

Mr P. J. Bell
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My Ref : Prem/120/05
Your Ref :
Date : 4 March 2009
Contact : David Shorto
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Department : Housing and Health

Dear Sir

Licensing Act 2003

Premises: The Ox Public House, Bridlington Road, South Oxhey, WD19 7AG

Further to our meeting of 26th February 2009.

Firstly I would like to thank you and Mr Nolan for attending the meeting and your co operation during it.

To reiterate the main points I feel it is vital for you to take a more pro-active approach to your management of the premises. As the premises licence holders you and Mr Nolan are responsible for the way the premises is run and the conduct of your staff.

In order to ensure your message is getting across I suggest the use of training manuals that staff sign on completion of you instructing them as to how you want the premises run. Also you may want to undertake regular unannounced visits of your own to the premises to see if they are being adhered to and what might be occurring there. Notifying the Police and Council Licensing Officers of the results of such visits would also be useful to us.

Some items of the training you may want to consider for your staff, are:-

- Conflict management
- Underage sales
- I.D. management
- The conditions on the premises licence
- Maintenance of incident logs
- Consulting with your nearest neighbours and keeping them informed of your intentions

To ensure due diligence on your behalf, keeping training records signed by the trainee would be useful and also incident logs for a full year to show records of underage refusals, incidents on the premises and staff dealing with them.

Finally you may want to consider the installation of noise lobbies on the front entrances/exits in order to stop the break out of noise/music from the premises during times when the premises is busy and or music is on with customers constantly go outside for a smoke.

I feel that the meeting was very constructive and your frankness and co-operation in this matter is appreciated.

If you have any further queries please do not hesitate in contacting me

Yours faithfully



David Shorto
Licensing Officer