

Appendix C – Application to Review Premises Licence HDC/PRE00783, Huntingdon Pool and Snooker Club

Representation and comments from Responsible Authorities

**From – PC446 Metcalf – Operational Planning and Licensing / Partnerships and Operational Support, Cambridgeshire Constabulary**

**Huntingdon Pool & Snooker Club – Cambridgeshire Constabulary Supporting documentation**

***Report by PC 446 Clare Metcalfe – Licensing Officer - Operational Planning and Licensing Department, Cambridgeshire Constabulary.***

***This report is being submitted in support of the premises licence review brought by HDC Licencing concerning Huntingdon Pool and Snooker Club, St Benedicts Court, Huntingdon, Cambridgeshire.***

Cambridgeshire Constabulary Licensing Department have ongoing concerns that neither the Premises Licence Holder, or the Designated Premises Supervisor have knowledge of the day to day running of the business and have failed to ensure the promotion of the licensing objectives.

Breaches of the Premises Licence conditions, and the operating procedures have been identified during a joint licensing inspection on Monday 9<sup>th</sup> September 2024. A failure of which has contributed towards numerous violent incidents taking place, both inside and outside the premises. Additionally, controlled drugs have been identified as being presence on the premises.

The premises is located on the first floor accessed from street level via a communal stairway, this stairway also goes up to access a rooftop carpark.



The licence authorises the carrying out the following licensable activities:

Regulated Entertainment (indoors)	Monday -Thursday 10:00 - 02:00	Friday - Saturday 10:00 - 04:00	Sunday 10:00 - 02:00
Late Night Refreshment (Indoors)	Monday - Thursday 23:00 - 02:00	Friday - Saturday 23:00 - 04:00	Friday - Saturday 23:00 - 04:00
Sale by Retail of Alcohol (for consumption on the premises).	Monday – Thursday 10:00 - 02:00	Monday – Thursday 10:00 - 02:00	Sunday 10:00 - 02:00

Mr Pavlos (Paul) Kounnis has been the Premises Licence Holder (PLH) since June 2020, following the passing of his father, whom was the previous PLH.

In the immediate months following his appointment there were concerns regarding illegal activities happening on the premises, namely; drug use and dealing on the premises, staff permitting drug use and dealing on the premises, unlicensed doorman working there, underage sales, staff not requesting ID and young females frequenting the club until the early hours.

Due to these concerns a meeting took place between Mr Kounnis, Police Licensing Officer and HDC Licensing Officer on 11<sup>th</sup> September 2020.

A number of measures were agreed to be implemented:

- *3 door staff will be on duty on a Friday and Saturday evening, 2 at the front door of premises on first floor, and one to be positioned at external door at street level.*
- *Drugs book/register and new incident log.*
- *Last entry until further notice to be midnight.*
- *Invest in putting two members of staff through personal licence course with intention of varying DPS to a member of staff who actually has day to day knowledge of the business.*
- *Report all incidents of customer bad behaviour to Huntington Pubwatch for consideration of banning individuals.*

Over the next few weeks there appeared to be a new enthusiasm to ensure the agreed procedures were being actioned. There was the seizure of three items; 2 suspected to be controlled drugs, and a skewer (weapon of offence) from a number of would-be customers. (See appendix 1). This just demonstrated the need for proactive searches to prevent controlled drugs and weapons being brought into the premises. Since that time, I am not aware of any other similar items being handed into the police.

During the following months there were a number of reports of Covid breaches occurring at the premises, these reports were shared with the then HDC Covid Enforcement Officer.

On 04/07/2021 police attended the premises and found it to be breaching the Covid restrictions that were in place at that time. The then duty manager was subsequently reported and given a £1000 fine for contravening requirement to observe conditions on ordering, serving and seating when selling food and drink for consumption on premises (alcohol serving business only).

As a result of this Covid breach it was determined that the CCTV at the premises had not been working for a substantial amount of time.

Then followed a period of closure at the premises for refurbishment.

Consultation between Mr Kounnis, Police Licensing and HDC Licensing continued over the following months. As part of a stepped approach, it was agreed that Mr Kounnis would submit a minor variation to the premises licence, to include a number of recommended conditions, this application came into effect in February 2022.

There have been a number of DPS changes since Mr Kounnis has been PLH, in September 2022, January 2023 and June 2023. The current DPS being Steven Ellis.

On 30/03/2023, Michelle Bishop (Head of HDC Licensing) and I attended the premises for a joint licensing inspection and meeting to discuss ongoing concerns regarding violent incidents and the suitability of the then DPS, as it was problematic to make contact with him.

Present at that meeting was Mr Kounnis (PLH), Mr Weaver (DPS), Mr Ellis (the proposed DPS), Mr Panteli (Duty Manager) and Mr Singh (Head of Century Security). Prior to the meeting it had already been decided that it was not appropriate for Mr Weaver to continue in the role of DPS, and that responsibility was in the process of being transferred to Mr Ellis. This change of DPS was not submitted on 26/06/2023, nearly three months after this meeting.

Other issues were highlighted such as inadequate record keeping, and the breaching of condition 31, as it was not the case that a personal licence holder was on duty on a Friday and Saturday (and day prior to public holiday).

On 09/09/24 I attended the premises with William Dell'Orefice HDC Licensing Officer to conduct a joint licensing inspection. Unfortunately, on our arrival, neither Mr Ellis or Mr Kounnis were present, even though they had been notified of the time and date of the licensing inspection the previous week. Mr Jenkins (a member of bar staff) was the only member of staff present, he had not been informed of our visit.

The licensing inspection was rather fragmented as Mr Jenkins was unable to assist us with many of our enquiries. He was unable to locate any of the requested documentation, nor was he able to access the CCTV. Concerningly, despite being a member of bar staff since January he did not know what a Refusals Log was.

I was given permission by Mr Jenkins to conduct a drugs wipe test at the premises. I used Force approved Sirchie Nark Cocaine ID Swipes. I found a strong presence of cocaine traces in the male toilet cubical. Notably on the tiled shelf between toilet and wash basin, and on the cistern, behind the toilet. (See appendix 2 for photos).

Trace amounts were also found in the female toilet, on the toilet lid, cistern and tiles behind the cistern. I also found trace amounts of cocaine on a table located to the right-hand side of the bar area (between the doors to the female and male toilets).

A number of concerns were identified that have been passed onto our Partner Agencies, at Environmental Health and Fire Safety, namely:

- No hot running water in the premises, (I asked Mr Jenkins "how long there hadn't been any hot water; whether it is weeks or months?" He wasn't able to answer).
- 5 smoke detectors located within the premises, only one worked when tested.
- One of the fire doors in the pool and snooker hall was bolted.
- Next to the DJ stage the fire exit route was impeded by items stored on the floor.
- Only three fire extinguishers were located, all showing as being out of date.

During our inspection on 09/09/24 the following breaches were found. (See appendix 3 for list of current conditions):

- Condition 1 – Not known as no documentation provided.
- Condition 2- Breach – cameras do not cover outside curtilage of current licenced area.
- Condition 3 – Not known as Mr Jenkins unable to check as was unable to work CCTV system.
- Condition 4 – Mr Jenkins unable to work the CCTV system.

- Condition 5 - Not known as Mr Jenkins was unable to work CCTV system.
- Condition 10 – Not known as no documentation provided.
- Condition 11 – Not known as no documentation provided.
- Condition 12 – Only one body worn camera could be located.
- Condition 14 - Not known as no documentation provided.
- Condition 19 – Not provided. (Mr Jenkins was not aware of what one was).
- Condition 22 – No log provided.
- Condition 25 – No training records provided.
- Condition 27 – No signage present on the premises.
- Condition 28 – During our visit premises was open, door buzzer not in use, door was ajar, we walked straight into premises.
- Condition 29 – Not provided.
- Condition 30 – No documentation provided.

Appendix 4 is a list of incidents reported to police, and subsequent recorded crimes recorded at the premises, or in the immediate vicinity that can be attributed to customers of the premises over the last 2-year period.

The clear absence of robust supervision from Mr Kounnis or Mr Ellis on the day-to-day running of the business over a considerable period of time has resulted in a situation where it is the norm for Premises Licence conditions are being breached, and basic documentation and training records not being kept. There are concerns that members of staff are not being given training in essential aspects of the operating of the business, such as refusal logs. All aspects that negatively impact the licensing objectives and contribute towards crimes and incidents associated with the premises. Previous attempts to engage and advise Mr Kounnis and Mr Ellis on practices to reduce incidents/crimes associated with the premises have been unsuccessful. Any initial promising improvements soon revert to previous poor practices, with them having the appearance of a nonchalant, hands-off attitude.

Cambridgeshire Constabulary fully support HDC Licensing Authority in their request to review the Huntingdon Pool and Snooker Premises Licence. It is feared without a significant change in the management style and attitude towards running this licensed premises, nothing will improve, resulting in continued incidents of crime and disorder being related to the premises.

## APPENDIX

1. Items seized on one weekend in September 2020 as a result of door staff implementing person searches at point of entry/re-entry.



2. Cocaine ID swipe photos



Result of force approved Sirchie Nark Cocaine ID Swipe in male toilet cubic at Huntingdon Pool and Snooker Club on 09/09/2024. Wipe the surface with swipe and a blue colour change reaction confirms cocaine presence. The presence of cocaine was confirmed on the flat shelf between toilet and wash basin, and on the cistern, behind the toilet.



Close up of Sirchie Nark Cocaine ID Swipe in male toilet cubic at Huntingdon Pool and Snooker Club.

### 3. Conditions of current Premises Licence

1. The premises licence holder will ensure that a digital CCTV system is fully compliant with the guidance contained in the Information Commissioner's Office (ICO) guidance document ([www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)) regarding installation of CCTV is provided at the premises.
2. CCTV will be provided in the form of a recordable system, capable of providing pictures of High definition (HD) evidential quality in all lighting conditions in particular facial recognition. Cameras must cover the entire licensed area including the outside curtilage of the building.
3. CCTV equipment must be maintained in good working order, be correctly time and date stamped and must be retained for a minimum period of 28 consecutive days.
4. The premises licence holder must ensure at all times that an appointed member of staff is present when the premises is conducting a licensable activity, who is capable and competent at using the CCTV system and downloading CCTV footage on their own recordable media, and be able to hand this footage over to an authorised person on request.
5. All images downloaded must be provided in a format that can be viewed on readily available equipment without the need for specialist software.
6. Notices advising that CCTV has been installed on the premises shall be posted up so that they are clearly visible to the public within the licensed premises.
7. No customers carrying opened bottles of alcoholic drink upon entry shall be admitted to premises at any time they are open to the public.
8. Staff will take all necessary steps to ensure that customers do not take partly consumed alcoholic products or drinking receptacles away from the premises.

9. The person nominated as the DPS will join the HBAC/Huntingdon Pub Watch scheme and support its aims and objectives. This includes support of its agreed banning policy and attending meetings; personally or by sending an authorised representative of the venue. The condition is only binding whilst the HBAC/Huntingdon Pub Watch scheme is in existence.

10. The premises shall devise and implement a dispersal policy to ensure patrons do not congregate outside the premises, and they disperse from the premises in an orderly and quiet manner so not as to disturb residents within the vicinity.

11. A written risk assessment will be done completed detailing the requirement for SIA door staff. A minimum of 2 SIA staff will be on duty on a Friday and Saturday (and days prior to a public holiday), SIA doorman will be on duty from 22:00hrs until 30 minutes after closing time, or until all customers have dispersed from the immediate vicinity of St. Benedicts Court. This risk assessment will be made available to police or licensing authority officers upon request. The duties of the SIA staff will include the following, but not restricted to:

a. In accordance with the company search policy, conduct searches of customers entering or re-entering the premises for controlled drugs or weapons. If a customer refuses to be search entry will be denied.

b. Check the ID of customers to ensure no persons under the age of 18 are admitted to the premises from 22:00hrs unless taking part in a pre-arranged tournament and are accompanied by a responsible adult.

c. Ensure that seized items are retained, recorded, and stored securely. To make duty manager aware of any seizures at the end of each shift.

d. To deny entry to any person who has had items seized from them, and to prevent access to persons who refuse to be searched.

e. To ensure last entry/re-entry times are adhered to.

f. To ensure that customers disperse away from the immediate vicinity in an orderly manner.

g. To utilise the HBAC/pubwatch radio to liaise with other users and CCTV when incidents of note occur.

12. At least 2 body worn cameras will be used at all times when door staff are on duty. One of these body worn cameras will be utilised by a SIA staff member at ground floor exit door onto St. Benedicts Court, at least 30 minutes prior to closing time. When door staff are not working the duty manager will wear and use a body worn camera during licensable hours after 22:00hrs.

13. Last entry/re-entry shall be no later than 02:30hrs.

14. A search policy shall be implemented, as appropriate as a part of the risk assessment process, and with signage being displayed at point of entry.

15. For Events to be held inside:

16. All windows and doors to be kept closed during any performance of live or recorded music inside the premises.

17. Music Noise Levels (MNL) from any performance, expressed as an L(A)eq, 1min, shall not exceed the representative L(A)90 level without entertainment noise (WEN). MNL expressed as an L(A)10 will not exceed the L(A)90 (WEN) in any 1/3 octave band between 40 and 160Hz. Measurements shall be made 1m from the façade of noise-sensitive premises.

18. For events continuing after 23:00, the music noise should not be audible within noise sensitive premises with windows open in a typical manner for ventilation.

19. A refusals log book shall be in operation at the premises and all attempts to purchase alcohol by or on behalf of a person under 18 will be recorded in the log. It shall be made available to an authorised officer on request.

20. The entrance/exit to the premises will be supervised at peak exit times to ensure patrons leave the area quickly and quietly.

21. Notices shall be displayed in prominent positions at the exits to remind customers to respect any residential neighbours and keep noise to a minimum

22. A phone number will be made available to the residents enabling them to contact a person in charge in the event of any nuisance from the premises. The telephone number shall be provided to any resident requesting the number. A log shall be kept of complaints and actions taken. The log shall be available to the local licensing authority on request.

23. Any entertainment provided within the premises will be controlled so as to not cause any nuisance to neighbouring noise sensitive premises.

24. The premises operator shall ensure that every individual who appears to be under the age of 25 years of age seeking to purchase or be supplied with alcohol at or from the premises shall produce means of identification – passport, photo driving licence or PASS accredited photo ID – proving that individual to be 18 years of age or older. If the person seeking alcohol is unable to produce acceptable means of identification, no sale or supply of alcohol will be made to or for that person.

25. All staff shall be trained to challenge every individual who appears to be under 25 years of age and to refuse service where individuals cannot produce acceptable means of identification. Such training shall be provided not less than every six months, and written records shall be kept of all training and refresher training.

26. Challenge 25 posters shall be displayed in prominent positions at the premises.

27. No persons under 18 years of age to be permitted to remain on the premises after 21:00hrs, unless taking part in a prearrange pool or snooker tournament, and then they must be supervised by a responsible adult. Appropriate signage will be on display on the premises to inform customers of this.

28. When SIA staff are not on duty and licensable activities are taking place, the door buzzer system will be in operation, as a means to control entry of customers.

29. A written Drugs Policy will be implemented and made available to view by an authorised officer on request.

30. The designated premises supervisor shall authorise in writing the names of the staff members/individuals suitably trained to be responsible for the sale of alcohol at the premises in his/her absence.

31. Between the hours of 21:00hrs and close at least one person who holds a personal licence will be on duty on a Friday and Saturday (and day prior to a public holiday).

Appendix 4 - REDACTED



**From – PS 1560 Martin Huntingdon Neighbourhood Policing Team, Cambridshire Constabulary**

'I am writing as the Police Neighbourhood Sgt for Huntingdon which includes Huntingdon Town Centre. I have been the Sergeant here for just over 12 months and am aware of several reported incidents and crimes at and around the location of Huntingdon Pool and Snooker Club, St Benedicts Court, Huntingdon, PE29 3PN. These incidents have been presented by PC Clare Metcalfe in her report. These require a large amount of operational police hours to deal with.

I have reviewed police intelligence relating to the location over the last 2 years. This includes intelligence that drug dealing is ongoing at the location with the knowledge of the licence holder, numerous reports of drink and drug driving from people leaving the location and breaches of licensing conditions including allowing underage drinking. There is a significant intelligence picture prior to the last 24 months for similar incidents which highlights that this has continued to be a problem premises for some time.

I am intending to attend the licensing hearing'.

**From – Detective Superintendent Treadwell 270 Director of Intelligence, Cambridgeshire Constabulary**

REDACTED

**CAMBRIDGESHIRE FIRE AND RESCUE SERVICE**

**FIRE SAFETY**

**NOTE FOR FILE**

**SUBJECT :** Commentary on Fire Safety for Huntingdon District Council

**PREMISES:** HUNTINGDON POOL AND SNOOKER LTD, SNOOKER CLUB, ST  
BENEDICTS COURT, HUNTINGDON PE29 3PN

**JOB NO:** 290943

**FILE REF:** 10000146897

**DATE:** 02 October 2024

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Following a visit with Huntingdon District Council Licensing Team Member William Dell'Orefice in September 2024 I have provided Steven Ellis (Designated Premises Supervisor) and Paul Kounnis (Premises Licence Holder) a Notification of Deficiencies (NOD) under the Fire Safety Order (2005). There was a substantial amount of issues in relation to the Fire Risk Assessment not being addressed, and fire safety measures within the premises. Whilst the safety of all relevant persons is paramount, during the day time or the hours that the premises is used as a snooker/pool hall, the risk to relevant persons is acceptable; a fire would not go unnoticed, a shout of fire would be heard throughout the premises, and there are minimal numbers of relevant persons.

It is during the time the premise is being used as a Night Club that raises more concern for people's safety. Due to the nature of a Night Club environment, the conditions differ considerably from that of a Snooker/Pool hall, and the fire safety measures would not be satisfactory to detect and warn

relevant persons of a fire, in sufficient time to make a safe escape. It is therefore, in my opinion, required that the Responsible Persons should increase the levels of detection and warning, by providing a working automatic fire detection system (AFD), to include manual call points, should the premises continued to be used as a Night Club style environment. The DJ booth should also be linked to the AFD to enable sound to be muted in order for the warning signal to be heard.

Other areas noted, and part of the NOD were:

No Fire Policy has been produced, including the procedures for staff to undertake in an evacuation as a Snooker/Pool hall or Night Club.

The were emergency exits obstructed by equipment and rubbish or found to be bolted shut. All emergency routes are to be kept clear of obstructions at all relevant times.

Staff training has not been provided to staff.

Schedule of Deficiencies REDACTED

**From – Trudie Spinks – Environmental Health Officer, Huntingdonshire District Council**

**Subject:** Rep - Huntingdon Pool and Snooker Club Ref SR 398904

Dear License Team / William,

Following your application for a review of the above named premises license please see details below regarding the recent difficulties I have had with the compliance of food law:

Food Hygiene Inspection dated 04 June 2024 found:

No documented food safety management system that details training staff have undertaken and practices and procedures including cleaning for the business.

No hot water to the premises which includes the toilets and the bar sink. Significant damage to the bar sink tap restricting water flow. Cold water alone was available and the use of boiling water in the kettle is daily practices if hot water is required for cleaning the bar area.

Significant damage to the electric light switches and pull cord in both male and female toilets.

Poor condition to the premises in various areas including the toilets walls (missing tiles and holes in the suspended ceiling, same floor cellar ceiling and shelving and also various ceiling panels throughout the whole premises area (missing or damaged).

No food registration form for the named owner of the business given as Steve Ellis.

FORMAL LETTER AND SCHEDULE POSTED 04 JUN 2024

06 Jun 2024

Email to Mr Steve Ellis to request he register as a food business and detailed the significant concerns regarding the electrical hazard in the men's toilet as there was an exposed electrical wire.

Revisit 07 June 2024

Electrical lighting pull cord and light switches to the toilets were repaired.

No other works or redecoration completed.

Revisit to check on other works carried out on 03 Jul 2024

No other works or redecoration completed.

Mr Steve Ellis made contact by email to detail they will be repairing all areas in 6-8 weeks.

18 Jul 2024

Mr Steve Ellis made contact to reply to my email and detail that the hot water would be repaired soon.

06 Aug 2024

Email to Mr Steve Ellis to query any works completed

14 Aug 2024

E mail to Mr Steve Ellis to remind him to register himself as the Food Business Operator.

03 Sep 2024

Mr Steve Ellis detailed a quote had been carried out and the boiler would be repaired the following week (week commencing 04 Sep 2024).

05 Sep 2024

E mail to Mr Steve Ellis to remind him to register himself as the Food Business Operator.

17 Sep 2024

As no food registration form has been received a Requisition for Information served under Section 16 of the Local Government (Miscellaneous Provisions) Act 1976 by hand on the Occupier and Mr Steve Ellis with an expiry date of 30 Oct 2024.

30 Sep

No response to the two notices served now expired. Informed closing for 3 months.

03 Oct 2024

No response re the notice served now expired. Informed this has been pushed back by the Landlord a few weeks.

To date no response to the notice has been received. No works have been carried out to repair the hot water supply to the premises bar and toilets and no redecoration has been carried out to other areas all of which were raised during the initial inspection on 04 June 2024. Staff cannot wash their hands with warm water in the toilets to maintain hygiene before returning to the bar. There are structural damages to areas that require repair and redecoration that has still not been addressed.

The responsible person who appears to have management of the premises Mr Steve Ellis has not yet registered as the Food Business Operator and no formal documented food safety policy has been obtained or implemented.

Please let me know if you need any additional information.