

Nicola Cooper

From: Steve Cox Team GB [REDACTED]
Sent: 23 February 2024 12:02
To: Nicola Cooper
Subject: Re: UNAUTHORISED SALE OF ALCOHOL - Laburnum House Hotel
Attachments: image001.png

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Hi

In which case why did you not know about them when we spoke. I introduced you to Rees, you had no idea where they were and certainly didn't mention the red line until over there, Danielle is a resident not a member of staff.

My name is Steven

My father's name is David.

Shall I go on or shall we wait until our hearing.

It took me 10 days to get a telephone call from my last 999call when we had a unwelcome visitor gangmaster come on site yet you appear to have all the time in the world to write to me whilst, as you know I am on my annual leave. I cannot believe Sedgmoor does not have more pressing issues for your time than a Premises not selling g alchohol(let's not argue pedantics, I'm saying as in a 7 days a week pub for example).

Please allow me a couple days without this batting g to and fro.

Regards

Respectfully

Steve Cox

On Fri, 23 Feb 2024, 11:23 Nicola Cooper, <[REDACTED]> wrote:

Good morning Mr Cox

Please let me know which parts of my letter are incorrect so that I can address it?

Before you arrived at the premises on 14th November a female staff member whom I believe was called Danielle, pointed out the Escape rooms to me and other staff clarified this.

Kind regards

Nicola Cooper 8820 PLPQ ABII Dip CII

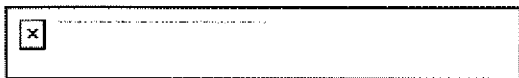
Area Licensing Practitioner – Taunton & West Somerset

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From: Steve Cox Team GB [REDACTED]
Sent: Friday, February 23, 2024 10:08 AM
To: Nicola Cooper [REDACTED]
Subject: Re: UNAUTHORISED SALE OF ALCOHOL - Laburnum House Hotel

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NICOLA,

WILL YOU PLEASE ADDRESS MY FATHER WITH A CAPITAL AND SPELL MY NAME CORRECTLY AS I HAVE ALREADY TOLD YOU.

OBVIOUSLY I CONTINUE TO DISPUTE YOUR LETTER, SOME CONTENTS ARE UNTRUE, OTHERS I FIND RATHER STRANGE, YOUR MEMORY FAILS YOU.

IF YOU CAN REMEMBER OUR FIRST MEETING IT WAS MYSELF THAT TOLD YOU ABOUT ESCAPE ROOMS, YOU HAD NO IDEA THEY WERE EVEN THERE, NOT MEMBERS OF STAFF.

STEVE COX

On Fri, 23 Feb 2024, 10:50 Nicola Cooper, <[REDACTED]> wrote:

Good morning Mr Cox

This is all noted. I await a photograph of your Personal Licence and signed copy of my letter signed by both parties.

Kind regards

Nicola Cooper 8820 PLPQ ABII Dip CII

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From: Steve Cox Team GB [REDACTED]
Sent: Friday, February 23, 2024 9:29 AM
To: Nicola Cooper [REDACTED]
Subject: Re: UNAUTHORISED SALE OF ALCOHOL - Laburnum House Hotel

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Thank you,

No I believe I want to go very public, I am very proud of what I have achieved and its something all agencies should be congratulated on, public agencies working alongside the private sector.

I want to explain my vision as I see it and would very much hope to be supported.

"Whatever has happened in the past must be and can be improved on and we will help you get there."

Multi agency meeting statement.

Steve Cox

On Thu, 22 Feb 2024, 19:06 Nicola Cooper, [REDACTED] wrote:

Dear Mr Cox

If you would withdraw your application to vary the DPS there will be no need for a hearing which will be very much in the public domain. I did not feel you would want this if you are attempting to secure alternative contracts.

In the future when the refurbishment is completed, all planning, change of use and fire risk assessments are in place we could discuss a variation of the licence. In the meantime however, the premises and the running of it undermines the licensing objectives which is why I asked for a surrender.

I would ask that you consider these points.

Kind regards

Nicola Cooper 8820 PLPQ ABII Dip CII

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From: Steve Cox Team GB [REDACTED]
Sent: Thursday, February 22, 2024 2:29 PM
To: Nicola Cooper <Nicola.Cooper@avonandsomerset.police.uk>
Subject: Re: UNAUTHORISED SALE OF ALCOHOL - Laburnum House Hotel

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Hi

Wow !

We go round in circles.

If you remember it was me asking you not to be so rude to me, detailing repeatedly how you appear to want nothing else bar me surrendering my license with no reason behind it.

I look forward to the hearing where I will hope to bring several different agencies along as a character reference.

I do not want to surrender our license and see no reason for this persistent line you are taking.

Something does not add up when one considers the trouble in Bridgwater at the moment.

My license issue cannot Compare with what is happening there.

Regards

Steve Cox

On Thu, 22 Feb 2024, 14:11 Nicola Cooper, [REDACTED] wrote:

Good afternoon Mr Cox

Thank you for your reply.

I had hoped to discuss this yesterday but due to the manner in which you spoke to me I feel that future correspondence should be in writing where I shall be happy to answer any questions that are relevant.

With the current lack of planning on site, lack of fire risk assessments etc. I would ask that you either surrender the licence or alternatively withdraw your application as DPS and request that your Father withdraws his consent as DPS so that there is no authorisation bearing in mind you state that you are NOT selling any alcohol. If you do not wish to do that, you will have your opportunity to put forward these points at a Licensing Hearing in due course.

The points you mention regarding the burger van, goodwill etc to the Church are not relevant in respect of your licence and not for consideration. I understand they relate only to the Bulgarian community.

In the meantime, please could you return the signed copies of the letter and a photo of your Personal Licence.

I look forward to hearing from you.

Kind regards

Nicola Cooper 8820 PLPQ ABII Dip CII

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From: Steve Cox Team GB [REDACTED]
Sent: Thursday, February 25, 2016 11:05 AM
To: Nicola Cooper [REDACTED]
Subject: Re: UNAUTHORISED SALE OF ALCOHOL - Laburnum House Hotel

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Hi,

I am happy to discuss this.

The red wine you saw was there against my specific instructions.

I need to explain what you describe as a shop.

For 2 years now I have tried to build a community here.

On Sundays I allow the church to use the conservatory foc.

I provide, FOC, a room for the health visitors, dental , social services, 2 charities and the Bulgarians have over the last 2 years had the use of the room next to the conservatory to sell product to each other.

You may recall the Burger van as well? FOC and in the winter I sponsor hot food on Friday and Saturday nights ,I have never ever received a penny from these but the goodwill and ' control' of the site is I believe mostly down to these feelgood points that don't really cost me much.

I have never charged for the 'shop'room, it is solely for them, not ever survived long but randomly we see it used.

I have made it clear to the various shopkeepers that no cigarettes or alcohol to be sold.

What surprises me most is that red wine was there, I can only think it was cooking wine because they drink spirits, maybe cheap beer but wine ?

I have explained again that under no circumstances should ANY alcohol be sold.

Appendix F

If I'm correct, I could sell it from the normal bar but I choose not to for the reasons already discussed.

I believe Rees is going to reapply for a license by the escape rooms, if successful I think we might surrender the license as he would be able to serve our future clients. You may recall he said he did not sell to the Bulgarians but he has implied he would be happy to service HPC workers.

I am happy to discuss these points whenever, I really hope we can develop a relationship where we stay compliant and fulfil our responsibilities, as ever I will do my best and any help / advice is very, very gratefully received..

Regards

Steve Cox

On Thu, 22 Feb 2024, 13:05 Nicola Cooper, [REDACTED] wrote:

Good morning Mr Cox

Thank you for your email and my response is as follows:-

1. The letter relates to your premises licence and the spelling of your name was taken from that. If it is incorrect you need to advise the Licensing Authority accordingly.
2. I apologise if the information I have been given is incorrect but you don't state which part? I have however, fully investigated the information available to me.
3. I refer to my email to you dated 15th November at 13:08 whereby I gave relevant advice and attached a copy of the plan of the licensed area which has not been adhered to. If you would like a further copy, of this correspondence, please let me know. My letter of yesterday is also advisory and clearly outlines what is wrong at the premises.
4. I spoke to you yesterday to discuss the matter and give further advice but you did not wish to listen.
5. I am fully aware of intervention by my colleagues and other partner agencies.
6. The licensed area is in place for a reason and any sale outside the area is an unauthorised sale and the legislation is clear.
7. If you did not intend to sell the red wine I am unsure why it was being advertised for sale?

If you have any further questions please do not hesitate to contact me.

Kind regards

Nicola Cooper 8820 PLPQ ABII Dip CII

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From: Steve Cox Team GB <[REDACTED]>
Sent: Wednesday, February 21, 2024 5:24 PM
To: Nicola Cooper [REDACTED]
Subject: Re: UNAUTHORISED SALE OF ALCOHOL - Laburnum House Hotel

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I acknowledge receipt of your email.

It would be nice if you could spell my name correctly.

It would be even nicer if your facts were correct.

Even nicer would be when I ask for your help and advice you could give it rather than be rude, thankfully your friend Tracey Jones gave me lots of advice, which you, for some unknown reason failed to give me, preferring to dwell on the faults of the past.

I am aghast at your attitude towards me, staggered at your lack of interest in getting things right.

At our multi agency meeting 3 years ago the police and council agreed to help me get things right at the hotel.

All the agencies have worked with me with amazing results, you obviously were unaware of these people working together with me.

You may object to me being the person in charge which is a shame as Sedgemoor, Somerset, Avon and Somerset, Devon and Cornwall police, local church, school, social services, health visitors, dental practices, GLAA, child protection, to name a few off the top of my head all trust me and use me as the point of contact,

Appendix F

as well as Tracey of course who used to visit very very regularly but will confirm we are well off her weekly appointment list !

We do of course see wpc Tracey Jones every Wednesday for the passport checks for immigration, I'm sure if anything was wrong she is more than capable of telling us.

She has advised us about posters, books, etc. She knows full well we haven't sold any alcohol in our " shop", if you want to call it that.

The "shop" that is 1m outside our red line, is this really the worst offence ? A few bottles of wine that would never get sold to our current clientel in a month of Sundays, they are not red wine drinkers ! Again, Tracey will confirm whiskey, maybe vodka, but red wine at £10, no chance !

From our first meeting you have appeared very personally involved, there feels like an agenda to remove our license, you keep asking me to surrender it, why ?

I remain committed as I have done from day 1 in getting everything right and I , once again, ask for your advice and help in reaching this point.

Laburnum has been a successful hotel with alcohol sales for nearly 40 years and we hope to return to those days, we just need help.

Steven Cox

[REDACTED]

On Wed, 21 Feb 2024, 17:46 Nicola Cooper, [REDACTED] > wrote:

Good afternoon Mr Cox

Further to our telephone conversation today, I am sorry that you feel you have not been advised. I have been looking at our records and collating information from colleagues and Partner agencies and I am now attaching a letter fully outlining the facts relating to Laburnum House Hotel. This is our usual procedure for all premises where licensing issues are found. It is my role to advise and ensure that licensed premises within my area are compliant when issues are found.

I am in receipt of your DPS application and I have advised you today that we have representations to make which are outlined fully in the attached letter. If your Father wishes to withdraw his consent as Designated Premises Supervisor he can do so by emailing the licensing authority, bearing in mind you are not selling alcohol. You also have the option of withdrawing your application rather than attending a licensing hearing. I had hoped to explain this process to you today but you did not want to speak to me or listen to my advice.

Appendix F

As advised to you today, please acknowledge receipt by both signing and returning to me as soon as possible by email or hand delivering to an officer or to Burnham on Sea Police Station who will return it to me.

If you have any questions, please do not hesitate to contact me.

Kind regards

Nicola Cooper 8820 PLPQ ABII Dip CII
Area Licensing Practitioner – Taunton & West Somerset

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