

# Notice of Licensing Sub-Committee

Date: Wednesday, 22 January 2025 at 10.15 am

Venue: HMS Phoebe, BCP Civic Centre, Bournemouth BH2 6DY



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## Membership:

Cllr M Dower

Cllr G Farquhar

Cllr A Filer

## Reserves:

Cllr E Harman (R1)

Cllr P Hilliard (R2)

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All Members of the Licensing Sub-Committee are summoned to attend this meeting to consider the items of business set out on the agenda below.

The press and public are welcome to view the live stream of this meeting at the following link:

<https://democracy.bcpCouncil.gov.uk/ieListDocuments.aspx?MId=6316>

If you would like any further information on the items to be considered at the meeting please contact: Michelle Cutler 01202 128581 or Democratic Services on 01202 096660 or email [democratic.services@bcpCouncil.gov.uk](mailto:democratic.services@bcpCouncil.gov.uk)

Press enquiries should be directed to the Press Office: Tel: 01202 118686 or email [press.office@bcpCouncil.gov.uk](mailto:press.office@bcpCouncil.gov.uk)

This notice and all the papers mentioned within it are available at [democracy.bcpCouncil.gov.uk](https://democracy.bcpCouncil.gov.uk)

GRAHAM FARRANT  
CHIEF EXECUTIVE

14 January 2025

**DEBATE  
NOT HATE**



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on the Mod.gov app



## Maintaining and promoting high standards of conduct

### Declaring interests at meetings

Familiarise yourself with the Councillor Code of Conduct which can be found in Part 6 of the Council's Constitution.

Before the meeting, read the agenda and reports to see if the matters to be discussed at the meeting concern your interests



What are the principles of bias and pre-determination and how do they affect my participation in the meeting?

Bias and predetermination are common law concepts. If they affect you, your participation in the meeting may call into question the decision arrived at on the item.

#### Bias Test

In all the circumstances, would it lead a fair minded and informed observer to conclude that there was a real possibility or a real danger that the decision maker was biased?

#### Predetermination Test

At the time of making the decision, did the decision maker have a closed mind?

If a councillor appears to be biased or to have predetermined their decision, they must NOT participate in the meeting.

For more information or advice please contact the Monitoring Officer  
([janie.berry@bcpcouncil.gov.uk](mailto:janie.berry@bcpcouncil.gov.uk))

### Selflessness

Councillors should act solely in terms of the public interest

### Integrity

Councillors must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships

### Objectivity

Councillors must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias

### Accountability

Councillors are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this

### Openness

Councillors should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing

### Honesty & Integrity

Councillors should act with honesty and integrity and should not place themselves in situations where their honesty and integrity may be questioned

### Leadership

Councillors should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs

# AGENDA

Items to be considered while the meeting is open to the public

**1. Election of Chair**

To elect a Chair of this meeting of the Licensing Sub-Committee.

**2. Apologies**

To receive any apologies for absence from Members.

**3. Declarations of Interests**

Councillors are requested to declare any interests on items included in this agenda. Please refer to the workflow on the preceding page for guidance.

Declarations received will be reported at the meeting.

**4. Protocol for Public Speaking at Licensing Hearings**

5 - 10

The protocol for public speaking at Licensing Sub Committee hearings is included with the agenda sheet for noting.

**5. Riviera Bar & Restaurant, 560 Christchurch Road, Bournemouth, BH1 4BH**

11 - 78

To consider an application by Dorset Police to review the premises licence for the premises known as 'Riviera Bar and Restaurant', 560 Christchurch Road, Bournemouth.

This matter is brought before the Sub-Committee for consideration.

NOTE: In relation to this item of business, the Sub-Committee may be asked to consider the following resolution in relation to the content of any video footage to be shown at the hearing and any supplementary information which may be submitted prior to the hearing: "That under Section 14 (2) of the Licensing Act 2003 (Hearings) Regulations 2005, and with regard to Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the meeting for the following item of business on the grounds that the public interest in withholding the information outweighs such interest in disclosing the information and that it involves the likely disclosure of exempt information as defined in Paragraphs 1, 2 and 7 in Part I of Schedule 12A of the Act."

No other items of business can be considered unless the Chairman decides the matter is urgent for reasons that must be specified and recorded in the Minutes.

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## **LICENSING COMMITTEE AND SUB COMMITTEE – PROTOCOL FOR PUBLIC SPEAKING**

### **1. Introduction**

- 1.1 This protocol for public speaking applies to Licensing Committee and Sub Committee hearings in relation to matters including the licensing of alcohol, regulated entertainment, late night refreshment, gambling, sex establishments and hackney carriage and private hire drivers, vehicles and operators, as set out in Part 3.3 of the Council's Constitution.
- 1.2 These matters are considered in accordance with relevant legislation and associated regulations including the Licensing Act 2003 (as amended by the Police Reform and Social Responsibility Act 2011), the Gambling Act 2005, Part II and Schedule 3 of the Local Government (Miscellaneous Provisions) Act 1982 (as amended by Section 27 of the Policing and Crime Act 2009) and the Local Government (Miscellaneous Provisions) Act 1976.

### **2. Conduct of Hearings**

- 2.1 Chair welcomes everyone, matters of general housekeeping are dealt with, notification that the hearing may be recorded for live and subsequent broadcast on the Council's website, reminder to switch mobile phones to silent, etc.
- 2.2 Chair asks everyone present to introduce themselves and state their role.
- 2.3 Chair checks that all persons who have given notice of their intention to speak and any person who wishes to withdraw a representation or wishes not to speak have been identified.
- 2.4 Chair explains proposed procedure and order of speaking for hearing as set out in Appendix A or B of this protocol as appropriate. All parties confirm agreement or make representations on procedure proposed.
- 2.5 Licensing Officer's report is presented.
- 2.6 Parties speak in the order agreed.
- 2.7 With the exception of hackney carriage and private hire hearings, parties who are speaking should not repeat the information which they have already given in writing in their representation. They will be able to expand on the written information given, provided the information remains relevant. Any additional information should be limited to the grounds of their representation(s). For example, if they are objecting on the grounds of Public Nuisance, then they should confine their comments to matters relating to Public Nuisance.

- 2.8 Members of the Licensing Committee or Sub Committee may ask questions after each party has spoken and once all parties have spoken. Parties will be allowed to ask questions through the Chair.
- 2.9 Once all parties have been heard, the parties will be given the opportunity to sum up. Party who spoke first to go last. The hearing will then conclude.
- 2.10 Members will deliberate in private with the clerk and legal representative as appropriate present.
- 2.11 The decision will be taken by the Committee and notification of the decision will be given as follows:
  - 2.11.1 For Licensing Act 2003 and Gambling Act 2005 hearings, determination must be within the period of five working days beginning with the day or the last day on which the hearing was held in accordance with the relevant Regulations, unless otherwise specified (for example, the issuing of a counter notice following objection to a TEN, in which case the determination must be at the conclusion of the hearing).
  - 2.11.2 For Sex Establishment and other hearings, where possible determination will be within the period of five working days beginning with the day or the last day on which the hearing was held.
  - 2.11.3 For Hackney Carriage and Private Hire hearings, notification of the decision will be given at the conclusion of the hearing, followed by a written decision letter where possible within the period of five working days beginning with the day or the last day on which the hearing was held.
- 2.12 Notification of the decision will include information for all parties of any right of appeal as appropriate.

### **3 General points**

- 3.1 Hearings convened under the Licensing Act 2003 and the Gambling Act 2005 and associated regulations may be held remotely as required, if the Chairman agrees it is expedient to do so in the circumstances.
- 3.2 The hearing may be adjourned at any time at the discretion of the Members.
- 3.3 Members may amend the procedure at any time if they consider it to be in the public interest or in the interest of a fair hearing.
- 3.4 The Sub Committee may decide to conduct all or part of a hearing in non-public session in accordance with the relevant Regulations and/or where exempt information is likely to be disclosed.

- 3.5 The Chair may exclude any person from a hearing for being disruptive.
- 3.6 Meetings of the Licensing Committee in public session are recorded by the Council for live and subsequent broadcast on its website.
- 3.7 The hearing will take the form of a discussion.
- 3.8 Only persons (or their representatives) who have made an application, are subject to an application or have submitted a written representation or objection to the Licensing Authority under the relevant Act are permitted to speak at the hearing.
- 3.9 Any further information to support an application, representation, objection or notice (as applicable) can be submitted before the hearing. It may only be submitted at the hearing with the consent of all parties in accordance with any relevant Regulations. Wherever possible the Licensing Authority encourages parties to submit information at the earliest opportunity to allow sufficient time for this to be considered before the hearing and avoid the need for adjournment.
- 3.10 If a party has informed the Authority that they do not intend to participate, or be represented at the hearing, or has failed to advise whether they intend to participate or not, the hearing may proceed in their absence.
- 3.11 For other matters which are the responsibility of the Licensing Committee and not included in this protocol, the Meeting Procedure Rules in Part 4D of the Council's Constitution in relation to public questions, statements and petitions shall apply. This includes such matters as making recommendations on relevant licensing policies, approving the level of fees charged by the Council, and making decisions on tariffs charged by the Public Carriage Trade.
- 3.12 The Council's Constitution can be accessed using the following link:  
<https://democracy.bcpccouncil.gov.uk/ieListMeetings.aspx?CommitteeID=151&Info=1&bcr=1>

For further information please contact [democratic.services@bcpcouncil.gov.uk](mailto:democratic.services@bcpcouncil.gov.uk)

## Appendix A

### **Proposed procedure and order of speaking for hearings (other than hackney carriage and private hire hearings)**

1. The Licensing Officer presents report.
2. Questions of the Licensing Officer on their report. Members of the Sub-Committee to go first, then the applicant/licence holder.
3. Applicant will make their Application.
4. Questions of the Applicant by all parties, Members of the Committee/Sub-Committee to go first.
5. Responsible Authorities and Other Persons will make their representations.
6. Questions of the Responsible Authorities and Other Persons. Members of the Committee/Sub-Committee to go first.
7. All parties will be given an opportunity to sum up (with the party who spoke last to go first). The hearing will then conclude.
8. Sub-Committee will deliberate in private with Legal Adviser and Clerk present. (Councillors new to Licensing may observe but will not take part in the decision making).
9. Notification of the Sub Committee's decision will be given in accordance with the requirements of the Licensing Act and Gambling Act regulations. For other hearings, where possible determination will be within the period of five working days beginning with the day or the last day on which the hearing was held.
10. The notification of decision will include information about the right of appeal as appropriate.



## Appendix B

### **Proposed procedure and order of speaking for Hackney Carriage and Private Hire hearings**

1. The Licensing Officer presents their report.
2. Questions of the Licensing Officer on their report. Members of the Sub-Committee to go first, then the applicant/licence holder.
3. Applicant/licence holder presents their case.
4. Questions of the applicant/licence holder by all parties, Members of the Committee/Sub-Committee to go first.
5. All parties will be given an opportunity to sum up (with the party who spoke last to go first). The Hearing will then conclude.
6. Sub-Committee will deliberate in private with Legal Adviser and Clerk present. (Councillors new to Licensing may observe deliberations but will not take part in the decision making).
7. Notification of the decision will be given following deliberations at the conclusion of the hearing, to be followed by a written decision letter where possible within the period of five working days beginning with the day or the last day on which the hearing was held.
8. The Legal Adviser will advise parties of any right of appeal as appropriate at the conclusion of the Hearing. Information about the right of appeal as appropriate will also be included in the written decision letter.

Adopted by the Licensing Committee on 7.12.23

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## LICENSING SUB-COMMITTEE



Report subject	<b>Riviera Bar &amp; Restaurant, 560 Christchurch Road, Bournemouth, BH1 4BH</b>
Meeting date	22 January 2025
Status	Public Report
Executive summary	<p>To consider an application by Dorset Police for the review of the premises licence, on the grounds that the premises are associated with significant crime and disorder.</p> <p>Dorset Police no longer have confidence in the Designated Premises Supervisor (DPS) or premises licence holder to uphold the licensing objectives.</p>
Recommendations	<p><b>It is RECOMMENDED that:</b></p> <p><b>Members consider the following options: -</b></p> <ul style="list-style-type: none"> <li><b>(a) Modify the conditions of the licence; and/or</b></li> <li><b>(b) Exclude a licensable activity from the scope of the licence; and/or</b></li> <li><b>(c) Remove the Designated Premises Supervisor; and/or</b></li> <li><b>(d) Suspend the licence for a period not exceeding three months; or</b></li> <li><b>(e) Revoke the licence; or</b></li> <li><b>(f) Leave the licence in its current state.</b></li> </ul> <p><b>Members are asked to make a decision at the end of the hearing after all relevant parties have been given the opportunity to speak. Members must give full reasons for their decision.</b></p>
Reason for recommendations	<p>Where a review application by a responsible authority, or any other person, has been received, the scheme of delegation set out in the Council's Constitution states that these applications should be dealt with by the Sub-Committee.</p> <p>The Licensing Authority may only consider aspects relevant to the application that have been raised in the application.</p>

Portfolio Holder(s):	Cllr Kieron Wilson – Portfolio Holder for Housing, and Regulatory Services.
Corporate Director	Jillian Kay – Corporate Director for Wellbeing
Report Authors	Tania Jardim – Licensing Officer
Wards	Boscombe West;
Classification	For Decision

## Background

1. An application for review of the premises licence, under Section 51 of the Licensing Act 2003, was made by Dorset Police on 7 November 2024.
2. Dorset Police have applied for the review on the basis that this premises is associated with significant crime and disorder and are concerned that if the crime and disorder continues, there is a risk to public safety associated with these premises. Dorset Police no longer have any confidence in the DPS and premises licence holder to uphold the prevention of crime and disorder and public safety licensing objectives.
3. A copy of the review application is attached at Appendix 1.
4. The premises have had the benefit of a premises licence under the Licensing Act 2003 since November 2005. The current licence holder and DPS have been in place since January 2021. A copy of the current premises licence is attached at Appendix 2.
5. The premises has previously been subject to a review which was submitted by Dorset Police on 18 November 2019 on the grounds that the prevention of crime and disorder licensing objective was being undermined. At the time of this review the premises licence holder was Mr Singh who is the current DPS. Information on the review can be found on <https://democracy.bcpccouncil.gov.uk/mgAi.aspx?ID=2297>.
6. Dorset Police have submitted further information in support of their review application. Copy is attached at Appendix 3. Dorset Police have also provided CCTV footage that will be shown at the hearing.
7. When the premises reopened in June 2024 following a period of closure, Dorset Police and the Licensing team undertook an engagement visit in order to support the licence holder to comply with the licence conditions, at that time minor infringements were noted. Dorset Police sent the premises licence holder and DPS two letters following the visit. These are attached at Appendix 4.
8. Dorset Police have raised concerns about the licence plan not including the courtyard/smoking area to the rear of the premises. Mr Singh was advised by the Principal Licensing Officer that this area was not licensed, therefore no licensable activities are permitted. It should be noted that the consumption of alcohol is not a licensable activity and as the premises licence permits the sale of alcohol both on and off the premises, patrons are permitted to purchase alcohol within the licensable area and then drink it outside the licensable area which would include the courtyard

and smoking area. No variation application is necessary. The Principal Licensing Officer has clarified this for both Mr Singh and copied this to Dorset Police. A copy of the email is attached at Appendix 5.

9. On the 30 December 2024, the Licensing Department were copied into an email sent to Mr Singh by Dorset Police enclosing a breach letter following a visit they carried out as the result of an incident at the premises on the 17 December 2024. At the time of this visit there was only one member of staff on duty who advised the officers she had not received training and was unable to assist them. This email which included a list of the breaches is attached at Appendix 6.
10. The Licensing Department received a report that a new food business had been established within the remit of the Riviera Bar and Restaurant without the appropriate authorisation. This food business advertises on their website that they trade to 1am Sunday to Thursday and to 3am on Fridays and Saturdays. Sales of hot food and drink after 11pm is a licensable activity and require a licence for late night refreshment. The Principal Licensing Officer emailed Mr Singh on the 30 December 2024 to request more information about this business and a copy of this email is attached at Appendix 7. At the time of writing the report, no update has been provided.
11. On the 31 December 2024, Sergeant Gosling of Dorset Police provided further supplementary information following their visit to the premises on the 23 December 2024 including the email sent on the 30 December 2024. This is attached at Appendix 8.
12. Dorset Police have advised that the licence holder has appointed Mr Panchal of Personal Licensing Courses to represent them and to attempt mediation. They were proposing to change the premises licence holder and DPS. A copy email from Dorset Police setting out the proposals made by the applicant's representative is attached at Appendix 9. We have been advised that if mediation is successful, further information will be provided.

### **Consultation**

13. A copy of the review application was served on all responsible authorities and the licence holder on 8 November 2024.
14. A Licensing Officer attended the premises on the 8<sup>th</sup> of November 2024 and erected two site notices on the premises. Two further notices were placed in the main public noticeboards of the council offices in Bourne Avenue and St Stephen's Road. A notice was also published on the council's website.
15. No representations were received in connection with the application.

### **Options Appraisal**

16. Before making a decision, Members are asked to consider the following matters: -
  - The representations made by Dorset Police.
  - The submissions made by or made on behalf of the applicant.
  - The relevant licensing objectives, namely the prevention of crime and disorder and public safety.
  - The Licensing Act 2003, Regulations, Guidance and the Council's Statement of Licensing Policy.

### **Summary of financial implications**

17. An appeal may be made against the decision of Members by Dorset Police or the holder of the premises licence to the Magistrates' Court which could have a financial impact on the Council.

### **Summary of legal implications**

18. If Members decide on an option available to them which Dorset Police or the premises licence holder does not agree to, they may appeal to the Magistrates' Court within a period of 21 days beginning with the day that they are notified, in writing, of the decision.

### **Summary of human resources implications**

19. There are no human resource implications.

### **Summary of sustainability impact**

20. There are no sustainability impact implications.

### **Summary of public health implications**

21. There are no public health implications.

### **Summary of equality implications**

22. There are no equality implications.

### **Summary of risk assessment**

23. There is no requirement for a risk assessment.

### **Background papers**

#### **BCP Council – Statement of Licensing Policy**

<https://democracy.bcpCouncil.gov.uk/documents/s21122/Statement%20of%20Licensing%20Policy.pdf>

### **Hearing Regulations**

<https://www.legislation.gov.uk/ukSI/2005/44/made>

### **Revised Guidance issued under Section 182 of the Licensing Act 2003 (December 2023)**

[https://assets.publishing.service.gov.uk/media/6579dec8095987000d95e063/Revised\\_guidance\\_issued\\_under\\_section\\_182\\_of\\_the\\_Licensing\\_Act\\_2003\\_-\\_December\\_2023.pdf](https://assets.publishing.service.gov.uk/media/6579dec8095987000d95e063/Revised_guidance_issued_under_section_182_of_the_Licensing_Act_2003_-_December_2023.pdf)

### **Appendices**

- 1 – Copy Review Application.
- 2 – Copy Premises Licence.

- 3 – Dorset Police Supplementary Information.
- 4 – Copy Breach and Warning Letters from Dorset Police.
- 5 – Copy email from Principal Licensing Officer.
- 6 – Copy Breach Email and Letter of 30 December 2024.
- 7 – Copy Email from Principal Licensing Officer regarding a new business.
- 8 – Further supplementary information from Dorset Police.
- 9 – Email from Dorset Police regarding proposed mediation.

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## BCP Council

**Application for the review of a premises licence or club premises certificate under the  
Licensing Act 2003**

**PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST**

Before completing this form please read the guidance notes at the end of the form.  
If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary. You may wish to keep a copy of the completed form for your records.

**I** Sergeant Gareth Gosling on behalf of the Chief Officer of Dorset Police

*(Insert name of applicant)*

**apply for the review of a premises licence under section 51 of the Licensing Act 2003 for the premises described in Part 1 below**

**Part 1 – Premises or club premises details**

<b>Postal address of premises or, if none, ordnance survey map reference or description</b>	
Riviera Bar & Restaurant 560 Christchurch Road	
<b>Post town</b> Bournemouth	<b>Post code (if known)</b> BH1 4BH

<b>Name of premises licence holder or club holding club premises certificate (if known)</b>
Ms Anita Kaur SINGH

<b>Number of premises licence or club premises certificate (if known)</b>
<b>BH083719</b>

**Part 2 - Applicant details**

I am

Please tick ✓ yes

1) an individual, body or business which is not a responsible authority (please read guidance note 1, and complete (A) or (B) below)

☐

2) a responsible authority (please complete (C) below)

☒

3) a member of the club to which this application relates (please complete (A) below)

☐

**(A) DETAILS OF INDIVIDUAL APPLICANT** (fill in as applicable)

Please tick ✓ yes

Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other title  
(for example, Rev)

**Surname**

**First names**

**I am 18 years old or over**

Please tick ✓ yes

☐

**Current postal  
address if  
different from  
premises  
address**

**Post town**

**Post Code**

**Daytime contact telephone number**

**E-mail address  
(optional)**

**(B) DETAILS OF OTHER APPLICANT**

Name and address

Telephone number (if any)

E-mail address (optional)

### (C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

**Name and address**

Drug & Alcohol Harm Reduction Team  
Poole Police Station  
Wimborne Road  
Poole  
Dorset

**Telephone number (if any)****E-mail address (optional)**

licensing@dorset.pnn.police.uk

**This application to review relates to the following licensing objective(s)**

- |   |                                     |
|---|-------------------------------------|
|   | Please tick one or more boxes ✓     |
| 1) the prevention of crime and disorder | <input checked="" type="checkbox"/> |
| 2) public safety                        | <input checked="" type="checkbox"/> |
| 3) the prevention of public nuisance    | <input type="checkbox"/>            |
| 4) the protection of children from harm | <input type="checkbox"/>            |

**Please state the ground(s) for review (please read guidance note 2)**The Prevention of Crime and Disorder

Dorset Police bring this premises licence before the members of the Licensing Sub-Committee for review on the basis that there is evidence that this premises is associated with significant crime and disorder.

Public Safety

Dorset Police are concerned that if this crime and disorder continues that there is a risk to public safety associated with this premises.

Dorset Police no longer have confidence in the DPS or Premises Licence Holder to uphold the licensing objectives at this premises under this current premises licence.

**Please provide as much information as possible to support the application** (please read guidance note 3)

This application for a review of the premises licence for Riviera Bar & Restaurant, Christchurch Road, Bournemouth, is being submitted by Dorset Police as we can demonstrate that this premises has undermined the licensing objectives of the Prevention of Crime & Disorder.

It is and always has been the intention of Dorset Police Drug & Alcohol Harm Reduction Team to engage and support licensees throughout Dorset to promote the four licensing objectives of Preventing Crime & Disorder, Preventing Public Nuisance, Promoting Public Safety and Protecting Children from Harm.

It is our expectation that all licensees will endeavour to meet these objectives and fulfil their duty as licensees with responsibilities to uphold these objectives and meet the conditions of their premises licence.

Dorset Police are receiving increased reports of concern regarding this premises, particularly relating to the association between this premises and the significant levels of disorder and violence associated with this premises.

There have been several incidents of disorder and intelligence associated with the premises since June 2024 when the premises re-opened, however, two of the most recent incidents have resulted in this Application for Review being submitted.

Comprehensive details of the intelligence and incidents associated with Riviera Bar & Restaurant will be provided for the benefit of the members of the Sub-Committee in due course, however, members of the Sub-Committee are advised that the most serious incident, which has triggered this Review, related to a report of a large disturbance inside the premises which was completely unmanaged and able to escalate with minimal intervention from staff.

A visit to the premises by Dorset Police and partners from UKPAC and the Bournemouth East Pubwatch on the 18<sup>th</sup> June 2024 identified that the premises was operating under no formal management. An agreed was made to return the following week, which occurred on the 26<sup>th</sup> June 2024.

During the second visit alongside BCP Licensing Authority and Environmental Health Officers, several breaches of the premises licence were identified. Staff were unable to operate the CCTV and the Incident Log was incomplete.

On the 9<sup>th</sup> July 2024 a local Police Officer visited the premises which was playing music at levels that was causing a disturbance to the local community. On speaking with staff inside the premises, they refused to reduce the sound levels to speak with Police and the manager stated that they had been unsuccessful in negotiating a reduction in volume with the staff responsible for the entertainment. Following intervention from the Premises Licence Holder by telephone, the sound was eventually reduced. No SIA staff were on duty at the time of the visit.

The first of two significant incidents occurred on the 9<sup>th</sup> August 2024 at approximately 9.00pm. South West Ambulance Trust (SWAST) reported to Dorset Police that they had received a report of a serious assault near to Riviera on Sea Road, Boscombe. The incident had resulted in an apparent serious head injury and a broken nose. The victim was confused and could not recall the events that led to the injuries being sustained. Information regarding the incident was not immediately forthcoming from associates of the victim and enquiries were conducted at Riviera.

Officers conducting enquiries at Riviera were shown CCTV footage which indicated that a fight had occurred in the Courtyard area of the premises. There is no CCTV inside the Courtyard and which is not included within the licensed area detailed on the plan attached to the Premises Licence.

Enquiries identified that an argument had occurred between two customers, escalating to a fight inside the premises. The member of staff was unable to produce CCTV to a portable drive for Police due to no Manager being present at the time of the visit. Officers had been unable to retrieve footage for an unrelated incident which had been linked to the premises previously.

The unavailability of CCTV is a breach of condition 2.2.3 of the Premises Licence which states, "Facilities shall be made to allow Police and other authorised officers to view recordings immediately on request and to be provided with copies in a playable format as soon as is reasonably practicable provided that any such request is compliant with data protection legislation."

The suspect in the assault was identified as a male that is excluded from premises throughout Bournemouth East that are part of the local Pubwatch scheme. The premises licence holder confirmed that as they had not activated the platform that communicates details of the banned persons, he was unable to share those details with his staff.

The issue of the premises layout reflecting the current plan on the premises licence was communicated with the Premises Licence Holder and BCP Licensing Authority. The former was advised that Dorset Police would not object to the variation subject to suitable safeguarding measures to monitor the area being agreed. BCP Licensing Authority confirmed that a Full variation would be necessary to update the plans and advised that they would write to the licence holder.

Dorset Police continued to monitor the premises and on 25<sup>th</sup> October 2024 received a report of a disturbance at Riviera which has resulted in this Application for Review being submitted. At approximately 8.35pm an altercation begins between a customer and one of the two SIA staff on duty. This escalates quickly to a fight which involves furniture being thrown across the licensed area and several other customers becoming involved in the fight.

The SIA staff are unable to contain the situation and another member of staff is observed in the CCTV to continue to serve a customer whilst the fight continues to escalate. The incident is reported by a member of public and officers attend as some of the key individuals involved in the incident begin to disperse.

Officers in attendance have reported that staff, including the SIA staff present, were reluctant to support a Police investigation intended to bring those responsible to justice. In a statement provided some time later, one witness advised that the catalyst for the incident was a disagreement concerning a previous altercation which occurred and involved the same suspect, who had clearly not been barred because of the first incident or reported the individual's behaviour to other Pubwatch members to prevent them from causing further harm at neighbouring premises.

Investigating officers noted the ineffectiveness of the staff, particularly those responsible for the security of staff and customers, noting that one of the SIA staff had left the premises during the altercation.

A further incident occurred the following day, 26<sup>th</sup> October 2024, at approximately 6.30pm at Riviera. A male was ejected from Riviera due to his level of intoxication and his behaviour. This male became involved in altercations of a verbal and physical nature with members of the public in the locality of Riviera, including a female who sustained a minor facial injury during her altercation with the male.

The incident concluded after the male had become aggressive towards the operator of a nearby business and trying to cause damage to signage of another nearby business. This male was arrested for aggravated public order offences and for assaulting two emergency services workers. Despite the aggressive behaviour of this male and the disorder caused in the community, resulting largely from the levels of intoxication because of consuming alcohol within Riviera, the staff at Riviera refused to support the Police investigation.

Dorset Police, through our Drug & Alcohol Harm Reduction Team, working with other colleagues within Dorset Police and partners in BCP Council and other responsible authorities, support licensed premises to provide value to their communities and to do so compliantly and in promotion of the licensing objectives. This premises, having been under the control of the existing operator for some time, has been identified as not operating to the high standards that are expected by Dorset Police and our partners.

Dorset Police invite the Sub-Committee to consider all the options available to them under the Licensing Act 2003 with consideration to be given to revocation of the Premises Licence if the members of the Sub-Committee cannot be reassured that conditions may be offered which will restore confidence in the operator to deliver licensable activities compliantly and in promotion of the licensing objectives.

No Full Variation application has been received to the knowledge of Dorset Police in respect of the inaccurate layout of the licensed premises.

CCTV will be produced by Dorset Police during the Licensing Sub-Committee hearing.

Have you made an application for review relating to the premises before



If yes please state the date of that application

Day		Month		Year			
1	8	1	1	2	0	1	9

**If you have made representations before relating to the premises please state what they were and when you made them**

The previous application for a review of the premises licence for Riviera Restaurant & Bar (Riviera) was submitted by Dorset Police on the 18<sup>th</sup> November 2019 on the grounds that the licensing objective to Prevent Crime & Disorder was being undermined.

This application was made following a prolonged period of engagement which extended from December 2017 until the date of the review following an incident of disorder which occurred on the 28<sup>th</sup> October 2019 and led to Dorset Police and our partners discovering, once again, a number of significant breaches at the premises.

It has always been and will continue to be the intention of Dorset Police Drug & Alcohol Harm Reduction Team to engage and support the DPS and Management in a consistent attempt to improve the operation of Riviera, however, you will note that despite the extensive support and engagement from Dorset Police, the Licensing Objective to Prevent Crime and Disorder were not being promoted.

Dorset Police Licensing Officers have documented their engagement with this premises since 2016, however for the purpose of this application I will refer only to the specific involvement that we had since December 2017.

It is important to note that only incidents that result in Dorset Police being contacted can be relied upon. We were aware from speaking with members of the community at the time that there were further incidents of concern that were also not reported to Dorset Police or other partner authorities at the time.

There now follows a summary of the engagement that took place at Riviera which resulted in concerns, engagement, support and ultimately, the decision to seek a review of the premises licence -

29<sup>th</sup> December 2017

Licensing Officer Louise Busfield attended the premises to request sight of CCTV because of an incident that was reported by a local resident who had 'heard shouting' from the premises. This request was made in accordance with Condition 2.2.2.

The DPS at the time informed Licensing Officer Louise Busfield that a male injured during this incident was his SIA Door Supervisor, who is regularly employed on Friday and Saturday evenings but on the day of the incident had been at the premises as a customer. Each of the four CCTV cameras displayed a different, incorrect time in contravention of condition 2.2.1. Licensing Officer Louise Busfield requested a copy of the CCTV, however, despite making two attempts to provide the CCTV, the CCTV was unable to be provided by the DPS in a readable format. This contravened condition 2.2.2.

On the 4<sup>th</sup> January 2018 Licensing Officer Louise Busfield visited the premises again in company with PC 1937 LEMON to make a further request for a copy of the CCTV. Once again, the CCTV could not be provided. A further visit was conducted on the 10<sup>th</sup> January 2018 and the CCTV was eventually provided in a readable format.

The CCTV captured a fight between two males which resulted in the Co-Manager intervening and ushering the males outside of the premises and out of view of the premises CCTV. The Town Centre CCTV captures one of the males laying on the ground following the altercation. This male is assisted by two members of the public who are unrelated to the premises, who assist the male to his feet before he wanders off away from the premises holding his head in his hands. It is unknown what injuries had been sustained by this male.

The second male involved in this incident, who is in a clear intoxicated state, was permitted re-entry to the premises having urinated nearby within sight of the public. After a short period of being back inside the premises, the male falls off a bar stool through intoxication and is cared for by a fellow customer. This male is eventually removed

from the premises by two customers within sight of the managers contrary to Mandatory Condition 1.3 and placed on a bench adjacent to a nearby restaurant where he remained until he fell from the bench. This male was clearly extremely vulnerable due to his state of intoxication and there were no actions from the DPS or his Co-Manager to intervene and enhance the safeguarding of this male.

An officer that had attended this incident summarised his view on the Crime Record as *'I have not seen a pub in this much disarray in my career and was very hostile and unpleasant'*.

The incident had been recorded as a *'Fight between 2 people'* in the Incident Log for the premises. There were evidently more factors linked to this incident and whilst the Incident Book had been kept, it is the view of Dorset Police that this Incident Book had not been 'maintained' as is required by Condition 2.6.

Recommendations were made to the DPS to document all CCTV checks in support of Condition 2.2.3. In addition, a discussion was held with the DPS concerning Welfare and First Aid which should always be offered where vulnerability or potential vulnerability exists. It was made clear that it was unacceptable to have left the drunk male or the injured male alone both following the altercation and having identified that they were heavily intoxicated.

#### 24<sup>th</sup> January 2018

A visit was conducted at the premises by Licensing Officer Louise Busfield, PC 1937 Lemon and a Local Authority Licensing Officer following reports of two incidents of concern.

The first incident on the 18<sup>th</sup> January 2018 related to a male who had behaved inappropriately towards two females inside the premises and had been refused service as a result of this behaviour. On discussing this incident with the DPS it was determined that the incident had not been recorded in the Incident Book or Refusals Book in contravention of Condition 2.5 and 2.6. The response from the DPS was that *'It was a very small incident'*. The DPS was reminded that all incidents and refusals should be recorded appropriately.

The second incident on 20<sup>th</sup> January 2018 involved a fight inside the premises involving several persons which was only resolved through the intervention of other customers. The DPS stated that he had been in the staff area at the time of the incident. This was given as the reason why the incident reflected this significant disturbance in the Incident Book as *'2 drunk guys tried to fight'* with no further detail. The DPS was advised to demonstrate better control over the premises and to ensure robust promotion of the licensing objectives and ensuring that his actions in preventing reoccurrence of these incidents with the same individuals was recorded appropriately. The DPS was also recommended to consider undertaking a Conflict Management Course due to concerns that the DPS may have deliberately removed himself from the incident.

#### 30<sup>th</sup> June 2018

Visit conducted at the premises by Licensing Officer Louise Busfield, PS 2551 Gareth Gosling, PC 2810 Dave Buchanan and PC 2737 Paul Harding following an increase in the number of minor reports of incidents at the premises.

At the time of the visit officers spoke with the sole SIA staff member on duty who reported that they had worked alone the previous evening and that they were employed directly by the DPS. The DPS was advised that Condition 2.3.2 required that a minimum of two SIA accredited staff should be on duty at that time and that he had been in breach of the same condition the previous evening.

The records at the premises suggested that because of a lack of support regular checks were not being made of the toilets as is best practice. DPS was advised to seek an appropriate SIA accreditation to permit the direct employment of SIA staff in the future. DPS advised that he would seek the services of an accredited SIA contractor to meet the requirements of the Premises Licence.

#### 5<sup>th</sup> December 2018

Police Licensing Officer Louise Busfield conducted a visit to the premises in company with PC 2737 Paul Harding and Local Authority Licensing Officers Tania Jardim and Michelle Fletcher relating to two incidents of concern which took place on the 25<sup>th</sup> November 2018.

The first incident related to a female customer who had been ejected from the premises and whereby no record of the ejection had been recorded in the incident log in contravention of Condition 2.6 of the Premises Licence.



The second, more significant incident of that night, involved a large altercation immediately outside the premises which involved customers of the premises, ejected persons and SIA staff in addition to other passing members of the public. During this large disturbance, which had not been reported to Dorset Police by the staff at the premises, persons were seen on CCTV being restrained by the neck and pushed forcefully into nearby shop windows during an incident which could very easily have resulted in far more significant injuries.

It was most concerning that the DPS initially denied all knowledge of the incident, however, CCTV footage captured the attention of the DPS being drawn to the incident, demonstrated when he clearly looks up and observes the incident outside the premises before returning to continue to play Pool with other customers.

When asked again whether he had been aware of the incident, the DPS did then admit to knowing that the incident took place, however, he then stated words to the effect, *"I did not want to get involved as the door staff had everything under control"*. It was clear from the CCTV that not only would the SIA staff have benefitted from support, but that the DPS would also have been the most appropriate person to manage any welfare concerns, including injuries, to diffuse the situation where possible, and to also call for the support of the Ambulance and Police services as appropriate.

This incident highlighted continued ongoing concern for the welfare of customers inside and within the vicinity of this premises and the reluctance of staff, including the DPS, to record incidents appropriately.

Advice and support was given to the DPS to accurately and comprehensively record details of incidents, to be robust and remain in control of the operation of the premises and to take action to ensure the welfare of the customers and staff whilst assuming responsibility for incidents when they occur in his presence at the premises.

Further to that incident and following a thorough examination of the CCTV available to Dorset Police a decision was made to report the conduct of both door staff to the Security Industry Authority due to concerns that they had not met the high standards of conflict resolution expected by the SIA. The decision was made by the SIA to revoke the licence of one of the males and to suspend the licence of the other pending a full investigation.

#### 17<sup>th</sup> December 2018

A meeting was held between Police Licensing Officer Louise Busfield, Local Authority Licensing Officer Michelle Fletcher, the Premises Licence Holder at the time, Mr Taranjeet Singh and the DPS following concerns of ongoing mismanagement at the premises.

Mr Singh was shown footage of the incident of the 25<sup>th</sup> November 2018 in addition to new footage that been discovered showing a customer propelling 'BB' pellets through a drinking straw towards another customer. This behaviour was witnessed by and remained unchallenged by staff who were present.

Mr Singh was clear in his criticism of the DPS and sought reassurance from the DPS that his performance would improve. The DPS appeared contrite and assured all that were present that he would introduce improvements to the operational standards of the premises to include, enhanced recording of incidents, better engagement with the local Pubwatch scheme and more effective staff training.

The DPS further assured those present that he would seek to obtain an SIA accreditation to enable him to employ the SIA staff required in order to fulfil the Premises Licence conditions as he continued to employ SIA staff in contravention of the SIA standard requirements. In addition to being compliant with SIA requirements, this accreditation would also enhance the knowledge of The DPS and enable him to better manage those working in an SIA accredited role and whom act under his instruction.

#### 14<sup>th</sup> January 2019

Visit conducted at the premises by Police Licensing Officer Louise Busfield and Local Authority Licensing Officer Michelle Fletcher. The DPS confirmed that he continued to employ SIA staff without the appropriate SIA accreditation. DPS advised that this is unacceptable and that the matter would be reported to the SIA for any action deemed appropriate.

The DPS further advised that the business is scarcely profitable and that he would be seeking advice to change the premises into a grocery store from the Local Authority in due course.

#### 21<sup>st</sup> July 2019

An incident occurred of serious assault at the premises which is currently being investigated. At least one person involved in the incident is known to be linked to the premises, however, as this forms part of an ongoing investigation it is not possible to provide further details of the incident at this time.

#### 28<sup>th</sup> October 2019

Shortly after 4am on Monday 28<sup>th</sup> October 2019, 3.5 hours after the permitted operating hours of the premises, officers were called to a disturbance in the area of this premises.

As this remains an ongoing investigation we are unable to disclose the details of this incident at this time.

At the time of attendance at this incident Police officers observed that the majority of persons present, including the DPS, were under the influence of alcohol.

The following day, whilst making CCTV enquiries with the DPS, the officer investigating the incident was told that the CCTV footage between midnight and 0635hrs had been deleted. No explanation could be provided and the DPS stressed that he was surprised that this had occurred.

Later that same day, Police Licensing Officer Louise Busfield and colleagues from Local Authority Licensing and Environmental Health attended the premises. The DPS advised that he had closed the premises at approximately 11pm the following evening and permitted a few friends to remain at the premises to celebrate the birthday of one of the regular customers with some beer and 'shots' which they enjoyed until approximately 3.45am.

The DPS then discussed the incident that had taken place the previous evening and denied knowledge of the identity of the 3 males, stating only that he recognised them as previous customers and believed that the first name of one of the males was 'Elliott'.

Upon checking the Incident Book there was a member of SIA staff whose first name was recorded as 'Elliott'. When asked whether the male involved in the incident had previously worked at the premises the DPS initially denied that he had before eventually admitting that the male involved in the incident was the same male known to him as a regular member of door staff.

#### 30<sup>th</sup> October 2019

DPS attends Bournemouth Enquiry Office and produces a copy of the CCTV footage of the incident dated 28<sup>th</sup> October 2019. The format of the footage is such that due to a fault with the CCTV system the DPS could only use his mobile phone camera to record the screen of the CCTV monitor. This has resulted in the footage being distorted which undermined the investigation.

#### 8<sup>th</sup> November 2019

A further visit was conducted at the premises by Police Sergeant 2551 Gareth Gosling and Police Licensing Officer Louise Busfield following concerns raised regarding the apparent mismanagement of the premises and the risk believed to be posed to the public from the premises.

Whilst discussing the incident the DPS was asked whether he had called Police to attend the incident as the report received suggested a member of the public calling Police to a report of a disturbance. The DPS categorically stated that he had called Police using his own mobile phone, however, could not recall what number he had dialled, simply stating words to the effect, *"I tried to call Police, but couldn't get through..."*.

Concerned that the DPS could not reach Dorset Police in an emergency, Police Sergeant 2551 Gareth Gosling asked the DPS to ensure that the DPS called 999 if a similar incident were to recur and asked to see whether the DPS could show the call history to ascertain what number he had dialled.

There were no records made of calling Police and the DPS had to quickly concede that he had not tried to contact Police. The DPS did not provide any explanation as to why he had stated that he had called Police, however, it was reiterated to the DPS that early reporting of the incident to Police may have prevented the injuries sustained and safeguarded himself and others who were at risk.

It was noted that there was no record of the incident recorded, however, this may have been due to the DPS not operating within the Premises Licence at the time of the incident.

During this visit the DPS stated that the Officer investigating this incident has advised him not to make a statement at this time, however, further enquiries with that officer has confirmed that no such advice has been given and that the DPS should be encouraged to co-operate with the investigation to provide Dorset Police with the best possible prospect of success.

Please tick ✓

yes

- I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate ☒
- I understand that if I do not comply with the above requirements my application will be rejected ☒

**IT IS AN OFFENCE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION. THOSE WHO MAKE A FALSE STATEMENT MAY BE LIABLE ON SUMMARY CONVICTION TO A FINE OF ANY AMOUNT.**

**Part 3 – Signatures** (please read guidance note 4)

**Signature of applicant or applicant's solicitor or other duly authorised agent** (please read guidance note 5). **If signing on behalf of the applicant please state in what capacity.**

Signature



Date **7<sup>th</sup> November 2024**

Capacity **Police Sergeant**

**Contact name (where not previously given) and postal address for correspondence associated with this application** (please read guidance note 6)

**Post town**

**Post Code**

**Telephone number (if any)**

**If you would prefer us to correspond with you using an e-mail address your e-mail address (optional)**

**Notes for Guidance**

1. A responsible authority includes the local police, fire and rescue authority and other statutory bodies which exercise specific functions in the local area.
2. The ground(s) for review must be based on one of the licensing objectives.
3. Please list any additional information or details for example dates of problems which are included in the grounds for review if available.
4. The application form must be signed.
5. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
6. This is the address which we shall use to correspond with you about this application

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Licensing Team  
Town Hall Annex  
St Stephen's Road  
Bournemouth BH2 6EA



## Premises Licence Part A

Premises licence number: BH083719

<b>Postal address of premises, or if none, ordnance survey map reference or description:</b>
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Riviera Bar & Restaurant 560 Christchurch Road
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<b>Post town:</b> Bournemouth
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<b>Post Code:</b> BH1 4BH
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<b>Telephone number:</b> 01202 301333
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<b>Licensable activities authorised by the licence:</b>
---

Live Music

Recorded Music

Performances of Dance

Activity like Music / Dance

Late Night Refreshment

Supply of Alcohol

<b>The times the licence authorises the carrying out of licensable activities:</b>
--

**Live Music**

Monday - 10:30 to 01:00

Tuesday - 10:30 to 01:00

Wednesday - 10:30 to 01:00

Thursday - 10:30 to 01:00

Friday - 10:30 to 02:00

Saturday - 10:30 to 02:00

Sunday - 12:00 to 00:00

Performance of live music will take place indoors.

Non-standard timings for Live Music

On a Thursday and Monday of a Bank Holiday weekend until 02:00

On a Friday and Saturday of a Bank Holiday weekend until 03:00

On a Sunday of a Bank Holiday weekend until 01:00

**Recorded Music**

Monday - 10:30 to 01:00

Tuesday - 10:30 to 01:00

Wednesday - 10:30 to 01:00

Thursday - 10:30 to 01:00

Friday - 10:30 to 02:00

Saturday - 10:30 to 02:00

Sunday - 12:00 to 00:00

Playing of recorded music will take place indoors.

Non-standard timings for Recorded Music

On a Thursday and Monday of a Bank Holiday weekend until 02:00

On a Friday and Saturday of a Bank Holiday weekend until 03:00

On a Sunday of a Bank Holiday weekend until 01:00

**Performances of Dance**

Monday - 10:30 to 01:00

Tuesday - 10:30 to 01:00

Wednesday - 10:30 to 01:00

Thursday - 10:30 to 01:00

Friday - 10:30 to 02:00

Saturday - 10:30 to 02:00

Sunday - 12:00 to 00:00

Performance of dance will take place indoors.

**Non-standard timings for the Performance of Dance**

On a Thursday and Monday of a Bank Holiday weekend until 02:00

On a Friday and Saturday of a Bank Holiday weekend until 03:00

On a Sunday of a Bank Holiday weekend until 01:00

**Activity like Music / Dance**

Monday - 10:30 to 01:00

Tuesday - 10:30 to 01:00

Wednesday - 10:30 to 01:00

Thursday - 10:30 to 01:00

Friday - 10:30 to 02:00

Saturday - 10:30 to 02:00

Sunday - 12:00 to 00:00

Entertainment will take place indoors of anything of a similar description that falls within live music, recorded music and performance of dance.

**Non-standard timings for Entertainment**

On a Thursday and Monday of a Bank Holiday weekend until 02:00

On a Friday and Saturday of a Bank Holiday weekend until 03:00

On a Sunday of a Bank Holiday weekend until 01:00

**Late Night Refreshment**

Monday - 23:00 to 01:00

Tuesday - 23:00 to 01:00

Wednesday - 23:00 to 01:00

Thursday - 23:00 to 01:00

Friday - 23:00 to 02:00

Saturday - 23:00 to 02:00

Sunday - 23:00 to 00:00

Provision of late-night refreshments will take place indoors.

**Non-standard timings for Late Night Refreshment**

On a Thursday and Monday of a Bank Holiday weekend until 02:00

On a Friday and Saturday of a Bank Holiday weekend until 03:00

On a Sunday of a Bank Holiday weekend until 01:00

**Supply of Alcohol**

Monday - 10:30 to 01:00

Tuesday - 10:30 to 01:00

Wednesday - 10:30 to 01:00

Thursday - 10:30 to 01:00

Friday - 10:30 to 02:00

Saturday - 10:30 to 02:00

Sunday - 12:00 to 00:00

**Non-standard timings for Supply of Alcohol**

On a Thursday and Monday of a Bank Holiday weekend until 02:00

On a Friday and Saturday of a Bank Holiday weekend until 03:00

On a Sunday of a Bank Holiday weekend until 01:00

From start of permitted hours on New Year's Eve to end of permitted hours on New Year's Day.

**The opening hours of the premises:**

Monday - 09:00 to 01:30

Tuesday - 09:00 to 01:30

Wednesday - 09:00 to 01:30

Thursday - 09:00 to 01:30

Friday - 09:00 to 02:30

Saturday - 09:00 to 02:30

Sunday - 09:00 to 00:30

**Non-standard timings:**

On a Thursday and Monday of a Bank Holiday weekend until 02:30

On a Friday and Saturday of a Bank Holiday weekend until 03:30

On a Sunday of a Bank Holiday weekend until 01:30

From start of permitted hours on New Year's Eve to end of permitted hours on New Year's Day.

**Where the licence authorises supplies of alcohol whether these are on and/ or off supplies:**

Alcohol will be consumed on and off the premises.

## Part 2

**Name, (registered) address, telephone number and email (where relevant) of holder of premises licence:**

Ms Anita Kaur Singh

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol:**

Mr Taranjeet Singh

[REDACTED]

[REDACTED]

[REDACTED]

**Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises for the supply of alcohol:**

[REDACTED]

[REDACTED]

## **Annex 1 – Mandatory conditions**

### Mandatory Conditions (Sections 19,20,21 LA 2003)

- 1.1. There shall be no sale or supply of alcohol when there is no designated premises supervisor in respect of this premises licence or at a time when the said premises supervisor does not hold a personal licence or when his/her licence is suspended.
- 1.2. Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.
- 1.3. Any person used to carry out a security activity as required under condition 2.3 below must be licensed by the Security Industry Authority.

### The Licensing Act 2003 (Mandatory Licensing Conditions) (Amendment) Order 2014

- 1.4.
  1. The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.
  2. In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises –
    - (a) games or other activities which require or encourage, or are designed to require or encourage, individuals to -
      - (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
      - (ii) drink as much alcohol as possible (whether within a time limit or otherwise);
    - (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;
    - (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;
    - (d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti- social behaviour or to refer to the effects of drunkenness in any favourable manner;
    - (e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability).
- 1.5. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.
- 1.6.
  1. The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.
  2. The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.



3. The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either -
  - (a) a holographic mark, or
  - (b) an ultraviolet feature.

1.7. The responsible person must ensure that -

- (a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures—
  - (i) beer or cider: ½ pint;
  - (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
  - (iii) still wine in a glass: 125 ml;
- (b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and
- (c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

The Licensing Act 2003 (Mandatory Conditions) Order 2014

1.8.

1. A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.
2. For the purposes of the condition set out in paragraph 1 -
  - (a) “duty” is to be construed in accordance with the Alcoholic Liquor Duties Act 1979;
  - (b) “permitted price” is the price found by applying the formula —

$$P = D + (D \times V)$$

Where –

- (i) P is the permitted price,
- (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and
- (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;
- (c) “relevant person” means, in relation to premises in respect of which there is in force a premises licence -
  - (i) the holder of the premises licence,
  - (ii) the designated premises supervisor (if any) in respect of such a licence, or
  - (iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;

- (d) “relevant person” means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and
- (e) “value added tax” means value added tax charged in accordance with the Value Added Tax Act 1994.
- 3. Where the permitted price given by Paragraph (b) of paragraph 2 would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.
- 4. (1) Sub-paragraph (2) applies where the permitted price given by Paragraph (b) of paragraph 2 on a day (“the first day”) would be different from the permitted price on the next day (“the second day”) as a result of a change to the rate of duty or value added tax.  
  
(2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

#### Conditions on Public Entertainment Licence – Attached as Part of Conversion Application under Transitional Grandfather Rights

- 1.9 Noise from within the premises shall not be audible at noise sensitive properties between the hours of 23:00 and 07:00 the following day.
- 1.10 It shall not increase the ambient noise levels in the locality and there shall be no dominant frequencies.

#### **Annex 2 – Conditions consistent with the operating schedule**

##### Prevention of Crime and Disorder

- 2.1. There shall be a cooling down period of 30 minutes after last sales of alcohol when music shall have been turned off.
- 2.2. The Licensee shall maintain the existing CCTV system to the reasonable standard acceptable to the Dorset Police Crime Prevention Officer and in conjunction with which the system is installed.
  - 2.2.1 All recordings shall be stored for a minimum period of 31 days with correct date and time stamping.
  - 2.2.2 A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises are open to the public.
  - 2.2.3 Facilities shall be made to allow Police and other authorised officers to view recordings immediately on request and to be provided with copies in a playable format as soon as is reasonably practicable provided that any such request is compliant with data protection legislation.
  - 2.2.4 A check of the CCTV shall be completed and recorded weekly to ensure all cameras remain operational and the 31days' storage for recordings is being maintained.
  - 2.2.5 Appropriate signage advising customers of CCTV being in operation shall be prominently displayed in the premises.
- 2.3. On Fridays and Saturdays, SIA registered door supervision shall be required after 19:00 hours.
  - 2.3.1 All door staff must sign a register when performing their duties at the premises. This register is to contain the full names, SIA badge numbers and contact details of that

person. These records are to be made available on request to any relevant authority for the purposes of investigating or preventing crime or apprehending or prosecuting an offender.

2.3.2 Two SIA registered door supervisors shall be provided if one floor is open or Four SIA registered door supervisors shall be provided if both floors are open.

2.3.3 If any event or function is scheduled to take place at the premises that is different from normal day to day operation (for example the showing of a major televised sporting event, or a private booking or promoted event), a risk assessment shall be undertaken to determine whether or not door supervisors (or additional door supervisors as the case may be) need to be deployed on such occasions. Copies of any risk assessments shall be made available to the Police on request.

2.4. Customers shall not be permitted to take drinks out to the front of the premises at any time and notices shall be prominently displayed at the main exit from the premises to that effect.

2.5. The rear smoking area shall be closed no later than 19:00 hours each night and customers shall not be permitted in that area after 19:00 hours. A notice to that effect shall be prominently displayed on or next to the doors leading to the said smoking area.

2.6. All bar staff shall be instructed to make a written record of any occasion upon which a customer is refused the sale or supply of alcohol (or is asked to leave the premises other than at closing time), the reason for the refusal and any further action taken. 2.6.1 The refusal records shall be reviewed by the DPS or his/her deputy at least once a week and signed to that effect.

2.7. An incident book shall be maintained at the premises and used to record any incident that takes place at times when SIA registered door supervisors are deployed if the incident involves any of the following:

- I. A criminal offence occurring in or immediately outside the premises.
- II. Any occasion upon which a customer is ejected or removed from the premises (other than at closing time).
- III. Any visit by the Police or BCP Council Licensing Officers.
- IV. Any incident reported to the Police and;
- V. in each case, details of the incident and the names of all staff members dealing with the incident shall be noted.

2.8. Staff training shall be provided and recorded. All training records shall be made available immediately upon the request of the police or an authorised officer of the council.

2.8.1 Refresher training shall be provided on a six monthly basis.

#### Prevention of Public Nuisance

2.9. Customers shall be asked to leave quietly at closing time by members of staff.

2.10. There shall be signs at exits reminding customers to leave quietly.

2.11. Soft drinks shall be available during cooling down period.

2.12. The premises shall ensure that doors (excepting egress from an access to) and windows are closed by 23:00 hours.

Protection of Children from Harm

- 2.13. No child under the age of 18 shall be permitted in the premises at any time unless accompanied by a responsible adult.
- 2.13.1 No child under 18 shall be admitted to or allowed to remain on the premises after 19:00 hours and a notice to that effect shall be prominently displayed at or near the entrance.
- 2.13.2 The premises shall operate a 'Challenge 25' policy whereby any person who appears to be under the age of 25 will be required to produce photographic identification and proof of age as required by the mandatory conditions, before being sold or supplies with alcohol.
- 2.13.3 Signage advertising the policy shall be prominently displayed at or near the entrance to the premises.

**Annex 3 – Conditions attached after a hearing by the licensing authority**

N/A.

**Annex 4 – Plans**

This licence is issued in accordance with the plan M083719, dated 24 November 2005, as attached.



## Premises Licence Part B

Premises licence number: BH083719

**Postal address of premises, or if none, ordnance survey map reference or description:**

Riviera Bar & Restaurant 560 Christchurch Road

**Post town:** Bournemouth

**Post Code:** BH1 4BH

**Telephone number:** 01202 301333

**Licensable activities authorised by the licence:**

Live Music, Recorded Music, Performances of Dance, Activity like Music / Dance, Late Night Refreshment, Supply of Alcohol

**The times the licence authorises the carrying out of licensable activities:**

**Live Music:** (Indoors) Monday to Thursday - 10:30 to 01:00, Friday to Saturday - 10:30 to 02:00, Sunday - 12:00 to 00:00

**Recorded Music:** (Indoors) Monday to Thursday - 10:30 to 01:00, Friday to Saturday - 10:30 to 02:00, Sunday - 12:00 to 00:00

**Performances of Dance:** (Indoors) Monday to Thursday - 10:30 to 01:00, Friday to Saturday - 10:30 to 02:00, Sunday - 12:00 to 00:00

**Activity like Music / Dance:** (Indoors) Monday to Thursday - 10:30 to 01:00, Friday to Saturday - 10:30 to 02:00, Sunday - 12:00 to 00:00

**Late Night Refreshment:** (Indoors) Monday to Thursday - 23:00 to 01:00, Friday to Saturday - 23:00 to 02:00, Sunday - 23:00 to 00:00

**Supply of Alcohol:** Monday to Thursday - 10:30 to 01:00, Friday to Saturday - 10:30 to 02:00, Sunday - 12:00 to 00:00

Non-standard timings for all the above licensable activities:

On a Thursday and Monday of a Bank Holiday weekend until 02:00, on a Friday and Saturday of a Bank Holiday weekend until 03:00, on a Sunday of a Bank Holiday weekend until 01:00. From start of permitted hours on New Year's Eve to end of permitted hours on New Year's Day.

**The opening hours of the premises:**

Monday to Thursday - 09:00 to 01:30, Friday to Saturday - 09:00 to 02:30, Sunday - 09:00 to 00:30

Non-standard timings

On a Thursday and Monday of a Bank Holiday weekend until 02:30, On a Friday and Saturday of a Bank Holiday weekend until 03:30, On a Sunday of a Bank Holiday weekend until 01:30.

From start of permitted hours on New Year's Eve to end of permitted hours on New Year's Day

**Where the licence authorises supplies of alcohol whether these are on and/ or off supplies:**

Alcohol will be consumed on and off the premises.

**Name, (registered) address, telephone number and email (where relevant) of holder of premises licence:**

Ms Anita Kaur Singh, [REDACTED]  
[REDACTED]

**Name of designated premises supervisor where the premises licence authorises the supply of alcohol:**

Mr Taranjeet Singh

**State whether access to the premises by children is restricted or prohibited:**

See condition 2.13

Issued: 24 November 2005

Revised: 14 October 2020 [Transfer & Vary DPS]

[REDACTED]  
Mrs Nananka Randle

Licensing Manager



## **Application for Review of Premises**

### **Licence**

### **Supplementary Submission**

## **Riviera, Christchurch Road, Bournemouth**

*This representation is in support of an Application for Review of a Licensed Premises submitted on behalf of Dorset Police. This report is intended to provide both the members of the Licensing Sub-Committee and the licence holder (and their representative) with additional information, context, and evidence in support of the representation. This representation is being completed and submitted as soon as practicable for the benefit of all parties. Whilst all details are correct at the time of completion, Dorset Police reserve the right to amend / introduce additional information and evidence in advance of the hearing.*

### **Background**

This is a late-night premises located in Boscombe Town Centre, a busy suburb of Bournemouth. There is wide variety of licensed premises, retailers, hospitality, and other business services offered along in this area, operating through the daytime and some through to the early hours of the morning. The area hosts a variety of residential properties, including flats, homes of multiple occupancy and family dwellings of all size.

This licensed premises has been operating at this site for some time, however, has only recently re-opened following voluntary closure following a short time following the conclusion of the Review Hearing which took place on the 4<sup>th</sup> February 2020. The premises retained its Premises Licence following that hearing on the basis that there was an undertaking to sell the business by the operator that had been in control of the premises at the time of the concerns being apparent.

Amendments to existing conditions and additional conditions were agreed in advance of the hearing between Dorset Police and the representative for Riviera for consideration of the members of the Sub-Committee and were ratified in their determination. Those conditions are detailed within the Notice of Determination dated 6<sup>th</sup> February 2020 prepared by Mrs Sarah Rogers on behalf of the Licensing Authority.

A summary of the key additions to the operating schedule included –

- Requirement for a competent member of staff, conversant with the operating of the CCTV, shall be available on the premises when licensable activities are taking place.
- Enhanced risk assessment for Door Supervisors where there are activities that are outside of the usual day-to-day activities.
- Customers must not be permitted to remove drinks from the premises and closure of the smoking area to the rear beyond 7.00pm each day with supporting notices.
- Refusals Log to be always implemented.
- Incident Log to be always implemented.
- Soft drinks to be available during colling down period.
- Enhanced supervision requirements for children and a reinforcement of the Challenge 25 initiative.

As stated above, the premises has been closed for some time and Dorset Police became aware of the re-opening during routine visits that were conducted with partners on the 18<sup>th</sup> June 2024.

### **Concerns**

During the visit that took place on the 18<sup>th</sup> June 2024, Dorset Police were informed by the Licence Holder, Mr Singh, that he was currently operating the premises and was seeking new management to operate the site on his behalf.

Due to the schedule on that day, Dorset Police agreed to return the following week to discuss the plans for the premises further and provide support and advice as required and re-establish a working relationship with the premises and its staff.

During a visit on the 26<sup>th</sup> June 2024 officers from Dorset Police and Environmental Health spoke with one member of staff, Sarah, who stated that they were completing their Personal Licence qualification the following week. Officers were introduced to a further member of staff who advised that they were planning to open a separate premises on the lower level of the premises under a separate licence.

That individual invited officers to view the progress of the construction on the lower level, however, Mr Singh called Sarah to advise that there was no permission for officers to view the lower level at that time.

An inspection of the SIA logbook identified inaccuracies and lack of completeness which was in breach of **condition 2.3** of the premises licence.

On 9<sup>th</sup> July 2024 a uniformed local Police Officer attended Riviera in response to exceptionally loud music emanating from the premises. There were concerns that the music would impact residents that led to the officer entering the premises and requesting the DJ to reduce the noise levels. This request was refused, and the DJ refused to engage with Police.

The officer approached Sarah to request that the volume of the music be reduced. Sarah approached the DJ and the DJ again refused to reduce the volume. Sarah eventually called Mr Singh on her telephone from outside the premises who agreed that all music should be turned off. No SIA Door Supervisors were on duty at the time of the visit.

On the 9<sup>th</sup> August 2024 Dorset Police received a report of an assault that had taken place at Riviera at approximately 9.00pm on that day. A male had sustained a serious head injury and was being treated a short distance from Riviera. The male had also sustained a serious injury to his nose during the assault and on speaking with officers presented as being significantly intoxicated and confused.

Enquiries led to officers attending Riviera and identifying that an altercation had occurred in the Courtyard at the rear of Riviera, within the curtilage of the premises. Staff at the premises indicated that an altercation had escalated, resulting in the injured party being punched before falling backwards and striking their head on the ground. No action had been taken to manage the welfare needs of the victim before they left the premises.

Officers in attendance spoke with staff who were able to show the CCTV to the officers, however, could not provide the footage in a removable format.

Licensing Officers identified that the Courtyard had not been updated to the Premises Licence plan and that there was no CCTV covering the area where the incident took place, which does not reflect the intention of **condition 2.2** to ensure that there is always CCTV available which is of an acceptable standard. Furthermore, this prevented officers from being able to pursue a prosecution against the perpetrator of this violent offence.

The perpetrator was identified as a male that was subject of a ban throughout the licensed premises of East Bournemouth who are associated through the East Bournemouth Pubwatch group. Dorset Police value to the efforts of the Pubwatch groups throughout Dorset to proactively exclude those individuals that are known to cause crime, disorder, and anti-social behaviour throughout licensed premises. Licensing Officers contacted Mr Singh to advise that the UKPAC information sharing platform should be activated to ensure that staff are familiar with banned individuals.

Mr Singh approached a Licensing Officer and a Local Police Constable outside Riviera and updated that he had submitted of a revised plan of the premises as previously discussed. Officers advised that the updated plan would be supported by Dorset Police subject to some enhancements to ensure that regular monitoring of the Courtyard takes place whilst the premises is delivering licensable activities.

Officers noted several discarded glass alcohol bottles in the Courtyard area outside Riviera and Mr Singh immediately demanded a member of staff to take the bottles back inside. Mr Singh was reminded that bottles may be utilised as a weapon.



On the 25<sup>th</sup> of October 2024 a significant Affray incident occurred at the premises which resulted in assaults and criminal damage taking place. Licensing Officers identified from CCTV at Riviera that a verbal exchange between the main perpetrator and the SIA staff escalated with other customers becoming involved.

This incident highlighted several issues, including the ineffectiveness of the SIA staff in diffusing the situation. The account of one of the SIA Door Supervisors highlighted that the perpetrator had been involved in an altercation with staff the previous week, which had been the subject of the initial discussion. The SIA staff were unable to contain the aggressive male and, when the incident escalated further, one of the SIA staff left the premises with one witness recalling that the SIA Door Supervisor that left the premises stated words to the effect, "I'M NOT PAID ENOUGH MONEY TO GET INVOLVED."

A wider issue is highlighted by the inaction of the bar staff during the incident, who can be seen to be continuing to serve a drink to a customer who entered the premises and stepped over individuals involved in the fight to get access to the bar. At one point in the CCTV, the Bar attendant can be seen to be pouring a pint of beer whilst a male lay seemingly unconscious nearby. Whilst bar staff may be overwhelmed with such a significant incident, they should have sought urgent Police assistance at an earlier stage rather than prioritising the service of alcoholic drinks.

This incident was serious and the stamping by the perpetrator on the body and head of the victim laying on the floor could have resulted in serious or fatal injuries. There are also concerns that customers are seen to be leaving the premises with drinks during this altercation and officers reported that neither staff or management wished to support Police in the investigation.

The perpetrator was later arrested and released with bail conditions to restrict them from re-attending Riviera and nearby areas.

Members of the Sub-Committee will be provided with appropriate clips of the above CCTV footage for their consideration.

On the 26<sup>th</sup> of October 2024 a further incident occurred which resulted in aggravated public order offences and assault against emergency workers. The suspect was intoxicated having consumed excessive alcohol inside Riviera and was ejected to the street outside. Further altercations occurred between the suspect and other passing members of the public and a nearby business operator.

This incident occurred at approximately 6.30pm in the afternoon and, after a physical altercation outside Riviera, the suspect was chased away from the premises by members of the public. The suspect returned a short time later and was causing a disturbance as they tried to force entry to the premises by kicking and punching the door.

Further altercations occurred between the suspect and various members of the public and business owners. Items of furniture belonging to neighbouring businesses were thrown in the street within the sight and hearing of passing members of public, including children. Police were eventually called by someone unconnected with Riviera and the suspect was arrested having also assaulted officers in attendance.

On speaking with staff at the premises, no customers, staff, or management wished to support Police with the investigation.

### **Available Outcomes to the Sub-Committee**

To assist the members of the Sub-Committee in their determination, Dorset Police make the following submissions in relation to the available determinations in respect of this Application for Review of a Premises Licence.

Dorset Police have made every effort to ensure that recommendations are associated with the licensing objective to Prevent Crime and Disorder and to maintain Public Safety. Most other conditions relating to Public Nuisance and Protection of Children from Harm will not be considered.

### **Take No Action**

Dorset Police are concerned that not only has this premises been brought to our attention for several reasons since its re-opening in June 2024, the operator has failed to adopt the necessary improvements following the previous Application for Review which was determined following a hearing on the 4<sup>th</sup> February 2024 to ensure that the licensing objectives are being consistently promoted.

It is accepted that there may often be a requirement for support and engagement to achieve compliance, ensuring that a licensed premises are safe and not presenting a risk to the community. Dorset Police are concerned, however, that despite the efforts of Dorset Police and our partners to seek improvements, this premises continues to undermine the licensing objectives.

The concerns identified by Dorset Police demonstrates that taking no action would not be an appropriate outcome following this hearing.

### **Exclude Licensable Activities from the Premises Licence**

The existing Premises Licence permits the following licensable activities -

#### **Live Music**

Monday - 10:30 to 01:00  
Tuesday - 10:30 to 01:00  
Wednesday - 10:30 to 01:00  
Thursday - 10:30 to 01:00  
Friday - 10:30 to 02:00  
Saturday - 10:30 to 02:00  
Sunday - 12:00 to 00:00

Performance of live music will take place indoors. Non-standard timings for Live Music On a Thursday and Monday of a Bank Holiday weekend until 02:00. On a Friday and Saturday of a Bank Holiday weekend until 03:00. On a Sunday of a Bank Holiday weekend until 01:00

#### **Recorded Music**

Monday - 10:30 to 01:00  
Tuesday - 10:30 to 01:00  
Wednesday - 10:30 to 01:00  
Thursday - 10:30 to 01:00  
Friday - 10:30 to 02:00  
Saturday - 10:30 to 02:00  
Sunday - 12:00 to 00:00

Playing of recorded music will take place indoors. Non-standard timings for Recorded Music. On a Thursday and Monday of a Bank Holiday weekend until 02:00. On a Friday and Saturday of a Bank Holiday weekend until 03:00. On a Sunday of a Bank Holiday weekend until 01:00

#### **Performances of Dance**

Monday - 10:30 to 01:00  
Tuesday - 10:30 to 01:00  
Wednesday - 10:30 to 01:00  
Thursday - 10:30 to 01:00  
Friday - 10:30 to 02:00  
Saturday - 10:30 to 02:00  
Sunday - 12:00 to 00:00

Performance of dance will take place indoors. Non-standard timings for the Performance of Dance

On a Thursday and Monday of a Bank Holiday weekend until 02:00. On a Friday and Saturday of a Bank Holiday weekend until 03:00. On a Sunday of a Bank Holiday weekend until 01:00

#### **Activity like Music / Dance**

Monday - 10:30 to 01:00  
Tuesday - 10:30 to 01:00  
Wednesday - 10:30 to 01:00  
Thursday - 10:30 to 01:00  
Friday - 10:30 to 02:00  
Saturday - 10:30 to 02:00  
Sunday - 12:00 to 00:00

Entertainment will take place indoors of anything of a similar description that falls within live music, recorded music and performance of dance. Non-standard timings for Entertainment On a Thursday and Monday of a Bank Holiday weekend until 02:00. On a Friday and Saturday of a Bank Holiday weekend until 03:00. On a Sunday of a Bank Holiday weekend until 01:00

#### **Late Night Refreshment**

Monday - 23:00 to 01:00  
Tuesday - 23:00 to 01:00  
Wednesday - 23:00 to 01:00  
Thursday - 23:00 to 01:00  
Friday - 23:00 to 02:00  
Saturday - 23:00 to 02:00  
Sunday - 23:00 to 00:00

Provision of late-night refreshments will take place indoors. Non-standard timings for Late Night Refreshment. On a Thursday and Monday of a Bank Holiday weekend until 02:00 On a Friday and Saturday of a Bank Holiday weekend until 03:00. On a Sunday of a Bank Holiday weekend until 01:00

#### **Supply of Alcohol**

Monday - 10:30 to 01:00  
Tuesday - 10:30 to 01:00  
Wednesday - 10:30 to 01:00  
Thursday - 10:30 to 01:00  
Friday - 10:30 to 02:00

Saturday - 10:30 to 02:00  
Sunday - 12:00 to 00:00

On a Friday and Saturday of a Bank Holiday weekend until 03:00

Non-standard timings for Supply of Alcohol. On a Thursday and Monday of a Bank Holiday weekend until 02:00

On a Sunday of a Bank Holiday weekend until 01:00. From start of permitted hours on New Year's Eve to end of permitted hours on New Year's Day.

These permissions are appropriate to a premises of this nature that is operated to the high standards that are expected of all licensed premises.

The extended operating hours at the weekends are common to permit events to take place that are in addition to providing an environment to gather and socialise, however, Dorset Police do have concerns that the premises can become overwhelmed and proper control is not consistently apparent. There is concern that incidents are not confined to the later hours of the night or early morning.

## **Modify / Add Existing Conditions**

### Modify Conditions

If the Sub-Committee members were inclined to consider modifying the existing conditions, Dorset Police draw the attention of the members of the Sub-Committee to the previous efforts by Dorset Police to agree conditions with the representative of Riviera to support the operator to uphold the licensing objectives.

Ensuring that operators support Police investigations through conditions is not appropriate.

### Add Conditions

Dorset Police do not consider that any further conditions would resolve the concerns that we have regarding the lack of promotion of the licensing objectives by the DPS and Licence Holder, however, if the members of the Sub-Committee were inclined to allow the Premises Licence to remain in place, Dorset Police would ask that consideration be given to imposing the below conditions to the existing premises licence-

- Requirement for a Personal Licence Holder to be always present at the premises when licensable activities are taking place, and that additional SIA staff are to be employed with an emphasis on ensuring that they reduce the impact of this premises on residents nearby and diffuse confrontation emanating from the premises.
- First Aid Provision

First Aider to be always on the premises when the premises is providing licensable activities.

- Enhanced CCTV Requirement

*A CCTV system shall be installed to cover all entry and exit points enabling frontal identification of every person entering in any light condition. The CCTV system shall continually record and cover areas where alcohol is kept for selection and purchase by the public, whilst the premises is open for licensable activities. It shall operate during all times when customers remain on the premises. All recordings shall be stored for a minimum period of 31 days with correct date and time stamping. Recordings shall be made available immediately upon the request of Police or an authorised officer of the council throughout the preceding 31-day period. The CCTV system shall be updated and maintained according to police recommendations.*

*A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises are open to the public. This staff member must be able to show police, licensing or other authorised officers recent data or footage with the absolute minimum of delay when requested.*

*CCTV shall be downloaded on request of the Police or authorised officer of the council. Appropriate signage advising customers of CCTV being in operation, shall be prominently displayed in the premises.*

*A documented check of the CCTV shall be completed weekly to ensure all cameras remain operational and the 31 days storage for recordings is being maintained.*

➤ Pubwatch Membership Requirement

*The premises shall maintain membership of the PubWatch scheme (or any successor scheme); a senior member of staff shall attend all PubWatch meetings unless an emergency arises preventing such attendance and the premises will support PubWatch initiatives and exclusions.*

Dorset Police do not consider that these conditions would fully address the concerns detailed above and no comment have been made in respect of conditions that relate to Public Nuisance which are the responsibility of BCP Council Environmental Health.

These proposals would simply update the current conditions attached to the existing premises licence and add conditions that are commensurate to this type of premises under appropriate management.

### **Remove the Designated Premises Supervisor**

Paragraph 11.21 of the Revised Guidance under Section 182 of the Licensing Act 2003 states that, *"licensing authorities should be alive to the possibility that the removal and replacement of the designated premises supervisor may be sufficient to remedy a problem where the cause of the identified problem directly relates to poor management decision made by the individual"*.

Dorset Police can evidence concerns associated with poor oversight and management by the Licence Holder and the DPS. It is our view that their mismanagement of this premises and failure to address the concerns that have been raised has led to an increase in the overall concern relating to the management of this premises. They have failed to consistently uphold the licensing objectives to maintain the safety of their staff and customers since re-opening the premises.

### **Suspend the licence for a period (not exceeding 3 months)**

Any temporary suspension of this Premises Licence is unlikely to result in any substantial improvement as we have, together with our partners, attempted to support and encourage improvement at this premises on several occasions over the past 4 years, with limited success.

The closure of this premises up to June 2024 could conceivably have resulted in a change of customer demographic, enabling the operator to deliver a safer and more compliant licensed premises. This has not occurred and offers an invaluable insight into the lack of impact that any suspension of the premises would likely deliver.

Dorset Police would only support a suspension of the Premises Licence if the Sub-Committee members considered it necessary to assist the Premises Licence Holder to put appropriate measures in place.

### **Revoke the Licence**

Dorset Police support the view that this option should be a last resort for the Sub-Committee. Whilst fiscal issues are outside of the considerations of the Sub-Committee, Dorset Police consistently adopt a proportionate approach, wherever possible, to remain sensitive to commercial viability of businesses and to ensure that we support an outcome which reflects the concerns identified.

Dorset Police acknowledge the value that licensed premises add to communities as places of social and economic value, however, where the presence of a licensed premise becomes detrimental to a community or presents a risk to those that enjoy the use of a licensed premise, appropriate action must be taken to seek improvement and address those concerns.

Dorset Police have identified and continue to receive reports of concerns associated with this premises. If this Premises Licence were to remain in effect under the same management, with the same conditions, then it is likely that the licensing objectives will continue to be undermined.

### **Conclusion**

Dorset Police invite the Sub-Committee to follow the Section 182 Guidance, issued by the Secretary of State, which invites the members of the Sub-Committee to consider the above options in their determination. It is our view that to avoid the revocation of the Premises Licence, the members of the Sub-Committee should be satisfied that one of the alternative outcomes will mitigate the concerns that have been highlighted above.

This premises has benefitted from significant engagement over the past few years. Dorset Police and our partners recognise our role to engage positively and support licence holders to achieve compliance and to uphold the licensing objectives. Whilst Dorset Police value the significance of each of the licensing objectives, concerns are heightened when there is a risk to the prevention of crime and disorder, where immediate action is prioritised.

This premises has been subject to a relatively recent Review process and continues to cause concerns both to Dorset Police and the residents nearby despite the changes that have been imposed on the conditions of the licence.

Whilst it is for the members of the Sub-Committee to make a final determination, Dorset Police have considered the previous engagement, intervention and enforcement action taken and are of the view that **revocation of the premises licence** is the most appropriate outcome to this hearing.

Dorset Police invite the members of the Sub-Committee to consider this report support us to ensure that we only permit licensed premises that operate to the highest standards in the BCP Council area.

### CCTV

This report is being submitted significantly in advance of the initial hearing and will be accompanied by CCTV footage which will be shared as soon as possible with the Licensing Authority and the Licence Holder or their representatives.

**This CCTV is not to be made available to the public.**

### Mediation

Dorset Police intend to remain available for informal mediation in advance of the hearing to ascertain and support the licence holder to deliver any mitigating changes to the operating schedule that might address the above concerns.

The Chief Officer of Police  
Drug & Alcohol Harm Reduction  
Bournemouth Divisional Headquarters  
Madeira Road  
Bournemouth  
BH1 1QQ

Date: 6 February 2020  
Our Ref: LDBv3: Misc. Act.: 174560: SDB07561  
Contact: Mrs S Rogers  
Email: [sarah.rogers@bcpcouncil.gov.uk](mailto:sarah.rogers@bcpcouncil.gov.uk)  
Tel: (01202) 454929

Dear Sirs

**Licensing Act 2003 – Notice of Decision**  
**Riviera Bar & Restaurant 560 Christchurch Road Bournemouth BH1 4BH**

The Licensing Sub Committee sat on 4 February 2020 to consider an application for the review of the premises licence in respect of Riviera Bar & Restaurant, 560 Christchurch Road, Bournemouth, BH1 4BH. I can confirm that Bournemouth, Christchurch and Poole Council reached the following decision:

**Decision**

It was RESOLVED that:-

having considered the Report of the Senior Licensing Officer, the Review called by Dorset Police and the representation made by BCP Licensing Authority, the Sub-Committee has taken into account the mediation that has taken place between Dorset Police and Mr Day, Solicitor representing the Premises, and has agreed that the conditions offered, along with the change of the Designated Premises Supervisor and Premises Licence Holder as of today, also the sale of the Business and the fact that Mr Tomasz Jodlowiec and Mr Bockla will no longer be involved from the date of the sale.

The Sub-Committee has agreed to modify the conditions as set out in the email of 28<sup>th</sup> January 2020 from Mr Day to Sergeant Gosling, Dorset Police, as detailed below.

1. The removal of condition 1.9.
2. Condition 2.2.2 be amended to read 'A Staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises are open to the public. Facilities shall be made to allow Police and other authorised officers to view recordings immediately on request and to be provided with copies in a playable format as soon as is reasonably practicable provided that any such request is compliant with data protection legislation'.
3. The inclusion of a new Condition at 2.3.3 to read 'If any event or function is scheduled to take place at the premises that is different from the normal day to day operation (for example the showing of a major televised sporting event, or a private booking or promoted event), a risk assessment shall be undertaken to determine whether or not door supervisors (or additional door

Any personal information you provide us with, will be held and used in accordance with the law and the Data Protection Act 2018. If you would like to find out more information about how we use your information, please see our Privacy Notice here: [bcpcouncil.gov.uk/privacy](http://bcpcouncil.gov.uk/privacy)

supervisors as the case may be) need to be deployed on such occasions. Copies of any risk assessments will be made available to the Police on request.

4. Remove Condition 2.4 and replace with the following 'Customers shall not be permitted to take drinks out to the front of the premises at any time and notices shall be prominently displayed at the main exit from the premises to that effect. The rear smoking area shall be closed no later than 19:00 hours each night and customers shall not be permitted in that area after 19:00 hours. A notice to that effect shall be prominently displayed on or next to the doors leading to the said smoking area.
5. Condition 2.5 be amended to read 'All bar staff shall be instructed to make a written record of any occasion upon which a customer is refused the sale or supply of alcohol (or is asked to leave the premises other than at closing time), the reason for the refusal and any further action taken. The refusal records shall be reviewed by the DPS or his/her deputy at least once a week and signed to that effect.
6. Remove Condition 2.6 and replace with 'An incident book shall be maintained at the premises and used to record any incident that takes place at times when SIA registered door supervisors are deployed if the incident involves any of the following:
  - i. A criminal offence occurring in or immediately outside the premises.
  - ii. Any occasion upon which a customer is ejected or removed from the premises (other than at closing time).
  - iii. Any visit by the Police or BCP Council Licensing Officers.
  - iv. Any incident reported to the Police and;  
in each case, details of the incident and the names of all staff members dealing with the incident shall be noted.
7. Amend Condition 2.10 to read 'Soft drinks shall be available during the cooling down period.
8. Amend Condition 2.12 to read as follows 'No child under the age of 18 shall be permitted in the premises at any time unless unaccompanied by a responsible adult. No child under 18 shall be admitted to or allowed to remain on the premises after 19:00 hours and a notice to that effect shall be prominently displayed at or near the entrance. The premises shall operate a 'Challenge 25' policy whereby any person who appears to be under the age of 25 will be required to produce photographic identification and proof of age as required by the mandatory conditions, before being sold or supplies with alcohol. Signage advertising the policy shall be prominently displayed at or near the entrance to the premises.

### **Reasons for decision**

Due to the agreement reached between the premise licence holder and Dorset Police and particularly Dorset Police and BCP Licensing Authority commenting that they are supportive of these moves the Sub-Committee is satisfied that the Licensing Objective to prevent Crime and Disorder would not be undermined.

**You do have a right of appeal against this decision. Any appeal must be commenced by way of complaint laid by the appellant to the Designated Officer, Dorset Magistrates' Court, Deansleigh Road, Bournemouth, BH7 7DS within the period of 21 days beginning with the date of this Notice.**

Yours faithfully

**Mrs Sarah Rogers**  
Senior Licensing Officer

cc. BCP Licensing Authority  
Mr P Day acting for the Premises

Licensing Team  
Town Hall Annex  
St Stephen's Road  
Bournemouth BH2 6EA



Ms Anita Kaur Singh  
[REDACTED]  
[REDACTED]  
[REDACTED]

Date: 7 January 2021  
Our Ref: LEAPv8: Misc. Act.: 083719:  
RDY00090  
Contact: Mrs Becky Baker  
Email: becky.baker2@bcpcouncil.gov.uk  
Tel: 01202 817362

Dear Sir or Madam

**LICENSING ACT 2003 – PREMISES LICENCE & SUMMARY**  
**Riviera Bar & Restaurant 560 Christchurch Road Bournemouth BH1 4BH**

Further to your recent application to transfer the premises licence and vary the DPS for the above premises licence, please find enclosed the updated premises licence & summary.

You are reminded that the licence summary, or a certified copy, must be prominently displayed at the premises.

Please note that if there are any changes to the layout of the premises or style of operation/business then it may be necessary to make an application to vary the licence.

If you have any queries, please do not hesitate to contact me as detailed above.

**Data Matching**

This authority is under a duty to protect the public funds it administers, and to this end may use the information you have provided on this form for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes. For further information, see [www.bournemouth.gov.uk/nfi](http://www.bournemouth.gov.uk/nfi)

Yours faithfully

**Mrs Becky Baker**  
Licensing Officer

C.C Dorset Police

Any personal information you provide us with, will be held and used in accordance with the law and the Data Protection Act 2018. If you would like to find out more information about how we use your information, please see our Privacy Notice here: [bcpcouncil.gov.uk/privacy](http://bcpcouncil.gov.uk/privacy)

**[bcpcouncil.gov.uk](http://bcpcouncil.gov.uk)**

'BCP Council' is the operational name for Bournemouth, Christchurch and Poole Council.



## Premises Licence Part A

Premises licence number: BH083719

Postal address of premises, or if none, ordnance survey map reference or description:	
Riviera Bar & Restaurant 560 Christchurch Road	
<b>Post town:</b> Bournemouth	<b>Post Code:</b> BH1 4BH
<b>Telephone number:</b> 01202 301333	

Licensable activities authorised by the licence:
Live Music Recorded Music Performances of Dance Activity like Music / Dance Late Night Refreshment Supply of Alcohol

The times the licence authorises the carrying out of licensable activities:
<p><b>Live Music</b>  Monday - 10:30 to 01:00  Tuesday - 10:30 to 01:00  Wednesday - 10:30 to 01:00  Thursday - 10:30 to 01:00  Friday - 10:30 to 02:00  Saturday - 10:30 to 02:00  Sunday - 12:00 to 00:00  Performance of live music will take place indoors.  <u>Non-standard timings for Live Music</u>  On a Thursday and Monday of a Bank Holiday weekend until 02:00  On a Friday and Saturday of a Bank Holiday weekend until 03:00  On a Sunday of a Bank Holiday weekend until 01:00</p> <p><b>Recorded Music</b>  Monday - 10:30 to 01:00  Tuesday - 10:30 to 01:00  Wednesday - 10:30 to 01:00  Thursday - 10:30 to 01:00  Friday - 10:30 to 02:00  Saturday - 10:30 to 02:00  Sunday - 12:00 to 00:00  Playing of recorded music will take place indoors.  <u>Non-standard timings for Recorded Music</u>  On a Thursday and Monday of a Bank Holiday weekend until 02:00  On a Friday and Saturday of a Bank Holiday weekend until 03:00  On a Sunday of a Bank Holiday weekend until 01:00</p> <p><b>Performances of Dance</b>  Monday - 10:30 to 01:00  Tuesday - 10:30 to 01:00  Wednesday - 10:30 to 01:00  Thursday - 10:30 to 01:00  Friday - 10:30 to 02:00  Saturday - 10:30 to 02:00  Sunday - 12:00 to 00:00  Performance of dance will take place indoors.</p>

**Non-standard timings for the Performance of Dance**

On a Thursday and Monday of a Bank Holiday weekend until 02:00

On a Friday and Saturday of a Bank Holiday weekend until 03:00

On a Sunday of a Bank Holiday weekend until 01:00

**Activity like Music / Dance**

Monday - 10:30 to 01:00

Tuesday - 10:30 to 01:00

Wednesday - 10:30 to 01:00

Thursday - 10:30 to 01:00

Friday - 10:30 to 02:00

Saturday - 10:30 to 02:00

Sunday - 12:00 to 00:00

Entertainment will take place indoors of anything of a similar description that falls within live music, recorded music and performance of dance.

**Non-standard timings for Entertainment**

On a Thursday and Monday of a Bank Holiday weekend until 02:00

On a Friday and Saturday of a Bank Holiday weekend until 03:00

On a Sunday of a Bank Holiday weekend until 01:00

**Late Night Refreshment**

Monday - 23:00 to 01:00

Tuesday - 23:00 to 01:00

Wednesday - 23:00 to 01:00

Thursday - 23:00 to 01:00

Friday - 23:00 to 02:00

Saturday - 23:00 to 02:00

Sunday - 23:00 to 00:00

Provision of late-night refreshments will take place indoors.

**Non-standard timings for Late Night Refreshment**

On a Thursday and Monday of a Bank Holiday weekend until 02:00

On a Friday and Saturday of a Bank Holiday weekend until 03:00

On a Sunday of a Bank Holiday weekend until 01:00

**Supply of Alcohol**

Monday - 10:30 to 01:00

Tuesday - 10:30 to 01:00

Wednesday - 10:30 to 01:00

Thursday - 10:30 to 01:00

Friday - 10:30 to 02:00

Saturday - 10:30 to 02:00

Sunday - 12:00 to 00:00

**Non-standard timings for Supply of Alcohol**

On a Thursday and Monday of a Bank Holiday weekend until 02:00

On a Friday and Saturday of a Bank Holiday weekend until 03:00

On a Sunday of a Bank Holiday weekend until 01:00

From start of permitted hours on New Year's Eve to end of permitted hours on New Year's Day.

**The opening hours of the premises:**

Monday - 09:00 to 01:30

Tuesday - 09:00 to 01:30

Wednesday - 09:00 to 01:30

Thursday - 09:00 to 01:30

Friday - 09:00 to 02:30

Saturday - 09:00 to 02:30

Sunday - 09:00 to 00:30

**Non-standard timings:**

On a Thursday and Monday of a Bank Holiday weekend until 02:30

On a Friday and Saturday of a Bank Holiday weekend until 03:30

On a Sunday of a Bank Holiday weekend until 01:30

From start of permitted hours on New Year's Eve to end of permitted hours on New Year's Day.

**Where the licence authorises supplies of alcohol whether these are on and/ or off supplies:**

Alcohol will be consumed on and off the premises.

## Part 2

**Name, (registered) address, telephone number and email (where relevant) of holder of premises licence:**

Ms Anita Kaur Singh

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol:**

Mr Taranjeet Singh

[REDACTED]

[REDACTED]

[REDACTED]

**Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises for the supply of alcohol:**

[REDACTED]

[REDACTED]

## Annex 1 – Mandatory conditions

### Mandatory Conditions (Sections 19,20,21 LA 2003)

- 1.1. There shall be no sale or supply of alcohol when there is no designated premises supervisor in respect of this premises licence or at a time when the said premises supervisor does not hold a personal licence or when his/her licence is suspended.
- 1.2. Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.
- 1.3. Any person used to carry out a security activity as required under condition 2.3 below must be licensed by the Security Industry Authority.

### The Licensing Act 2003 (Mandatory Licensing Conditions) (Amendment) Order 2014

- 1.4.
  1. The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.
  2. In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises –
    - (a) games or other activities which require or encourage, or are designed to require or encourage, individuals to -
      - (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
      - (ii) drink as much alcohol as possible (whether within a time limit or otherwise);
    - (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;
    - (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;
    - (d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti- social behaviour or to refer to the effects of drunkenness in any favourable manner;
    - (e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability).
- 1.5. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.
- 1.6.
  1. The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.
  2. The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.

3. The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either -
  - (a) a holographic mark, or
  - (b) an ultraviolet feature.

1.7. The responsible person must ensure that -

- (a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures—
  - (i) beer or cider: ½ pint;
  - (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
  - (iii) still wine in a glass: 125 ml;
- (b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and
- (c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

The Licensing Act 2003 (Mandatory Conditions) Order 2014

1.8.

1. A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.
2. For the purposes of the condition set out in paragraph 1 -
  - (a) “duty” is to be construed in accordance with the Alcoholic Liquor Duties Act 1979;
  - (b) “permitted price” is the price found by applying the formula —

$$P = D + (D \times V)$$

Where –

- (i) P is the permitted price,
- (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and
- (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;
- (c) “relevant person” means, in relation to premises in respect of which there is in force a premises licence -
  - (i) the holder of the premises licence,
  - (ii) the designated premises supervisor (if any) in respect of such a licence, or
  - (iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;

- (d) “relevant person” means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and
- (e) “value added tax” means value added tax charged in accordance with the Value Added Tax Act 1994.
- 3. Where the permitted price given by Paragraph (b) of paragraph 2 would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.
- 4. (1) Sub-paragraph (2) applies where the permitted price given by Paragraph (b) of paragraph 2 on a day (“the first day”) would be different from the permitted price on the next day (“the second day”) as a result of a change to the rate of duty or value added tax.  
  
(2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

#### Conditions on Public Entertainment Licence – Attached as Part of Conversion Application under Transitional Grandfather Rights

- 1.9 Noise from within the premises shall not be audible at noise sensitive properties between the hours of 23:00 and 07:00 the following day.
- 1.10 It shall not increase the ambient noise levels in the locality and there shall be no dominant frequencies.

### **Annex 2 – Conditions consistent with the operating schedule**

#### Prevention of Crime and Disorder

- 2.1. There shall be a cooling down period of 30 minutes after last sales of alcohol when music shall have been turned off.
- 2.2. The Licensee shall maintain the existing CCTV system to the reasonable standard acceptable to the Dorset Police Crime Prevention Officer and in conjunction with which the system is installed.
  - 2.2.1 All recordings shall be stored for a minimum period of 31 days with correct date and time stamping.
  - 2.2.2 A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises are open to the public.
  - 2.2.3 Facilities shall be made to allow Police and other authorised officers to view recordings immediately on request and to be provided with copies in a playable format as soon as is reasonably practicable provided that any such request is compliant with data protection legislation.
  - 2.2.4 A check of the CCTV shall be completed and recorded weekly to ensure all cameras remain operational and the 31days' storage for recordings is being maintained.
  - 2.2.5 Appropriate signage advising customers of CCTV being in operation shall be prominently displayed in the premises.
- 2.3. On Fridays and Saturdays, SIA registered door supervision shall be required after 19:00 hours.
  - 2.3.1 All door staff must sign a register when performing their duties at the premises. This register is to contain the full names, SIA badge numbers and contact details of that

person. These records are to be made available on request to any relevant authority for the purposes of investigating or preventing crime or apprehending or prosecuting an offender.

- 2.3.2 Two SIA registered door supervisors shall be provided if one floor is open or Four SIA registered door supervisors shall be provided if both floors are open.
- 2.3.3 If any event or function is scheduled to take place at the premises that is different from normal day to day operation (for example the showing of a major televised sporting event, or a private booking or promoted event), a risk assessment shall be undertaken to determine whether or not door supervisors (or additional door supervisors as the case may be) need to be deployed on such occasions. Copies of any risk assessments shall be made available to the Police on request.
- 2.4. Customers shall not be permitted to take drinks out to the front of the premises at any time and notices shall be prominently displayed at the main exit from the premises to that effect.
- 2.5. The rear smoking area shall be closed no later than 19:00 hours each night and customers shall not be permitted in that area after 19:00 hours. A notice to that effect shall be prominently displayed on or next to the doors leading to the said smoking area.
- 2.6. All bar staff shall be instructed to make a written record of any occasion upon which a customer is refused the sale or supply of alcohol (or is asked to leave the premises other than at closing time), the reason for the refusal and any further action taken. 2.6.1 The refusal records shall be reviewed by the DPS or his/her deputy at least once a week and signed to that effect.
- 2.7. An incident book shall be maintained at the premises and used to record any incident that takes place at times when SIA registered door supervisors are deployed if the incident involves any of the following:
  - I. A criminal offence occurring in or immediately outside the premises.
  - II. Any occasion upon which a customer is ejected or removed from the premises (other than at closing time).
  - III. Any visit by the Police or BCP Council Licensing Officers.
  - IV. Any incident reported to the Police and;
  - V. in each case, details of the incident and the names of all staff members dealing with the incident shall be noted.
- 2.8. Staff training shall be provided and recorded. All training records shall be made available immediately upon the request of the police or an authorised officer of the council.
  - 2.8.1 Refresher training shall be provided on a six monthly basis.

#### Prevention of Public Nuisance

- 2.9. Customers shall be asked to leave quietly at closing time by members of staff.
- 2.10. There shall be signs at exits reminding customers to leave quietly.
- 2.11. Soft drinks shall be available during cooling down period.
- 2.12. The premises shall ensure that doors (excepting egress from an access to) and windows are closed by 23:00 hours.

Protection of Children from Harm

- 2.13. No child under the age of 18 shall be permitted in the premises at any time unless accompanied by a responsible adult.
- 2.13.1 No child under 18 shall be admitted to or allowed to remain on the premises after 19:00 hours and a notice to that effect shall be prominently displayed at or near the entrance.
- 2.13.2 The premises shall operate a 'Challenge 25' policy whereby any person who appears to be under the age of 25 will be required to produce photographic identification and proof of age as required by the mandatory conditions, before being sold or supplies with alcohol.
- 2.13.3 Signage advertising the policy shall be prominently displayed at or near the entrance to the premises.

**Annex 3 – Conditions attached after a hearing by the licensing authority**

N/A.

**Annex 4 – Plans**

This licence is issued in accordance with the plan M083719, dated 24 November 2005, as attached.





## Premises Licence Part B

Premises licence number: BH083719

<b>Postal address of premises, or if none, ordnance survey map reference or description:</b>	
Riviera Bar & Restaurant 560 Christchurch Road	
<b>Post town:</b> Bournemouth	<b>Post Code:</b> BH1 4BH
<b>Telephone number:</b> 01202 301333	

<b>Licensable activities authorised by the licence:</b>
Live Music, Recorded Music, Performances of Dance, Activity like Music / Dance, Late Night Refreshment, Supply of Alcohol

<b>The times the licence authorises the carrying out of licensable activities:</b>
<p><b>Live Music:</b> (Indoors) Monday to Thursday - 10:30 to 01:00, Friday to Saturday - 10:30 to 02:00, Sunday - 12:00 to 00:00</p> <p><b>Recorded Music:</b> (Indoors) Monday to Thursday - 10:30 to 01:00, Friday to Saturday - 10:30 to 02:00, Sunday - 12:00 to 00:00</p> <p><b>Performances of Dance:</b> (Indoors) Monday to Thursday - 10:30 to 01:00, Friday to Saturday - 10:30 to 02:00, Sunday - 12:00 to 00:00</p> <p><b>Activity like Music / Dance:</b> (Indoors) Monday to Thursday - 10:30 to 01:00, Friday to Saturday - 10:30 to 02:00, Sunday - 12:00 to 00:00</p> <p><b>Late Night Refreshment:</b> (Indoors) Monday to Thursday - 23:00 to 01:00, Friday to Saturday - 23:00 to 02:00, Sunday - 23:00 to 00:00</p> <p><b>Supply of Alcohol:</b> Monday to Thursday - 10:30 to 01:00, Friday to Saturday - 10:30 to 02:00, Sunday - 12:00 to 00:00</p> <p><u>Non-standard timings for all the above licensable activities:</u> On a Thursday and Monday of a Bank Holiday weekend until 02:00, on a Friday and Saturday of a Bank Holiday weekend until 03:00, on a Sunday of a Bank Holiday weekend until 01:00. From start of permitted hours on New Year's Eve to end of permitted hours on New Year's Day.</p>

<b>The opening hours of the premises:</b>
Monday to Thursday - 09:00 to 01:30, Friday to Saturday - 09:00 to 02:30, Sunday - 09:00 to 00:30
<u>Non-standard timings</u> On a Thursday and Monday of a Bank Holiday weekend until 02:30, On a Friday and Saturday of a Bank Holiday weekend until 03:30, On a Sunday of a Bank Holiday weekend until 01:30. From start of permitted hours on New Year's Eve to end of permitted hours on New Year's Day

<b>Where the licence authorises supplies of alcohol whether these are on and/ or off supplies:</b>
Alcohol will be consumed on and off the premises.

<b>Name, (registered) address, telephone number and email (where relevant) of holder of premises licence:</b>
Ms Anita Kaur Singh, [REDACTED] [REDACTED]

<b>Name of designated premises supervisor where the premises licence authorises the supply of alcohol:</b>
Mr Taranjeet Singh

<b>State whether access to the premises by children is restricted or prohibited:</b>
See condition 2.13

Issued: 24 November 2005

Revised: 14 October 2020 [Transfer & Vary DPS]

[REDACTED]  
Mrs Nananka Randle  
Licensing Manager



Chief Constable Amanda Pearson MSt (Cantab)  
www.dorset.police.uk

Ms A K Singh & Mr T Singh  
Riviera Bar & Restaurant  
560 Christchurch Road  
Boscombe  
Bournemouth  
Dorset  
BH1 4BH

Drug & Alcohol Harm Reduction Team  
Bournemouth Police Station  
Madeira Rd  
Bournemouth  
BH1 1QQ  
Phone: 01202 227824  
Email: [licensing@dorset.pnn.police.uk](mailto:licensing@dorset.pnn.police.uk)

Date: 1<sup>st</sup> July 2024  
Our ref: 55160143567

## **WARNING LETTER**

Dear Mr & Mrs Singh

I am writing to you in your position as the Premises Licence Holder at Riviera Bar & Restaurant.

Further to intelligence passed to us from one of our officers, they conducted a visit at your premises on 26<sup>th</sup> June 2024 we have identified that the premises was not, at the time of our visit, complying with the existing conditions of the Premises Licence.

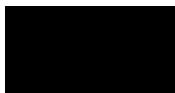
CONDITION	REMARKS
2.2. The Licensee shall maintain the existing CCTV system to the reasonable standard acceptable to the Dorset Police Crime Prevention Officer and in conjunction with which the system is installed.	
2.2.1 All recordings shall be stored for a minimum period of 31 days with correct date and time stamping.	
2.2.2 A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises are open to the public.	
2.2.3 Facilities shall be made to allow Police and other authorised officers to view recordings immediately on request and to be provided with copies in a playable format as soon as is reasonably practicable provided that any such request is compliant with data protection legislation.	
2.2.4 A check of the CCTV shall be completed and recorded weekly to ensure all cameras remain operational and the 31days' storage for recordings is being maintained.	Unable to view CCTV as staff have not been trained to use CCTV and were unable to access CCTV

2.3. On Fridays and Saturdays, SIA registered door supervision shall be required after 19:00 hours.	
2.3.1 All door staff must sign a register when performing their duties at the premises. This register is to contain the full names, SIA badge numbers and contact details of that person. These records are to be made available on request to any relevant authority for the purposes of investigating or preventing crime or apprehending or prosecuting an offender.	
2.3.2 Two SIA registered door supervisors shall be provided if one floor is open, or Four SIA registered door supervisors shall be provided if both floors are open.	Door book produced. Despite advice given at time of previous visit on 18.06.24 only 1 SIA has been on duty on Fridays and Saturdays and the full names, SIA badge numbers and contact details have not been documented.
2.8. Staff training shall be provided and recorded. All training records shall be made available immediately upon the request of the police or an authorised officer of the council.	Sheets signed by 3 members of staff were produced, however they do not document the content of any training or how that training was delivered and are not endorsed by the Supervisor or person delivering the training.

Section 136(1) Licensing Act 2003 provides that it is an offence for a person to carry on or attempt to carry on a licensable activity on/from any premises otherwise than under and in accordance with a premises licence or club premises certificate. The maximum penalty upon conviction is imprisonment for a term not exceeding six months and/or a fine.

Details of this breach have been passed to the Licensing Authority for their information and any action as appropriate. I would be grateful if you could confirm details of steps taken to rectify this breach.

Regards,



**Gareth Gosling 2551**  
Sergeant

Drug and Alcohol Harm Reduction Team  
Prevention Department | Bournemouth Police Station, Dorset Police  
E: [licensing@dorset.pnn.police.uk](mailto:licensing@dorset.pnn.police.uk) | T: (01202 227824) |

.....

Ms A K Singh & Mr T Singh  
Riviera Bar & Restaurant  
560 Christchurch Road  
Boscombe  
Bournemouth  
Dorset  
BH1 4BH

Drug & Alcohol Harm Reduction Team  
Bournemouth Police Station  
Madeira Rd  
Bournemouth  
BH1 1QQ  
Phone: 01202 227824  
Email: [licensing@dorset.pnn.police.uk](mailto:licensing@dorset.pnn.police.uk)

Date: 1<sup>st</sup> July 2024  
Our ref: 55160143567

LPPSM – *Multi-Agency Intervention*

Dear Mr & Mrs Singh

As you will be aware, the Dorset Police Drug & Alcohol Harm Reduction Team, together with our partners, operate a *Licensed Premises Problem Solving Strategy* for premises that come to our attention and may benefit from support, engagement, intervention, or in some cases, enforcement. A reminder of the strategy can be found overleaf.

Your premises has been referred by Dorset Police to the monthly *Multi-Agency Licensing Strategic Meeting* for consideration of intervention by other Responsible Authorities. There will likely be recommendations and further meetings to discuss improvements necessary to improve your compliance and promotion of the licensing objectives. I would strongly encourage you to engage with the Authorities and seek improvements to your existing practices to avoid enforcement action.

Details of further concern / intelligence / incident of note –

At the time of our visit, several breaches were identified which are documented in the breach letter sent. Despite previous advice, the door book is not fully completed.

It is of further concern that, at the time of our visit, only one member of staff was on duty. This is a large premises with an external area/beer garden which is unmonitored.

The member of staff advised she would be working 'all day' on her own. It is not acceptable that the premises be left unattended when staff breaks are being taken.

If you have any further queries or require any additional clarity, please do not hesitate to contact your Licensing Officer at the Dorset Police Drug & Alcohol Harm Reduction Team by telephone 01202 227824 or email [licensing@dorset.pnn.police.uk](mailto:licensing@dorset.pnn.police.uk)

Regards,



**Gareth Gosling 2551**  
**Sergeant**

Drug and Alcohol Harm Reduction Team

Prevention Department | Bournemouth Police Station, Dorset Police  
E: [licensing@dorset.pnn.police.uk](mailto:licensing@dorset.pnn.police.uk) | T: (01202 222824) |

## **LICENSED PREMISES PROBLEM SOLVING MATRIX**



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**From:** [Sarah Rogers - Licensing](#)  
**To:** [TSB INVESTMENT](#)  
**Cc:** [Dorset Police Licensing](#)  
**Subject:** RE: Riviera Bar 560 Christchurch Road Bournemouth - Licensing  
**Date:** 29 October 2024 08:25:00  
**Attachments:** [image001.jpg](#)  
[image002.png](#)  
[image003.jpg](#)  
[image004.png](#)

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Dear Mr Singh

Apologies for the delay in responding, I wanted to speak with my colleagues who have visited your premises recently with Louise.

The issue with the current plan is that there is no delineation of the licensed area. The smoking area has been created within the car park and now, as indicated by you, has been partitioned off and has an entrance from the premises and car park.

The condition you refer to (2.5) was imposed following a previous review by Dorset Police so it would have been recognised that this area was being used for smoking and I accept this to be the case. The plan you have provided is helpful in showing the area being used.

Please note, however, that although this area is a smoking area I do not agree that it forms part of the original licence application so licensable activities are not permitted there (the sale of alcohol or regulated entertainment). The licence provides for off sales so there is not issue with alcohol being taken out there, it is the sale of alcohol which must not take place.

I hope this clarifies the situation.

Kind regards  
Sarah

**Sarah Rogers**  
**Principal Licensing Officer**  
Housing and Communities  
T. 01202 093329 [REDACTED]  
[bcpcouncil.gov.uk](http://bcpcouncil.gov.uk)

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**From:** TSB INVESTMENT [REDACTED]  
**Sent:** 23 October 2024 20:31  
**To:** Sarah Rogers - Licensing <[sarah.rogers@bcpcouncil.gov.uk](mailto:sarah.rogers@bcpcouncil.gov.uk)>  
**Cc:** Dorset Police Licensing <[licensing@dorset.pnn.police.uk](mailto:licensing@dorset.pnn.police.uk)>  
**Subject:** Re: Riviera Bar 560 Christchurch Road Bournemouth - Licensing

Good Evening,

There was a rear garden before so I do not know why you don't have the drawing.  
If you check the license, then it mentions about no smoking in the beer garden after 7.  
Louise told me to send you this floor plan which is why I did. I don't know why you don't have it in your drawing.

Thank you

---

**From:** Sarah Rogers - Licensing <[sarah.rogers@bcpcouncil.gov.uk](mailto:sarah.rogers@bcpcouncil.gov.uk)>

**Sent:** 23 October 2024 09:32

**To:** [tsbinvestment@bcpcouncil.gov.uk](mailto:tsbinvestment@bcpcouncil.gov.uk); [tsbinvestment@bcpcouncil.gov.uk](mailto:tsbinvestment@bcpcouncil.gov.uk)  
<[tsbinvestment@bcpcouncil.gov.uk](mailto:tsbinvestment@bcpcouncil.gov.uk)>

**Cc:** Dorset Police Licensing <[licensing@dorset.pnn.police.uk](mailto:licensing@dorset.pnn.police.uk)>

**Subject:** Riviera Bar 560 Christchurch Road Bournemouth - Licensing

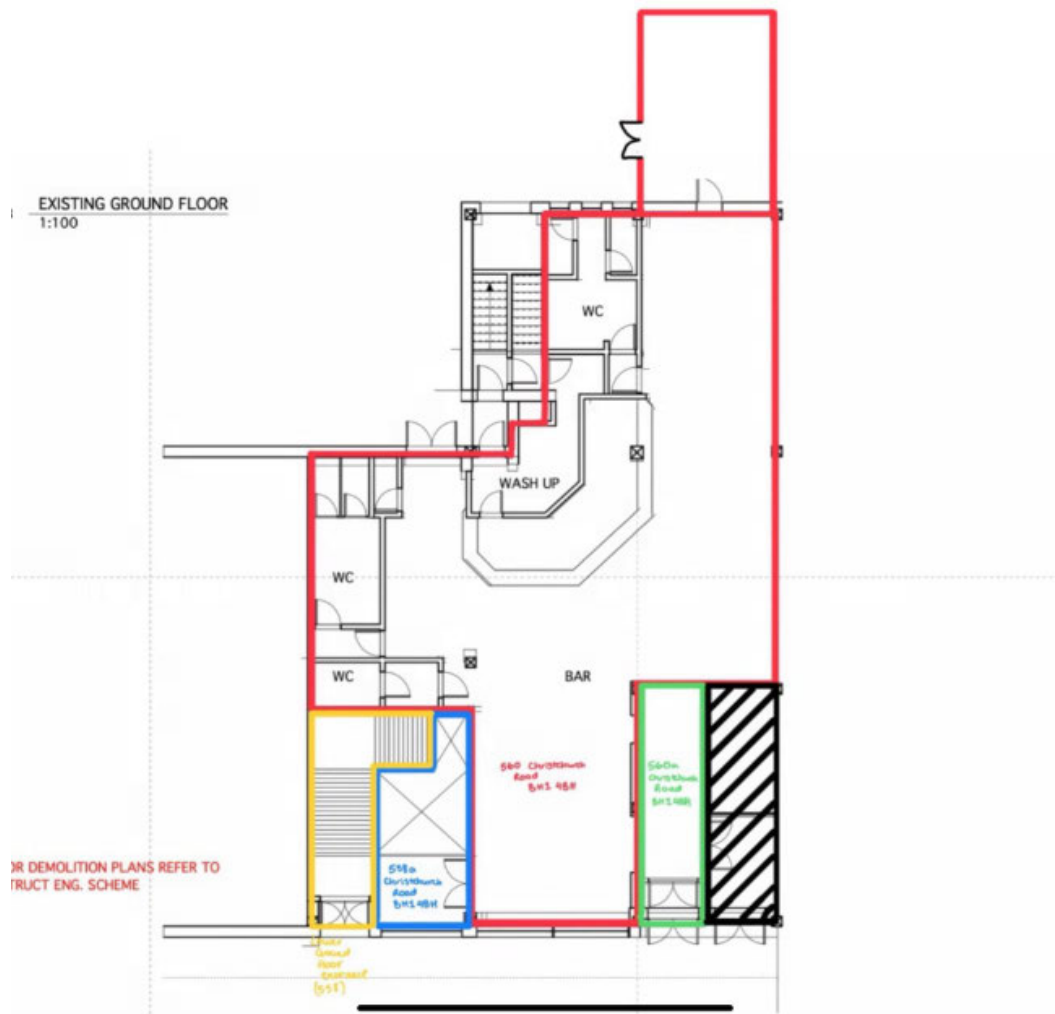
Dear Mr Singh

Louise Busfield of Dorset Police has provided me with a copy of an updated plan provided by yourself (right side).

You will see from the comparisons below that the area marked by me on the left plan has been added and does not form part of the current approved area.

Could you please advise what use this area is put and if any licensable activities take place there so that I can establish whether it is necessary to apply for a variation, and if so, whether that should be a minor or full variation application.





I look forward to hearing from you.

Kind regards  
Sarah

**Sarah Rogers**  
**Principal Licensing Officer**  
Housing and Communities  
T. 01202 093329 [REDACTED]  
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**From:** [BUSFIELD Louise 8952](#)  
**To:** [T Singh](#); [Licensing Com](#); [Sarah Rogers - Licensing](#)  
**Subject:** Riviera - visit 23.12.24  
**Date:** 30 December 2024 12:47:41  
**Attachments:** [image001.png](#)  
[Breach letter Riviera.docx](#)

---

Good morning Mr Singh

Further to a report of an intoxicated male being carried out of your premises on 17.12.24, a Licensing visit was conducted with PC 2810 Buchanan and PC 1122 Rushen.

At the time of our visit, the sole member of staff on duty stated she had not received training and was unable to assist us, however she contacted Sarah Day who was in the vicinity. Sarah told us that she no longer works regularly at the premises but would endeavour to assist with our enquiry.

It was evident at the time of the visit that there was no appropriate person in charge of the premises, and the breaches as per the attached document were evidenced.

As you will note, I am copying the Licensing Authority into this email for their records.

Regards



**Louise Busfield 8952**

Licensing Officer



---

Drug & Alcohol Harm Reduction Team  
Bournemouth Divisional Headquarters  
5 Madeira Road  
Bournemouth  
Dorset Police  
BH1 1QQ

\*\*\*\*\*

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2.2. The Licensee shall maintain the existing CCTV system to the reasonable standard acceptable to the Dorset Police Crime Prevention Officer and in conjunction with which the system is installed.

*Breach – CCTV is not of the standard as required by Dorset Police*

2.2.1 All recordings shall be stored for a minimum period of 31 days with correct date and time stamping.

*Breach - CCTV stored for 12 days*

2.2.2 A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises are open to the public.

*Breach – sole member of staff was unable to operate CCTV*

2.2.3 Facilities shall be made to allow Police and other authorised officers to view recordings immediately on request and to be provided with copies in a playable format as soon as is reasonably practicable provided that any such request is compliant with data protection legislation.

*Breach – sole member of staff was unable to operate CCTV*

2.2.4 A check of the CCTV shall be completed and recorded weekly to ensure all cameras remain operational and the 31days' storage for recordings is being maintained.

*Breach – no CCTV log produced*

2.3.1 All door staff must sign a register when performing their duties at the premises. This register is to contain the full names, SIA badge numbers and contact details of that person. These records are to be made available on request to any relevant authority for the purposes of investigating or preventing crime or apprehending or prosecuting an offender.

*Breach - full names, SIA badge numbers and contact details not documented*

2.3.2 Two SIA registered door supervisors shall be provided if one floor is open or Four SIA registered door supervisors shall be provided if both floors are open.

*Breach – 26.10.24 only 1 SIA on duty*

2.3.3 If any event or function is scheduled to take place at the premises that is different from normal day to day operation (for example the showing of a major televised sporting event, or a private booking or promoted event), a risk assessment shall be undertaken to determine whether or not door supervisors (or additional door supervisors as the case may be) need to be deployed on such occasions. Copies of any risk assessments shall be made available to the Police on request.

*Breach – no Risk Assessments produced*

2.6.1 The refusal records shall be reviewed by the DPS or his/her deputy at least once a week and signed to that effect.

*Breach – refusals record not signed off*

2.8. Staff training shall be provided and recorded. All training records shall be made available immediately upon the request of the police or an authorised officer of the council.

*Breach – staff on duty have not received training . Training records for other staff incomplete*

*Of further concern is that no staff on premises have access to UKPac or Pub Watch, therefore unaware of banned persons.*

**From:** [Sarah Rogers - Licensing](#)  
**To:** [TSB INVESTMENT](#); [Turkish](#) [REDACTED]  
**Subject:** Riviera/Turkish Doner Kebab Christchurch Road Bournemouth - Licensing  
**Date:** 30 December 2024 13:48:00  
**Attachments:** [image001.jpg](#)  
[image002.png](#)  
**Importance:** High

---

Good Afternoon

It has been brought to my attention that a new food business "Turkish Doner Kebab" has been established within the remit of the Riviera without the relevant authorisation granted for the changes.

On checking our records, I note that the premises have been food registered since September 2024, are operated by Kochi Hayat and the website states that the premises trade until 1am Sunday to Thursday and 3am on Fridays and Saturdays.

Could you please respond to this email with details on how the businesses are operated and how you believe that the provision of late-night refreshment is authorised for the Turkish Doner Kebab business.

I look forward to hearing from you by return.

Regards  
Sarah



**Sarah Rogers**  
**Principal Licensing Officer**  
Housing and Communities  
T. 01202 093329 M. [REDACTED]  
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**From:** [GOSLING Gareth 2551](#)  
**To:** [Licensing Com](#)  
**Cc:** [Tania Jardim; newrivieraba](#) [REDACTED] [Busfield, Louise](#)  
**Subject:** FW: Riviera - visit 23.12.24  
**Date:** 31 December 2024 08:49:11  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[Riviera - visit 23.12.24 .msg](#)

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Good Morning Tania,

Please accept the attached as an additional supplementary item for consideration by the members of the Sub-Committee in advance of the forthcoming hearing.

You will note that the application for review was submitted some time ago and that Dorset Police have submitted our written submission in advance of the Christmas period. Dorset Police have received no response from the licence holder and you will note from the attached submission that there continues to be concern with the operating standards at this premises.

Please note that we have a busy schedule during January with several Review hearings and other Sub-Committee commitments that require our attention. Whilst we are of course available to mediate in advance of the hearing, we politely request that this is initiated by the licence holder or their representative and that any evidence intended to be produced is shared at the earliest opportunity to avoid any requirement for an adjournment.

Dorset Police note during our most recent visit that the licence holder may be seeking to offer an alternative operator to assume control and responsibility for this premises. Dorset Police draw the attention of the members of this Sub-Committee to the following statements contained within the Guidance issued by the Home Office under Section 182 of the Licensing Act 2003 (Paragraph 11.21) which states that "licensing authorities should be alive to the possibility that the removal and replacement of the designated premises supervisor may be sufficient to remedy a problem where the cause of the identified problem directly relates to poor management decisions made by that individual."

Dorset Police intend to highlight the concerns that led to the previous Application for Review that resulted in the members of the Sub-Committee agreeing that a variety of additional control measures, alongside a change in management, would likely resolve the problems being experienced. Dorset Police will further invite the members of the Sub-Committee to take direction from paragraph 11.22 of the Guidance which states that "equally, it may emerge that poor management is a direct reflection of poor company practice or policy and the mere removal of the designated premises supervisor may be an **inadequate** response to the problems presented. Indeed, where subsequent review hearings are generated, it should be rare merely to remove a succession of designated premises supervisors as this would be a clear indication of deeper problems that impact upon the licensing objectives.

Dorset Police remain concerned that this premises is not being effectively managed and continues to pose a risk to the community of Boscombe.

Regards,  
Gareth



**DORSET  
POLICE**

**Gareth Gosling 2551**  
Police Sergeant

---

**Drug & Alcohol Harm Reduction Team**  
 Poole Police Station, Wimborne Road, Poole

**From:** BUSFIELD Louise 8952 [REDACTED]  
**Sent:** Monday, December 30, 2024 12:47 PM  
**To:** 'T Singh' [REDACTED]; 'Licensing Com' <licensing@bcpcouncil.gov.uk>;  
'sarah.rogers@bcpcouncil.gov.uk' <sarah.rogers@bcpcouncil.gov.uk>  
**Subject:** Riviera - visit 23.12.24

Good morning Mr Singh

Further to a report of an intoxicated male being carried out of your premises on 17.12.24, a Licensing visit was conducted with PC 2810 Buchanan and PC 1122 Rushen.  
At the time of our visit, the sole member of staff on duty stated she had not received training and was unable to assist us, however she contacted Sarah Day who was in the vicinity. Sarah told us that she no longer works regularly at the premises but would endeavour to assist with our enquiry.

It was evident at the time of the visit that there was no appropriate person in charge of the premises, and the breaches as per the attached document were evidenced.

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Regards



**DORSET  
POLICE**

**Louise Busfield 8952**  
Licensing Officer  
[REDACTED]

Drug & Alcohol Harm Reduction Team  
Bournemouth Divisional Headquarters  
5 Madeira Road  
Bournemouth  
Dorset Police  
BH1 1QQ

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**From:** [B/SFELD Louise 8952](#)  
**To:** [Gosling, Gareth; Licensing Com; "s's.panchal"; T Singh](#)  
**Cc:** [Tania Jardim](#)  
**Subject:** RE: Riviera - visit 23.12.24  
**Date:** 31 December 2024 09:39:33  
**Attachments:** [image001.png](#)  
[image002.png](#)

Dear all

Just to keep all involved updated, I had a missed call from an unknown number last week but due to commitments I did not return the call until yesterday, when I spoke to Mr Panchal from Personal Licensing Courses and who is now representing Mr Singh.

Mr Panchal asked if we would be prepared to mediate in advance of the Hearing and asked my opinion as to what the preferred outcome for Dorset Police would be. During this conversation he offered to remove both the Premises Licence Holder and the DPS (Mr and Mrs Singh) and to introduce a proposed new operator to me, with a face to face meeting to be held in Bournemouth.

Mr Panchal further offered that if we did not deem this person suitable, he would withdraw and seek a different operator, again one who might meet the standards expected by Dorset Police. Whilst we are of course open to mediation, I did advise Mr Panchal that I felt it was too late in the process for such agreement, and whilst it is not part of my function to vet or endorse potential operators we would of course be open to consider any proposals submitted by means of Supplementary information in advance of the hearing.

As you will note, I have copied in Mr Panchal to this and any further communication in respect of Riviera.

Kind regards



**Louise Busfield 8952**  
Licensing Officer

Drug & Alcohol Harm Reduction Team  
 Bournemouth Divisional Headquarters  
 5 Madeira Road  
 Bournemouth  
 Dorset Police  
 BH1 1QQ

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