

RESTRICTED (when complete)

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WITNESS STATEMENT
(Criminal Procedure Rules, r 16.2; Criminal Justice Act 1967. s.9)

URN:

Statement of: PC 3103 Gemma GIBBS

Age if under 18:

Occupation: Police Constable

This statement (consisting of 2 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 may be required to attend court and that I shall be liable to prosecution if I have wilfully stated anything in it, which I know to be false, or do not believe to be true.

Signature: [REDACTED]

Date: 19.12.25

I am PC 3103 Gemma GIBBS, an appointed Licensing Officer with West Mercia Police, having delegated authority from the Chief Officer to exercise powers under the Licensing Act 2003

West Mercia Police have been made aware of an application for the review of a premise license of Magazin Timisoara, 22 Commercial Road, Hereford, brought about by Hereford Licensing Authority following 4 visits to the premise, with 3 in the last month which have highlighted a number of breaches of their licensing conditions. I was made aware of a visit to the premise on the 5th September 2025 by licensing officers whereby a number of breaches of the licensing conditions were found.

On 23rd September 2025 myself and PC 2510 Okeeffe attended the premise following on from the previous visit and to ascertain if the previous breaches identified had been addressed. While there we spoke to [REDACTED] who identified herself as the premise manager. Also present was a female who identified herself as [REDACTED] who worked at the premise as a shop assistant.

[REDACTED] was able to produce evidence of their training, their incident log book, their refusals log and a written age police – that being “challenge 25”.

However, it was noted that their window display was displaying high percentage alcohol, above 15% and these bottles of alcohol were covering both sides of the window, top to bottom. The premise door was also open which was also covered with signage.

There was also a cabinet present at the front of the store which was displaying spirits of 25, 28 and 40%. Advice was given in regards to their conditions which state:

Signature: [REDACTED]

Signature witnessed by

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Statement of. Gemma Gibbs

URN:

"The premises licence holder will ensure that there is an unobstructed view at all times into the licensable area of the premises. In respect of any street facing the windows, any obstruction will be restricted to the top 25% of the window and the bottom 25% of the window in each case. (Window refers to the whole area covered by glass). This will mean that at least 50% of all windows and 100% of all doors looking into the premises from Commercial Road are clear of obstruction. No obstruction includes any permanent or temporary signage placed on glass surfaces of doors and windows, as well as any other item within the shop which obstructs the view through the window."

Appropriate guidance was given in regards to removal of the high percentage alcohol and removal of items from the window and door in order to comply with their conditions.

Details of our visit was fed back to the licensing committee who, as a result sent a warning letter to the premise.

On 20th November 2025 PC O'KEEFFE and I returned to the store to follow up on the previous two visits. On arrival we spoke to [REDACTED]

It was noted that the premise licence had been placed in a prominent position on the wall, however a fridge had been placed in front of it partially obstructing it. Challenge 25 signs were being displayed and I was able to view two recent invoices relating to the purchase of alcohol and tobacco to sell, however I was informed all other invoices were currently with the accountant.

I was glad to see some advice had been taken in regards to the last visit and the door had been cleared completely of signs which had previously obstructed the view. The windows had also been considerably cleared since the previous visit, however, there were still obstructions within the middle section of the window, contrary to their conditions. There were also still bottles of alcohol being displayed in the window which were 30% abv and above.

While in attendance at the premise, a male arrived who identified himself as [REDACTED] stated that he was the owner and was going to become the DPS once he had completed his personal licence course. When asked where the current DPS, Hemen NIGEEN was, [REDACTED] stated that he was in the kebab shop which was a couple of doors away. [REDACTED] stated that HEMEN still attended the premise and was involved in the running of the business.

Hereford Licensing Authority were again made aware of the visit and as a result of the re-occurrent breaches have raised a review of the premise license.

The application for review made by Hereford Licensing Authority was received by West Mercia Police Alcohol Licensing department on 26th November 2025. West

Signature

Signature witnessed by [REDACTED]


2023

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Statement of: Gemma Gibbs

URN:

Mercia police licensing department supports this application to review the Premise
Licence on the grounds of The Prevention of Crime and Disorder. 

Signature
Signature witnessed by

2023

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WITNESS STATEMENT**(Criminal Procedure Rules, r27.2; Criminal Justice Act 1967, s.9; Magistrates' Courts Act 1980, s.5B)**URN:

Statement of: Duncan Reynolds

Age if under 18: Over 18

Occupation: Police Officer

This statement (consisting of 3 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 anything in it, which I know to be false, or do not believe to be true.

Signature Date: 17th January 2026

I am the Safer Neighbourhood Sergeant for Hereford City Centre which is a position I have held for over 10 years.

West Mercia Police is focusing Policing attention to our areas of most demand for Anti-Social Behaviour and Serious Violence, using the Hot Spot Policing tactic. One of three small locations within the City Centre have been designated a 'Hotspot', including:

Commercial Street / Commercial Road, Hereford, HR1 2BT**The supporting data for this is:**

Commercial Road: 39% of offence volume, 38% of harm

Commercial Street: 29% of offence volume, 29% of harm

Total: 68% of offence volume, 67% of harm

Broken down as:

VIOLENCE WITHOUT INJURY 49.55%

VIOLENCE WITH INJURY 48.20%

ROBBERY - PERSONAL 2.25%

AS-Nuisance 87.50%

AS-Personal 11.25%

AS-Environmental 1.25%"

The peak times for the offence types are:

Serious Violence: 18:00 - 06:00 hours

Anti-Social Behaviour: 15:00 - 05:00 hours

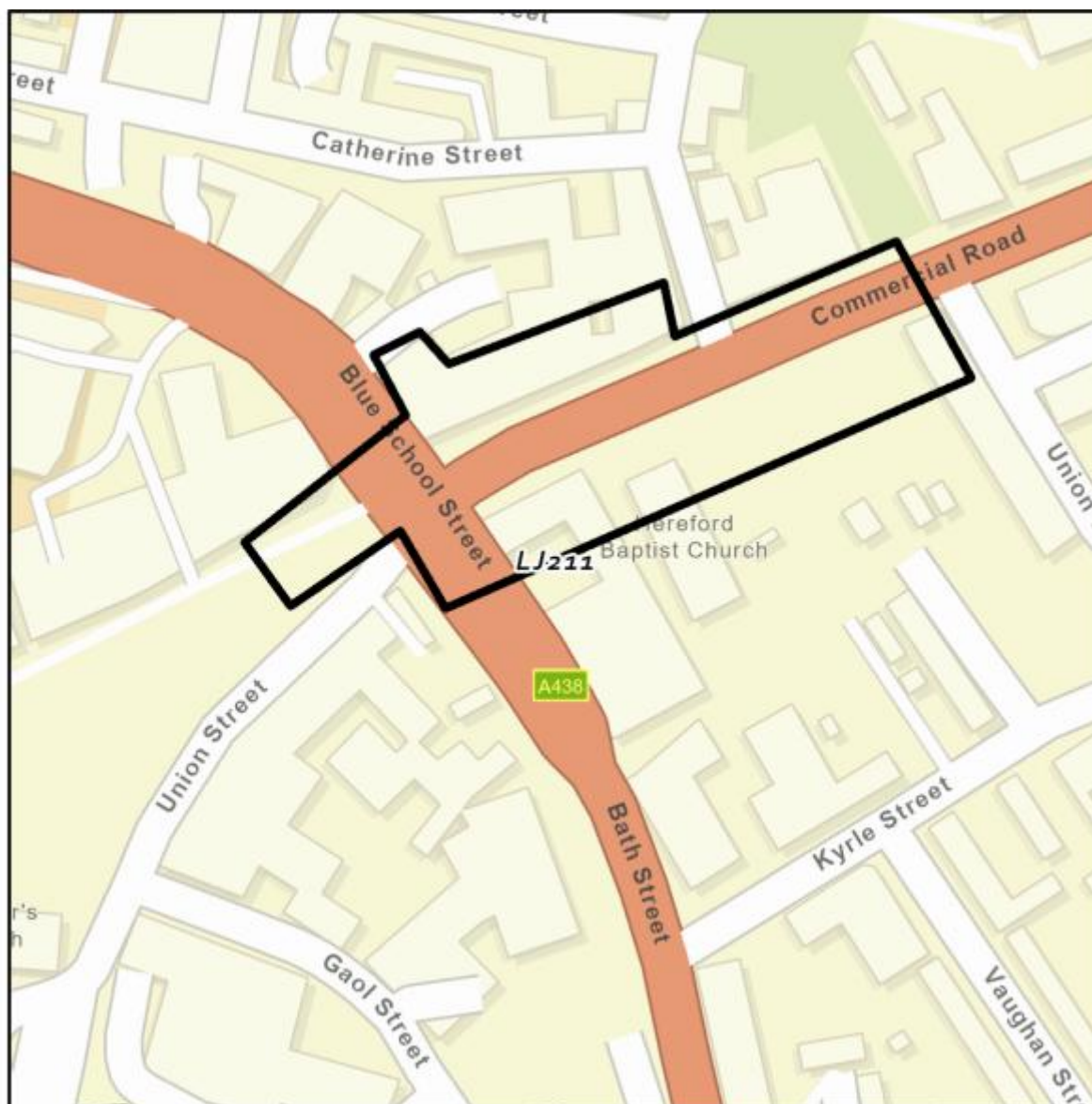
The specific area has been produced by our analysts in the map below:

Signature:

Signature witnessed by:

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Statement of: Duncan REYNOLDS

URN: 

There are a number of different Policing and Partner Agency tactics being employed within the Hotspots to reduce the crime, disorder and anti-social behaviour.

One such tactic is to conduct Police and Multi Agency visits and inspections to businesses which have been identified as a result of reports and intelligence.

One of these businesses is MAGAZIN TIMISOARA, COMMERCIAL ROAD, HEREFORD, HR1 2BB.

Signature: D J REYNOLDS
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Statement of: Duncan REYNOLDS

URN:

TIMISOARA has featured in a number of Police investigations and submissions of intelligence in the last couple of years which contribute to identifying issues with the business and those individuals that run it.

In 2024 we received information that TIMISOARA was buying stolen goods from known shoplifters.

In 2023 we received information that persons running the business were selling drugs, including cocaine to people in the Nighttime Economy.

In 2023 we received information that illegal tobacco and vapes were being sold within the store.

In 2024 we received information that alcohol was being sold to underage girls.

There have also been several Police investigations in 2025 at the premises which include thefts, criminal damage, threats to kill, public order, racial abuse. Many of these incidents involve altercations between staff and customers which have resulted in criminal investigations.

On these occasions the customers have been under the influence of drink and drugs and even when the store or the staff have been recorded as victims, there are concerns in the level of aggression and behaviour displayed by staff towards the suspects of the offences which have either caused or escalated the situation.

Very few of the investigations have concluded with a positive outcome because of evidential difficulties such as the behaviour of staff or an issue with Police obtaining CCTV from within the store.

In my opinion, the intelligence we receive and the issues at the premises are disproportionate to other similar businesses around the City Centre and support the view that the premises are not effectively managed.

The sale of alcohol to underage females will directly lead to anti-social behaviour and potentially put the safety of young girls at risk of exploitation, being a victim of sexual offences and may lead to further disorder and violence at or near the location.

I am supporting the review and potential revocation of the licence of MAGAZIN TIMISOARA, from my role as Sergeant for the Safer Neighbourhood Team in Hereford City Centre, to reduce the ASB and violent offences occurring in the location during the key times identified by the analysis of the supporting data.

Signature:
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