

LICENSING SUB-COMMITTEE

Date: Monday 17 November 2025
Time: 9.30 am
Venue: Rennes Room, Civic Centre, Paris Street, Exeter

Members are invited to attend the above meeting to consider the items of business.

If you have an enquiry regarding any items on this agenda, please contact Josie McDonald, Democratic Services Officer (Committees) on 01392 265354 or email democratic.services@exeter.gov.uk

Entry to the Civic Centre can be gained through the Customer Services Centre, Paris Street.

Membership -
Councillors Snow, Fullam and Holland

Agenda

Part I: Items suggested for discussion with the press and public present

4 To Determine a Review of a Premises Licence

To consider the report of the Head of Service – Environment and Waste.

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Individual reports on this agenda can be produced in large print on request to Democratic Services (Committees) on 01392 265425.

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PS 2213 Dave Flynn
Alcohol Licensing Sergeant
Alcohol Licensing Team
Devon & Cornwall Police Headquarters
Middlemoor
Exeter
Devon
EX2 7HQ

LB/DD Review - TP
27th September 2025

Dear Sergeant,

RE: Request for Police Assistance – Timepiece, Exeter: CCTV, Staff Conduct, and Public Safety Concerns

We write further to our application for review of the premises licence for Timepiece, Little Castle Street, Exeter (Ref: 038420), and in light of additional public complaints received since the review was submitted. The Licensing Act 2003 and the Home Office s.182 Guidance (Feb 2025) make clear that all responsible authorities, including the police, must work together to promote the four licensing objectives:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

We also note the Devon & Cornwall Police's own policies and action plans, including the VAWG (Violence Against Women and Girls) Delivery Plan, which emphasise the importance of partnership, early intervention, and a trauma-informed, victim-centred approach in the night-time economy.

Summary of Incidents and Concerns

1. Main Incident (20 September 2025, around 23:00):

A young female patron (Complainant A) became acutely unwell inside Timepiece and collapsed immediately outside the front entrance. Witnesses, including medical students, observed signs of a life-threatening emergency (shortness of breath, weak pulse, foaming at the mouth). Security staff allegedly refused to call an ambulance, refused to assist, and instructed that the complainant be moved away from the premises frontage. The incident is under police investigation (CRN 50250244647, PC18331 Osborne).

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2. Incident 2 (**19 September 2025**):

A young woman fell in the bathroom and was ejected by security despite needing first aid. She was left outside, repeatedly losing consciousness and vomiting, and only received help from other students and friends. Security did not check her ID or assist her, and only one staff member checked on her just before the ambulance arrived.

3. Incident 3 (**16 September 2025**):

A woman was forcibly removed by security, accused of having a fake stamp despite having paid for entry. She was not intoxicated, was not warned, and a female security guard used excessive force. When she asked staff to check CCTV, she was told they “couldn’t be bothered.” Some security staff were not wearing SIA badges, and she was threatened with a ban if she complained. Friends who tried to intervene were shouted at and pushed by security.

4. Additional Public Comment (September 2025):

A former staff member reports inconsistent ID checks and a culture of unethical conduct among security staff, including excessive force, lack of SIA badge display, and ejection of vulnerable patrons without appropriate checks or first aid.

The premises licence for Timepiece includes the following requirements:

- CCTV must be installed, maintained, and operated to the satisfaction of the Chief Officer of Police and the Licensing Authority, with recordings kept for one month.
- An incident book must be kept and all instances of public disorder recorded.
- An anti-drug policy agreed by the Police must be operated.
- All staff must be trained in licensing law, emergency procedures, and health and safety.
- Door supervisors must be positioned at exits at closing times to assist in moving patrons on.

The Home Office s.182 Guidance and police policy both make clear that venues must take all reasonable steps to keep people safe, especially when someone is in distress or at risk. The police are expected to work in partnership with the council and other authorities to ensure these standards are met and to intervene where there are serious concerns.

Request for Police Assistance and Council

In light of the above, and the serious nature of these incidents, we respectfully request that the police:

1. **Obtain and review all available CCTV footage from Timepiece covering the above incidents** (and any other relevant dates as per public complaints made to you, the council, or listed above).
2. Check the incident book and staff training records for evidence of compliance or breach.
3. Advise whether there have been other similar complaints or incidents reported to the police in relation to Timepiece.
4. Support the licensing review process by providing a statement or evidence to the Licensing Sub-Committee, as appropriate.
5. Work with us and the council to ensure that the licensing objectives are promoted and that all customers, especially vulnerable individuals, are protected.

Why this is important

These are not isolated or minor issues. The incidents described above suggest a pattern of behaviour that puts customers at risk and undermines public confidence in the night-time economy. The police have a statutory duty to help promote the licensing objectives and to work proactively with partners to address serious concerns. We believe urgent action is needed to ensure that Timepiece complies with its licence and that public safety is prioritised.

We would be grateful for your urgent assistance and would welcome a meeting to discuss these matters further. Please do not hesitate to contact us should you require further clarification or supporting documentation.

Yours sincerely,

David Dadds, Barrister
Dadds LLP Solicitors

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