

Licensing Hearing Panel – Supplementary agenda No 1

A meeting of the Licensing Hearing Panel will be held on:

Date: 11 November 2025

Time: 9.30am

Venue: Meeting Room - Level 3, Gun Wharf, Dock Road, Chatham
ME4 4TR

Items

- 6 Licensing Act 2003 Application for a new Premises Licence at (Pages
Budgens, 1 Block C, Pioneer Wharf, Chatham ME4 4HA 3 - 26)**

Supplementary information provided by Kent Police can be found at
Appendix F and supplementary information provided by the Applicant
can be found at Appendix G.

**For further information please contact Nicola Couchman & Julie Francis-Beard,
Democratic Services Officers on Telephone: 01634 332106/01634 332012 or
Email: democratic.services@medway.gov.uk**

Date: 10 November 2025

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OFFICIAL**WITNESS STATEMENT**

Criminal Procedure Rules, r 16.2; Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B

URN

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Statement of: **PC Carrie KNIGHT**Age if under 18: **Over 18 years** (if over 18 insert 'over 18') Occupation: **Police Constable**

This statement (consisting of _____ page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it, anything which I know to be false or do not believe to be true.

Signature: Date:

Tick if witness evidence is visually recorded ☐ (supply witness details on rear)

I am employed by Kent police as a Police Authorised Licensing Officer (PALO) and my role and responsibilities are to provide advice relating to licensing matters on behalf of Kent Police. I am to have knowledge of the licensing act and associated legislation and be aware of the venues in which are licensable. I can support the force when dealing with any issues that are likely to affect the community, utilising intelligence, harm scoring, policing skills, licensing legislation and ASB working practices as part of a problem-orientated approach. The licensing department and I are responsible for all new applications, premises licence transfers, TENS, DPS variations, full and minor variations, reviews and attendance at hearings.

On Monday 22nd September 2025 I was asked to assess a new premises licence application for a premises called Budgens located at number 1 Block C, Pioneer Wharf, Chatham Waterfront ME4 4HA. This is the second application for the premises I had been asked to assess.

I write this statement to supply further documentation in relation to my representations.

Since being made aware of this application I have contacted Kent Police Data analysts and asked for assistance with having a better understanding of alcohol related crime occurring in the area in which Budgens is located. Having already identified the area falls within the Cumulative Impact area and public space protection order zone (PSPO) I provided the analysts with the area of the CIP and asked a period of approximately 6 months be considered. From the analysts I have been provided the following maps which I exhibit as follows –

Signature: **clknight**

Signature witnessed by:

Continuation page 2

URN

46

Continuation statement of:

CLK/01 - Map of alcohol related crime – Chatham CIA area

CLK/02 - Maps of DA relates crime

CLK/03 – Maps including ASB and serious crime

This can be found in annex labelled supplementary data below.

From reviewing the data to the best of my ability I have established a variety of crimes in the areas ranging from drunk persons, thefts, criminal damage. These are from a variety of premises including off licensed premises, public houses and street records.

Since I submitted initial representations against the application for Budgens, I have been speaking to the local beat officers for Chatham town centre. I am aware that there are continuous issues with street drinking and anti-social behaviour within the Chatham CIP, to the point that parts of Chatham town centre are now a priority. It has been identified that there is anti-social behaviour throughout the day with peak times in the high street area are in the afternoons until late evenings. The area falls with a GRIP hotspot and officers have been working tirelessly in the area in recent months to make Chatham a safer place to visit.

I have also conducted research into how persons have been issued with either a Community Protection Warning (CPW) or Community Protection Notice (CPN). These notices are mainly issued to known street drinkers and can only be issued if constant antisocial behaviour has been evidenced by that individual. 24 separate individuals have been issued a notice since June 2025. Some of these individuals have breached the notices and have therefore been arrested. From this information it is apparent that issues with street drinking/anti-social behaviour is still a concern in the area.

I have also researched social media and news articles. I have produced a copy of two news articles from Kent Online which detail issues within the area. I exhibit them as follows -

CLK/04 - News articles from Kent online CLKNIGHT

Signature **Clknight**

Signature witnessed by

Continuation page 3

URN

46

Continuation statement of:

Annex –

CLK/01 - Map of alcohol related crime – Chatham CIA area

CLK/02 - Maps of DA relates crime

CLK/03 – Maps including ASB and serious crime

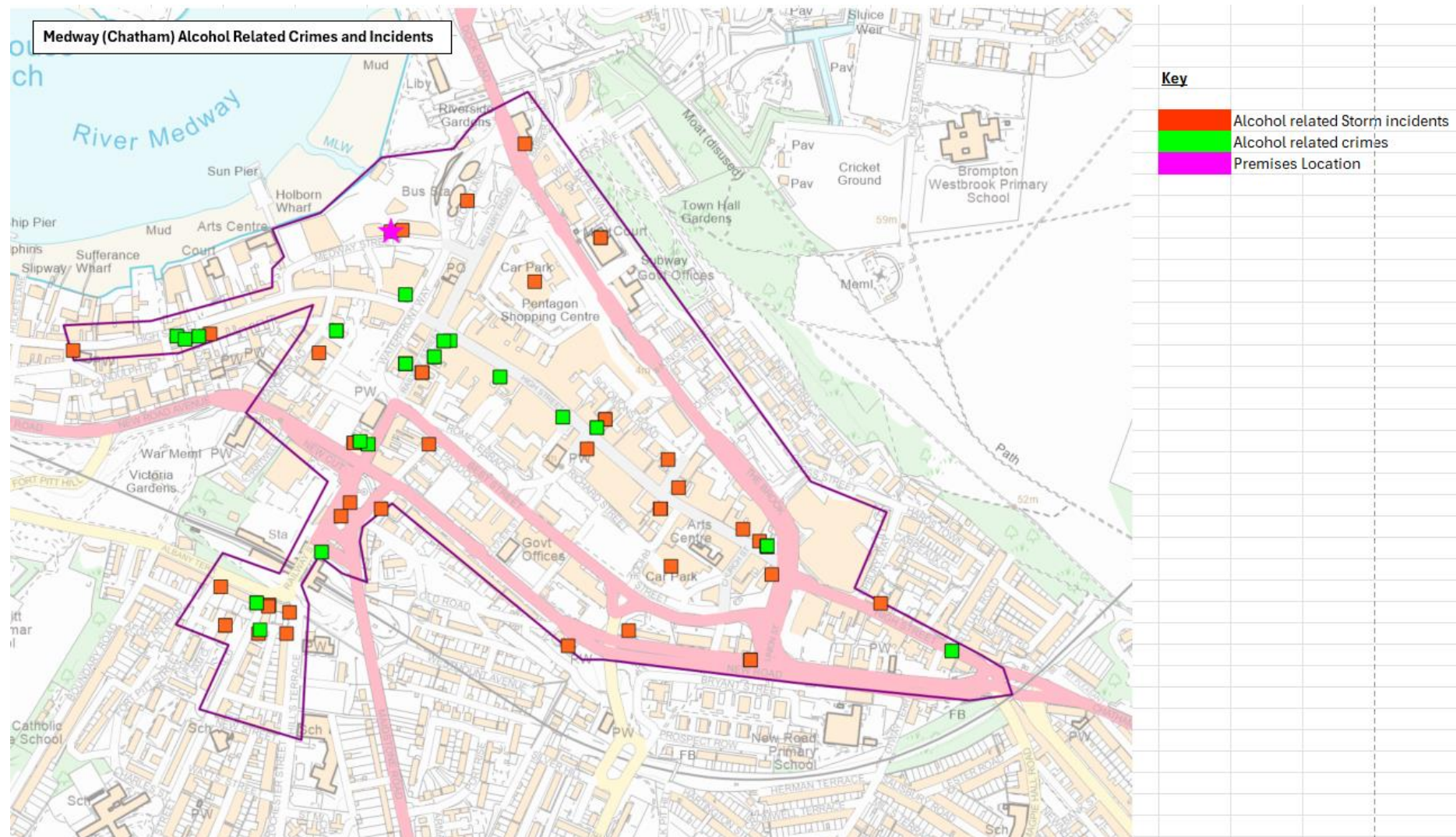
CLK/04 - News articles from Kent online

Signature **Clknight**

Signature witnessed by

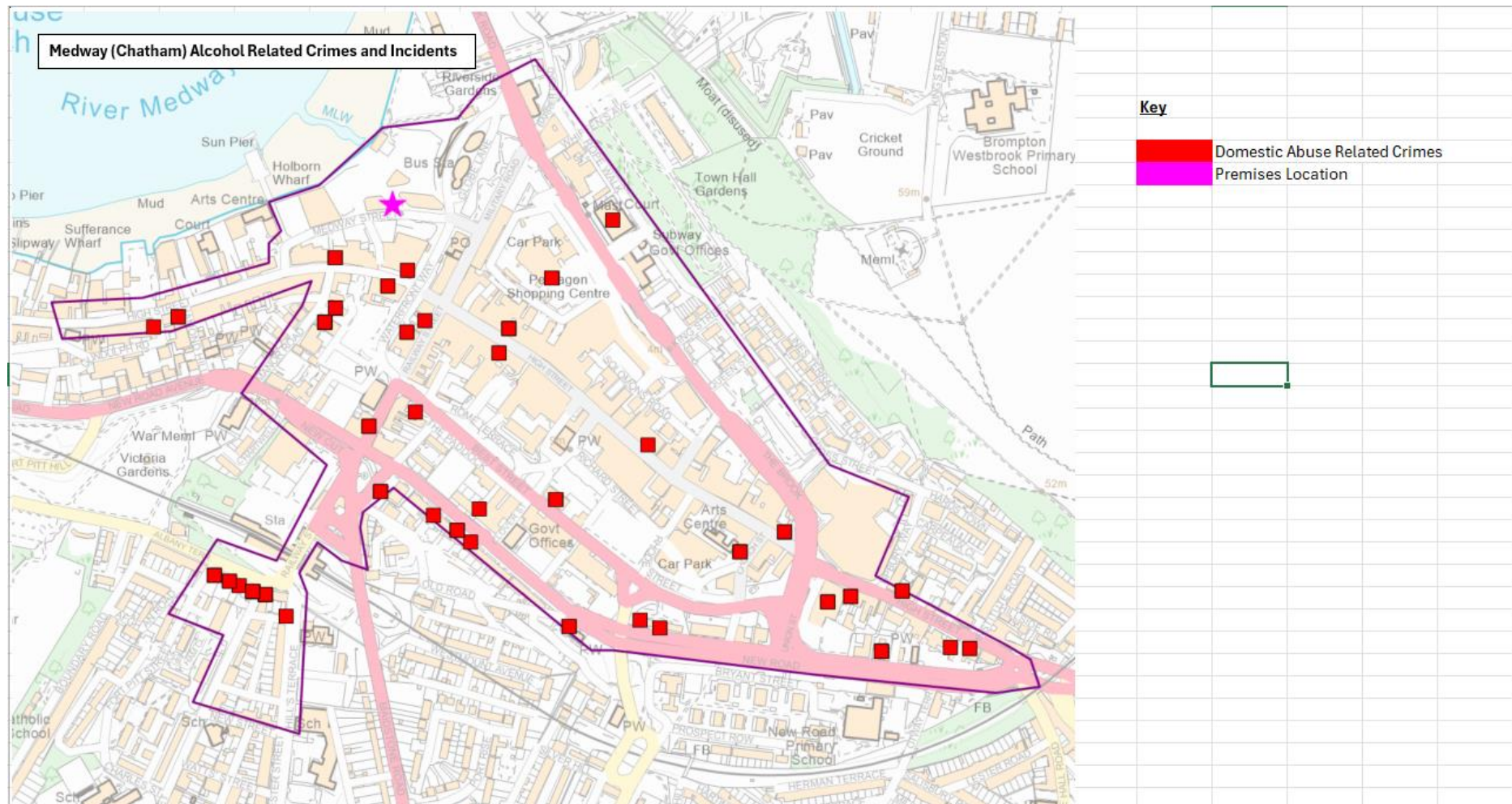
9

CLK/01 Map of alcohol related crime – Chatham CIA area



Results are based on investigations created dates between 01/06/2025 00:00:00 to 13/10/2025 00:00:00 for Athena Crime Universe and Opened Date between 01/06/2025 00:00:00 to 13/10/2025 00:00:00 for Athena Storm Universe.

CLK/02 – Maps of DA relates crime








Results are based on investigations created dates between 01/06/2025 00:00:00 to 13/10/2025 00:00:00 for Athena Crime Universe and Opened Date between 01/06/2025 00:00:00 to 13/10/2025 00:00:00 for Athena Storm Universe.

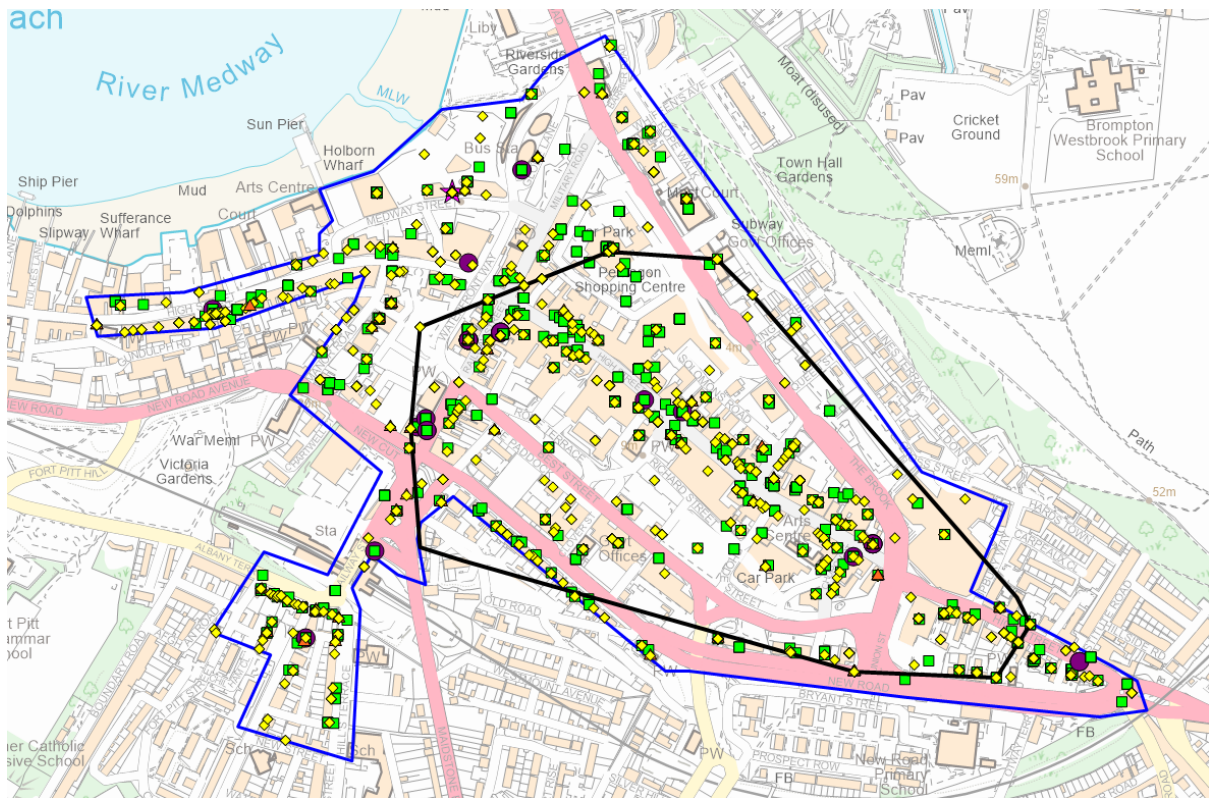
CLK/03 - Budgens

Data used for the below series of maps is between 01st April 2025 and 26th October 2025. Please note that it includes both private and public offences.

Key

	Crime – Non Alcohol Related
	Crime – Alcohol Related
	ASB – Non Alcohol Related
	ASB – Alcohol Related
	Budgens Location

The same key (above) can be used throughout all the maps.



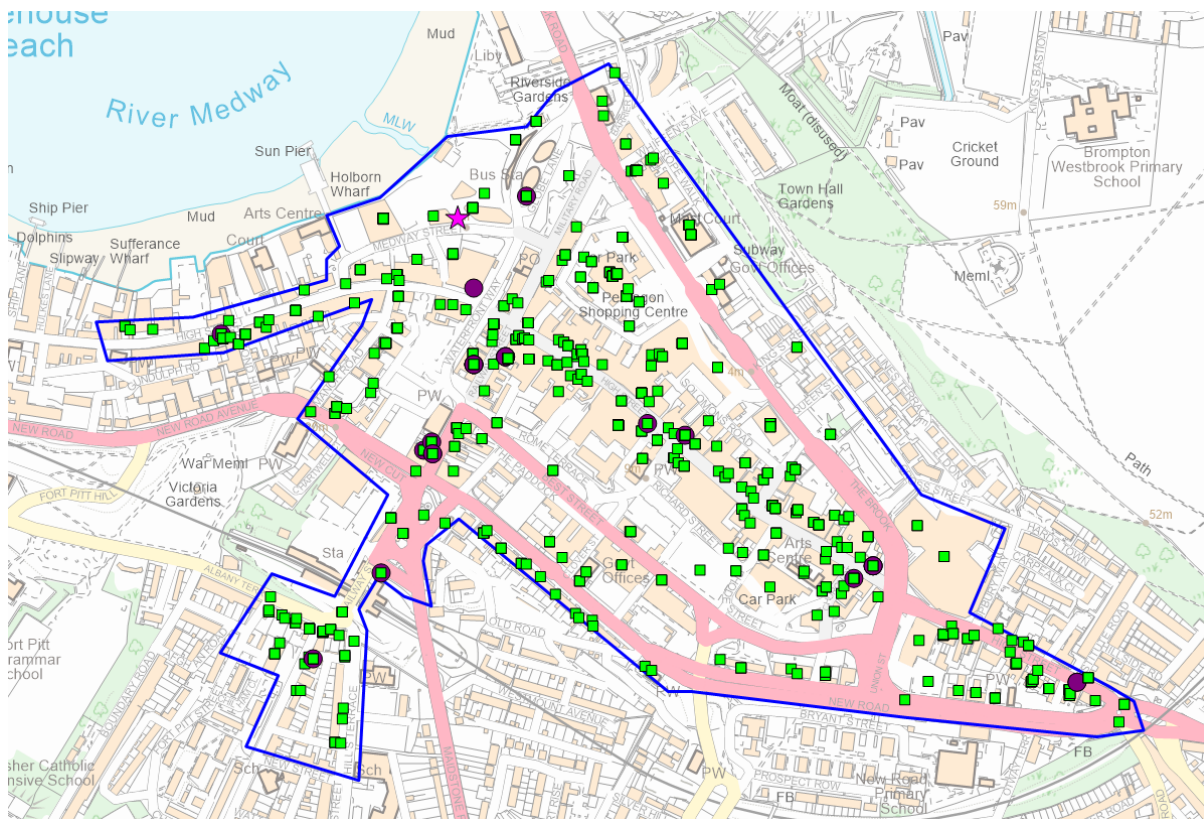
Map 1

The above map (1) is all ASB and Crime, broken down into Alcohol related and non alcohol related. The black boundary/border line is that of the Grip Hotspot in the area, as you can see the Budgens Store falls slightly outside of this.

There are further maps below, to make it clearer. These separately detail the Crime and ASB.

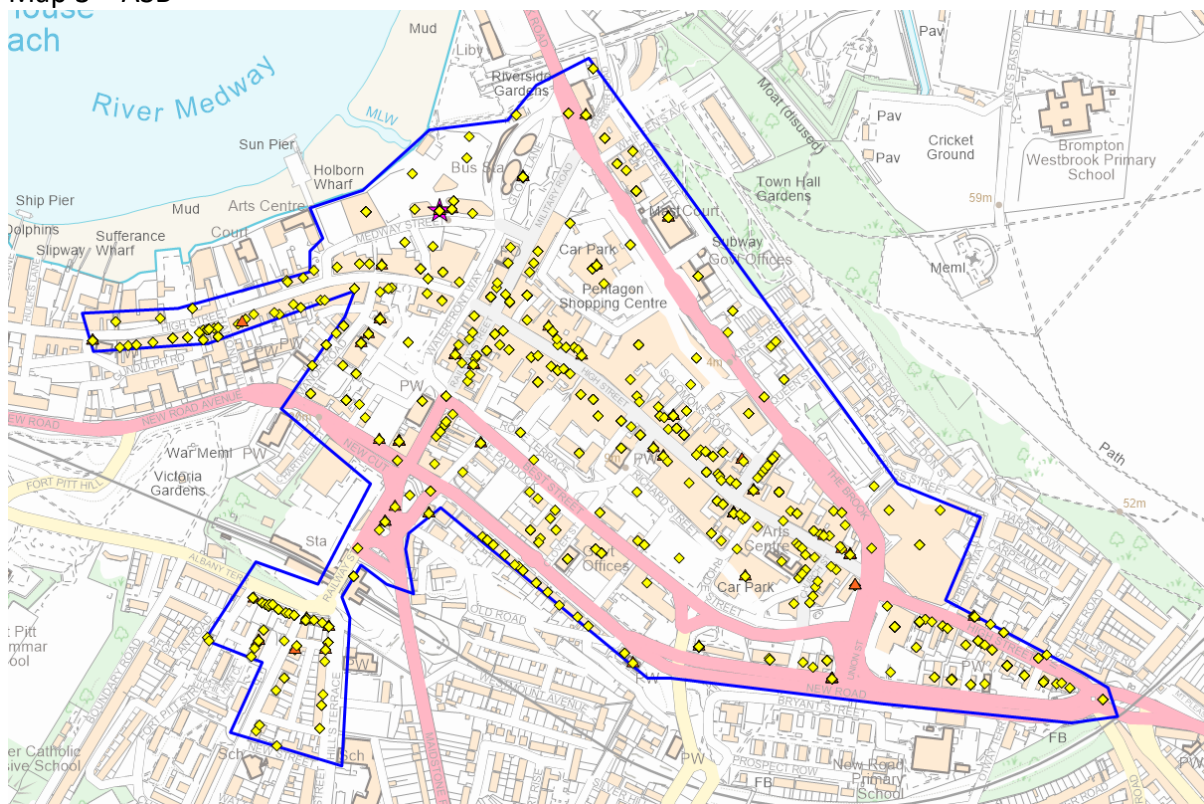
Map 2 = Crime

CLK/03 - Budgens



Map 2

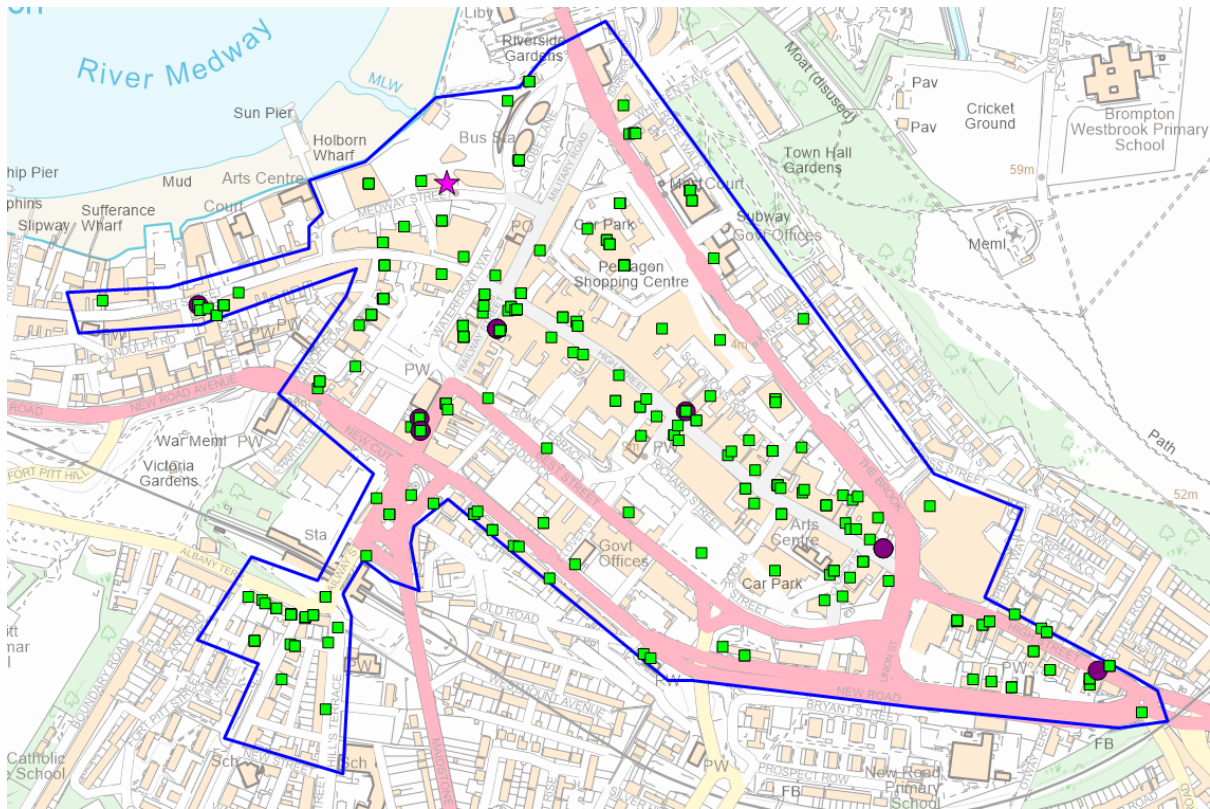
Map 3 = ASB



Map 3

I have also included for your information, a map 4 (below), this details all of the violent crime in the area.

CLK/03 - Budgens



Map 4

[Chatham High Street crackdown sees 123 arrests as police tackle violent crime and antisocial behaviour](#)

Chatham High Street crackdown sees 123 arrests as police tackle violent crime and antisocial behaviour

Dee Lukasik dlukasik@thekmggroup.co.uk

Published: 16:48, 24 October 2025

[📷](#) [f](#) [X](#) [in](#) [✉](#)

A crackdown on violent crime and antisocial behaviour has led to more than 120 arrests in one town in just three months.

Police spent almost 1,200 hours patrolling Chatham High Street between June and the end of August after concerns were raised by residents, visitors and traders.



Officers make arrests on Chatham High Street

Officers said the operation, which averaged around 13 hours of patrols each day, has helped reduce serious violence and restore confidence among people using the town centre.

CLK/04 – News Articles

According to police there has been 605 fewer offences across Medway in the year to September, compared to last year -including a 20% fall in serious violent crime in Chatham alone, down by 33 incidents.

Acting chief inspector Paul Diddams, district commander for Medway, said: "The vast majority of people who visit or live and work in Chatham are law-abiding members of the public who should not have to put up with drunken and antisocial behaviour or acts of serious violence.

"We received reports that people were feeling unsafe in the town centre, particularly after dark.

"In response we have increased officer presence throughout the day, which is already making a noticeable difference to the atmosphere and appearance of the High Street and surrounding areas."



Police target offenders in Chatham High Street

He added that officers made 123 arrests during the three-month period but said "statistics tell only half the story".

"What is most important to me and my officers is that many residents and business owners are telling us that they have noticed a difference and are starting to feel safer," he said.

As part of the operation, police also issued 34 community protection warnings and notices to repeat troublemakers, secured two closure orders for properties linked to crime, and obtained two criminal behaviour orders for persistent offenders.

The work continued in September with a further 12 arrests, 34 stop-and-searches and six weapons seized.

CLK/04 – News Articles

The district commander praised the joint effort between Kent Police and partner agencies including Medway Council, housing providers, charities and street ambassadors from the Chatham Town Centre Forum.

“Tackling the root causes of crime and antisocial behaviour is a joint responsibility,” he said.

“We are very pleased to be working closely with so many different agencies to improve the High Street area and make it a safer and more welcoming place for everyone.

“We are not complacent and will continue to carry out regular, high-visibility patrols in order to respond to incidents when they occur but also to prevent them from happening in the first place.”

[Chatham residents worried about high street safety flag concerns at Medway Matters Live event as tenant speaks out over 'break-ins'](#)

[Home](#) > [Medway](#) > [News](#) > [Article](#)

Chatham residents worried about high street safety flag concerns at Medway Matters Live event as tenant speaks out over 'break-ins'

Robert Boddy, Local Democracy Reporter

Published: 12:04, 15 October 2025 | Updated: 15:04, 15 October 2025

[Read all comments](#) | 10

[📞](#) [f](#) [X](#) [in](#) [✉](#)

A worried tenant says she has suffered months of sleepless nights because of repeat break-ins at an empty high street unit near her home.

Noisy rough sleepers and drug-takers have allegedly forced entry on several occasions to a disused shop in Chatham High Street.



Medway Council was quizzed on its response to problems in Chatham High Street related to anti-social behaviour

It's part of a slew of anti-social behaviour flagged by residents to Medway Council and the police which they say nothing has been done about despite reporting it "again and again".

CLK/04 – News Articles

Speaking at a Medway Matters Live event last Wednesday (October 8), where the public quizzed council leader Vince Maple and chief executive Richard Hicks on a range of topics, one distressed neighbour called for more action.

The concerned resident added: "It's awful and it's been going on for months. It's constant and it goes around and around and it's going nowhere.

"I am regularly kept up by homeless people, druggies and drunks, and I've reported it again and again."

She added she had spoken with the landlord about getting shutters for the unit in question but a complication had arisen because the property technically falls within the Chatham High Street Heritage Action Zone, making it harder to apply for changes.



Council leader Vince Maple (Lab) said the issue was 'personal' to him and action was being taken

Medway Council has since confirmed to KentOnline its planning team has given advice and support to the owners of the building with regards to a potential planning application for a shutter.

Cllr Maple said at the meeting he understood the frustration and he and Mr Hicks agreed to speak with the woman following the Q&A to see what could be done about her situation.

The public session also heard how others felt unsafe in the town centre, and asked what was being done to improve it.

Another woman said she was often worried for her mum to go down there and asked what was being

CLK/04 – News Articles

done to make the high street safer?

She added: "I think it's particularly difficult for vulnerable and older people. There are people screaming their heads off, homeless people begging for money, it's not clean.

"A number of shops have not reopened. It's an area you do feel more vulnerable by the fact that there's not an active police presence."

The question received a round of applause from fellow audience members.



Chatham High Street was a significant topic of concern, with many audience members agreeing it often did not feel safe. Photo: Google Maps

CLK/04 – News Articles

Cllr Maple and Mr Hicks said work was being done by the council and police to make high streets safer.

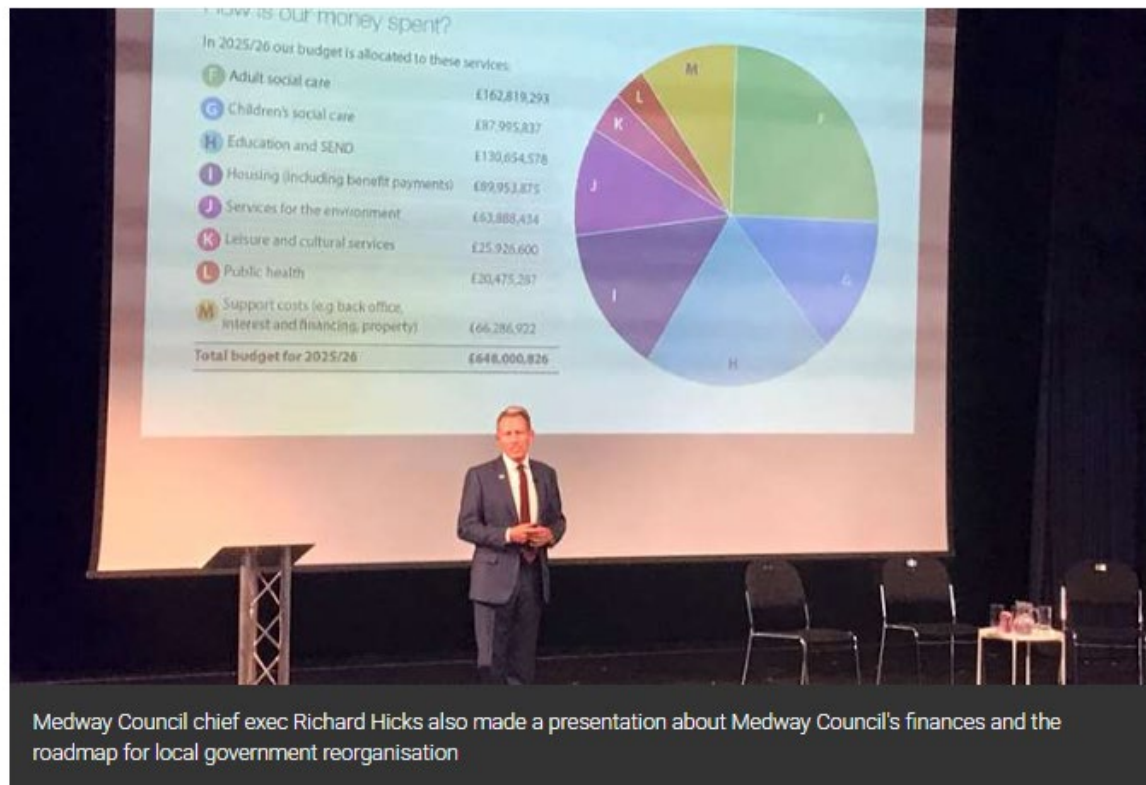
The Labour council leader said: "One of the schemes which has had a tremendous impact is the street ambassadors and there are residents seeing a direct impact.

"I think there are some reasons why Chatham has issues, including following the early release scheme which I did not support.

"It's a priority to make sure these spaces are safe for local people. We can make promises, but I'm not going to say by Saturday everything will be fine.

"It's my home, it's in my ward, it's personal to me. Time will tell if that's successful, but the alternative is to do nothing, which is not an alternative at all."

"It's my home, it's in my ward, it's personal to me. Time will tell if that's successful, but the alternative is to do nothing, which is not an alternative at all."



Mr Hick, the chief executive, said reporting was an issue with not all issues raised with the authorities.

"We are finding that because of the situation retailers aren't bothering to report problems, but this means, unfortunately, the police can't do anything because they don't see the full scale of the problem," he added.

"But the more people there are in the High Street, the more crime goes down. We recently had Child-Friendly Medway's Super Saturday in the high street, it was really well attended.

"On that day crime was through the floor because there were so many people about. So we need to improve our high streets, make them places people want to be, and we should see that area change."

Other questions concerned the increase in housing, whether a new hospital will be built, and support for veterans in temporary accommodation.

Cllr Maple dispelled a rumour that properties on the Isle of Grain and in the Chatham Waterfront development were being bought by London boroughs to house people.

He also said the authority was working on bringing in new rules to limit houses of multiple occupancy (HMOs).

Cllr Maple added the government currently had no plans to build a new hospital in Medway so the authority had to find other ways to improve the health system.

The Labour leader said this would be done through improving community services, such as through new healthy living centres, as well as plans for the council to build and operate its own care home.

This was the fourth Medway Matters Live, with previous events being held at **The Howard School, Rainham**, Chatham Historic Dockyard, and the **Hundred of Hoo School**.

During last week's event leaders also made presentations about on-going projects in the Towns, including the local plan and local government reorganisation.

In response to concerns raised at the meeting, Medway Council said its community safety team is continuing to liaise with a number of services - including CCTV operators and local police - regarding support to address the reported issues in the area.

"Discussions are also ongoing with the teams which regularly offer support and advice to rough sleepers," a spokesperson added.

"Chatham High Street remains a priority for our community safety team and we will continue to work with partners to resolve any issues affecting area."

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Mudway wrote:

16/10/2025 09:22

To 5he prson who said nake it more pedestrian wise ,it won't change a thing apart from make traffic worse in the high street for deliveries etc , would be a better idea to lower shop rentals so more shops put in security measures like spiked paving outside shops at night metal shutters hire security or get more police on the ground as they clearly are not needed during the day for shop lifters who are not approached and walk away with stacks of goods , I don't see an end to this unless it's made a crime to sleep in doorways and more shelters are built for the GENU8NE ROYGH SLERPERS strange I grew up in the poverty years and I can honestly say I never saw a bigger or a rough sleeper in the towns

Reply **Report Abuse**



+9

EdNoHouse wrote:**16/10/2025 08:47**

Bulldoze the whole of Chatham apart from the dockyard. It cannot be saved.

[Reply](#) [Report Abuse](#)**+14****knackers wrote:****15/10/2025 23:12**

Having bobbies patrolling on foot would deter anti-social behaviour.

The problem of dealing with rough sleepers is more difficult without specialist facilities to accommodate those with underlying issues. Even with the right care in place, there needs to be some degree of willingness on the part of rough sleepers to accept that care. I'm afraid that for some, once they have fallen out of normal society, they find that they prefer homelessness to fulfilling the obligations required of them to be socialised again. This in turn presents a problem for those who sometimes justifiably feel threatened by their presence on the streets. Britain needs an equivalent to Slab City where the misfits can go.

[Reply](#) [Report Abuse](#)**+14****Shaun Yates wrote:****15/10/2025 20:24**

they need to pedestrianise more, specifically the link between the chatham and rochester, it will put more eyes on the street and help deter crime. The problem are these empty properties which attract these people

[Reply](#) [Report Abuse](#)**1 Reply** **-8**

Elaine Cutting wrote:**15/10/2025 19:19**

What they failed to say was council planning and community safety unit have washed their hands of the issue, they failed to tell the lady who was in tears and clearly distressed that there is a mechanism to deal with these issues and with the landlord and that is to register with the council that you wish to trigger the Community Trigger protocol . They dont tell you about it because they have to deal with it, shame in them for ignoring this ladies plight.i did manage to speak to her after the meeting and tell her about the trigger,

[Reply](#) [Report Abuse](#)**+17****Brychan wrote:****15/10/2025 14:44**

The way to deal with druggies is every time a copper sees one is do a stop and search. Confiscate the stash, and arrest for possession. It quite straight forward. The police officer needs to be issued with a pair of vinyl gloves and an evidence bag. If they resist, taken to the ground and cuff. Problem with Kent Police is they constantly walk past offenders stinking of weed and do nothing.

[Reply](#) [Report Abuse](#)**1 Reply** **+71****Cheerful6 wrote:****15/10/2025 14:05**

The "High Street" has passed into history. Now there are no longer any shops the road should be de-pedestrianised, the carriageways widened and returned to two-way traffic. This would be advantageous for the traffic congestion problem as well.

[Reply](#) [Report Abuse](#)**+54****Modmasher wrote:****15/10/2025 12:17**

Many people choose to live that way, its a life style choice. Free food from the salvation army, change of clothes etc, all the money collected from begging goes on beer and drugs. No responsibilities whatsoever!

[Reply](#) [Report Abuse](#)**+90**

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Charworth Ltd - Conflict Management Policy

Applies To: All employees, contractors, and agency staff within [Supermarket Name].

1. Purpose

This policy sets out the supermarket's approach to preventing, managing, and resolving conflicts in the workplace, including disputes between staff, and conflicts involving customers. It aims to:

- Promote a safe and respectful environment.
- Reduce risks of violence and aggression.
- Ensure compliance with the Health and Safety at Work Act 1974, Employment Rights Act 1996, and Equality Act 2010.

2. Scope

This Policy applies to:

1. All employees (full-time, part-time, temporary).
2. Customer-facing and non-customer-facing roles.
3. Incidents occurring on supermarket premises or during work-related activities.

3. Definitions

Conflict: Any disagreement or dispute between individuals or groups.

Work-related violence: Any incident where an employee is abused, threatened, or assaulted in circumstances relating to their work (as defined by HSE). [btbl.co.uk]

4. Principles

- Fairness & Transparency: All parties treated equally.
- Early Resolution: Encourage informal resolution before escalation.
- Confidentiality: Information handled sensitively.
- Zero Tolerance: Violence, abuse, or harassment will not be tolerated.

5. Responsibilities

Managers: Ensure staff understand this policy, conduct risk assessments, and provide training.

Employees: Follow procedures, report incidents promptly.

HR: Oversee formal resolution processes and maintain records.

6. Procedures

6.1 Informal Resolution

Employees should attempt to resolve minor disputes through direct discussion.

Supervisors may facilitate mediation where appropriate.

6.2 Formal Resolution

If informal steps fail, employees may submit a written complaint to their line manager or HR.

HR will investigate within 10 working days, interviewing all parties.

Outcomes may include mediation, training, or disciplinary action.

6.3 Customer Conflict

Staff must follow de-escalation techniques (active listening, calm tone, non-threatening body language). [ikontraining.co.uk]

If aggression escalates, withdraw safely and seek security or police assistance.

All incidents will be logged in the Incident Report System.

7. Violence & Abuse Prevention

We will conduct risk assessments for high-risk areas (e.g., alcohol aisles, checkout).

We will provide conflict management training (HSE INDG423 guidance). [dynamis.training]

We will display signage stating zero tolerance for abuse.

We will offer post-incident support (counselling, time off).

8. Monitoring & Review

This Policy reviewed annually or after serious incidents.

Store Managers will analyse Incident data to identify trends and improve prevention measures.

Charworth Ltd Policy on Alcohol Related Domestic Violence/Abuse

Alcohol retailers in England and Wales cannot directly control what happens after a sale, but we do have a role in reducing risks linked to domestic violence by promoting responsible retailing and supporting wider safeguarding efforts. Here are the practical steps based on statutory guidance, industry best practice, and harm-reduction strategies:

Overview: We understand the Link Between Alcohol and Domestic Abuse

Alcohol does not cause domestic abuse, but it can increase severity and frequency of violent incidents by lowering inhibitions and escalating aggression. Around 38% of domestic violence incidents involve alcohol or drugs in England and Wales [Institute of Alcohol Studies].

Abusers may use alcohol as a tool for control (e.g., withholding alcohol or forcing drinking) or as an excuse for violence. So Charworth Ltd will...

1. Train Staff to Spot Warning Signs

Include domestic abuse awareness in staff training, alongside Challenge 25 and refusal protocols. We will train staff to:

- Recognize signs of intoxication and refuse service where necessary.
- Be alert to coercive purchasing (e.g., one person pressuring another to buy alcohol).
- Use resources like the Retail Alcohol Standards Group guidance and Community Alcohol Partnerships e-learning for responsible retailing.

2. Promote Responsible Sales

- Enforce Challenge 25 and refusal of sales to intoxicated persons (a legal requirement under the Licensing Act 2003).
- Avoid promotions that encourage excessive consumption.
- Limit bulk discounts and not stock high-strength products.

3. Provide Visible Support Information

- Display helpline numbers and QR codes for domestic abuse and alcohol support services (e.g., National Domestic Abuse Helpline, Alcohol Change UK).
- Include these on receipts, posters near tills, and delivery packaging for online sales.

4. Collaborate with Local Authorities and Police

- Engage with local licensing officers, Community Alcohol Partnerships, and Domestic Abuse forums including membership of the Safer Medway Partnership.
- Share intelligence on suspicious patterns (e.g., repeat high-volume purchases linked to coercion or harm).

5. Support Staff Experiencing Abuse

Retailers as employers should have HR policies for domestic abuse, offering confidential support and signposting to specialist services. This is increasingly seen as part of corporate social responsibility.

6. Encourage Multi-Agency Working

Domestic Abuse Act 2021 promotes multi-agency safeguarding. We will contribute by:

- Participating in local crime reduction partnerships e.g. Safer Medway Partnership
- Supporting awareness campaigns during high-risk periods (e.g., Christmas, major sporting events).