

Date	Issue	Outcome	M&B Comments
23 November 2022	A public complaint was received stating they had been assaulted by a member of staff when they entered the premises and was told to leave the premises.	No further action was taken	The alleged assault involved the previous DPS and a man who entered the premises before opening time. The man was swearing at the team and the GM therefore escorted him out. The Area Manager subsequently followed up with the person involved and matters were resolved to the satisfaction of all parties.
21 June 2023	A public complaint was received alleging that patrons from the White Horse "obstruct the sidewalks" forcing pedestrians onto the road. The complaint also raised concerns around littering and broken glass. The Licensing Team liaised with the venue and advisory actions were proposed.	Advice was given to the Premises Licence Holder	New (current) DPS had only recently taken over and was working to address previous challenges at the premises. External drinking operation was fully reviewed with the DPS and Area Manager and remedial action plan sent from M&B to Licensing Officer Cristina Perez. Cristina confirmed she was satisfied with the prompt response and actions implemented.
7 September 2024	A public complaint was received regarding patrons obstructing the pavement. The Licensing Authority liaised with the venue and advisory actions were proposed.	Advice was given to the Premises Licence Holder	M&B queried date as no record and LBHF Enforcement have now confirmed there had been a mistake and the actual date should read 09.09.2023 . M&B still have no record on this issue or any advice being received from LBHF.
20 September 2024	A full inspection was conducted by the Licensing Authority. No breaches were identified.	No further action was required	M&B incident report records confirm this visit and that all was compliant.