIT PN/7**

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## **THE GOAT PUBLIC HOUSE**

### **DISPERSAL POLICY**

1. The Management are committed to minimising disruption caused to those residing within the vicinity of the Premises and introduce this policy in promoting measures to avoid any such disruption.
2. Customers are expected to leave the Premises in an orderly, timely and respectful manner.
3. A strong management, staff and security presence will supervise customers leaving the Premises to ensure that all customers leave quietly and in an orderly fashion.
4. When deployed at the Premises security staff must at all times wear hi visibility jackets
5. To ensure a gradual dispersal of all customers at the end of the evening the Premises now adopts an hour drinking up time. This will be further reinforced by the gradual reduction in music and increase in lighting.
6. Customers will leave via a single exit to the side of the premises thereby allowing staff greater control at the close of the evening and maintain good order. The parameter of the outside area of seating (Beer Garden) will continue to be securely fenced off and can only be accessed by the entrance found within the Premises. This access will be closed at 11pm.
7. On Friday and Saturday between 8pm and close on each day at least one member of security must be permanently positioned in the outside Beer Garden to the front of the premises.

8. After 10pm on Friday & Saturday night no more than 8 persons shall be allowed to use the front beer garden at any one time.
9. Appropriate signage will be placed at the exit doors reminding customers to be respectful of local residents.
10. Where the premises have windows which may be opened then these, together with the entrance doors, will be monitored and kept closed where appropriate during the evening to ensure neighbours are not disturbed.
11. The Management wishes to develop and maintain a strong relationship with local residents. Any complainant must be brought to the attention of the Designated Premises Supervisor Mr Patson Ngoma who will deal with any such complaint quickly and effectively. To this end, a notice to local residents will be displayed outside the premises setting out how contact can be made to discuss any complaint.
12. The Management will continue to ensure that all members of staff and members of security are aware of the Policy.

Signed .....  
**Patson Ngoma**  
**Designated Premises Supervisor**



**IN THE CROYDON COUNCIL CHAMBERS**  
7<sup>th</sup> March 2015

Case number:

**BETWEEN**

**The Metropolitan Police**

**Applicant**

**-and-**

**Mr Patson Ngoma  
The Goat Public House**

**Respondent**

---

**EXHIBIT PN/8**

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# Grant Long

---

**From:** Admin <[REDACTED]>  
**Sent:** 06 February 2016 16:00  
**To:** Grant Long  
**Subject:** Fwd: The Goat Pub -Security

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

**From:** Admin <[REDACTED]>  
**To:** [REDACTED]@abalservices.com  
**Cc:** Beneficial Accounting Services Limited [REDACTED]  
**Date:** 06 February 2016 at 15:59  
**Subject:** The Goat Pub -Security

Hi Paul,

We had a visit from the licensing police last night. The security officers were very professional. Thank you. However, one of the terms in our license is that security staff should wear high visibility jackets at all times whilst on the premises. We have some high visibility vests for them to use tonight. Would you please ensure that all security staff sent to our venue are provided with the said jackets? They have informed us that this is a very unusual situation as they only wear the said jackets in clubs. For pubs, they wear their usual black uniform with the badge on their arm.

Please confirm that this will be done. If not we can get them the jackets, but need your help in communicating this information to them.

Please communicate the need for them to make use of our incident book should they see it fit to record something. It is kept behind the bar. Mr Patson Ngoma will continue to brief them each day on arrival as well.

Beneficial Accounting Services Limited  
102-116 Windmill Road  
Croydon  
CR0 2XQ.

Tel: [REDACTED]  
Email: [REDACTED]  
Website: [www.beneficialaccountingservices.co.uk](http://www.beneficialaccountingservices.co.uk)