

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

Appendix 3



Mrs Rogers
Licensing Authority
Town Hall Annexe
St Stephens Road
Bournemouth
BH2 6EA

Date: 11 December 2019
Our Ref: 5VEv2: Misc. Act.: 174560:
MRF02421
Contact: Ms Michelle Fletcher
Email: michelle.fletcher@bcpcouncil.gov.uk
Tel: 01202 451180

Dear Mrs Rogers

Please accept this Email as a representation in support of the Review Application submitted by Dorset Police on the 18th November 2019.

The Licensing Authority have been involved with the premises since February 2017 when the Premises Licence was originally transferred to Mr Singh. Mr Singh is the Landlord of the building and not involved with the day to day management / running's of the premises. Mr Jodlowiec is the Designated Premises Supervisor who leases the premises from Mr Singh and he is responsible for day to day management and running of the premises.

It has always been the intention of the Licensing Authority to support Mr Singh and Mr Jodlowiec to improve their operation and operate in compliance with their Premises Licence however this has proven to be difficult for them to achieve and any improvements that may have been made have not been maintained.

The Licensing Authority have previously advised both Mr Singh and Mr Jodlowiec to submit a transfer application making Mr Jodlowiec the Premises Licence Holder as he is responsible for the day to day running and management of the premises, to date this application has not been submitted.

The Licensing Authority concur with Dorset Police that the Licensing Objectives are not being promoted in particular the prevention of crime and disorder. The premises are not being managed effectively. Therefore, I feel that removing the Designated Premises Supervisor as part of the review would not change the management of the premises and therefore not remedy the Polices concerns.

Both Authorities have provided extensive support and advice to Mr Singh and Mr Jodlowiec (see accompanying documents) yet the premises still continue to be in a state of poor repair with breaches of the conditions on their Premises Licence and failing to promote the Licensing Objectives.

Yours sincerely

A handwritten signature in black ink, appearing to be 'M Fletcher', written over a horizontal line.

Ms Michelle Fletcher
Licensing Officer

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bcpcouncil.gov.uk

Please find attached a list of general interactions with the premises.

24.02.17 The Premises Licence was transferred to Mr Singh.

16.03.17 Mr Singh submitted a Minor Variation in conjunction with Dorset police – Embedded and Public Entertainment Conditions were removed, and conditions agreed by Dorset police were added.

18.01.18 – Joint visit between Dorset Police and the Licensing Authority to the Premises, breaches found.

23.01.19 – Telephone contact with Mr Singh advising of breaches.

24.01.18 – Joint visit between Dorset Police and the Licensing Authority to the Premises, breaches found.

25.01.19 – Letter with findings/instruction sent to Mr Singh and Mr Jodlowiec to assist. See exhibit MF1

09.02.18 – Out of Hours Visit took place with positive findings.

19.02.18 – Letter re closing smoking area at 19:00 hours as requested by Dorset Police.

05.12.18 – Joint visit between Dorset Police and the Licensing Authority to the Premises, breaches found.

05.12.18 - Email sent to Mr Jodlowiec with findings/instructions to assist. See exhibit MF2

06.1.2.18 – Email sent to Mr Singh bring him up to date and requesting he attend Joint Visit. See exhibit MF3.

17.12.2018 – Joint visit between Dorset Police and the Licensing Authority to the Premises Mr Singh also attended.

14.01.19 – Joint visit between Dorset Police and the Licensing Authority to the Premises, breaches found. Police provided L10.

24.09.19 – Enquiry from Riviera about Transferring the Licence and extending hours. See exhibit MF4.

04.10.19 – Dorset Fire visited with Housing due to complaints regarding the Residential Premises above the Premises. This then lead the Fire Officer's to the Premises. This has since lead to Enforcement notice being issued. The Premises have until the 10.01.2020 to resolve this matter.

28.10.19 – As a combined result of the information from Dorset Fire and an incident reported to us by Dorset Police a Multi-Agency Visit took place between Dorset Police, the Licensing Authority and Environmental Health – Breaches were found. See exhibit MF5

18.11.19 - Review submitted by Dorset Police.

On reviewing our system, I have also found the following complaints:

07.03.17 - Intelligence Reporting from the Police - ASB - male broke a snooker cue and ran outside after another male.

22.03.17 - Intelligence Reporting from the Police - Alcohol Related Incident - Drunk male causing problems in and around the Premises.

06.06.17 – Environmental Health Noise compliant - Noise from people drinking, vile behaviour, fighting.

24.08.17 - Licensing Complaint Verbal abuse from customers sat at front in smoking area.

06.09.17 - Licensing Complaint - A wooden shelter has appeared overnight at to the front of the premises – No permission.

07.07.18 - Environmental Health OOH Noise compliant – Very loud music in the pub customers having to leave as levels so high.

Direct line: 01202 451180

This matter is being dealt with by: Ms Michelle Fletcher

Our Ref: 5VEv1: Ins Visits: 042861: MRF01924 Email: michelle.fletcher3@bournemouth.gov.uk

Sent via Email

25 January 2018

Dear Mr Singh and Mr Jodlowiec

LICENSING ACT 2003

Riviera Bar and Restaurant – 560 Christchurch Road Bournemouth BH1 4BH

Further to our visit on the 24 January 2018, I have attempted to put together a brief list below of our findings.

The Operation Protect Team (Dorset Police Licensing) and myself (Licensing Authority) cannot express enough how important these changes are and that they need to be implemented without further delay. We are all happy to assist where we can and answer any questions you may have.

Visits to the premises shall continue until officers are satisfied that the appropriate measures are in place. Failure to comply and continued breaches to the licence will result in a review of the Premises Licence or even prosecution.

Findings from visit on the 24.01.2018.

*Inaccurate information being documented in the Security Door Supervisors Logbook.

Ensure SIA staff continue to use log book ensuring all details are accurate. Check what's being recorded, offer more guidance around your expectations of them.

*Incidents not being logged by Bar staff or Management.

I can see from today's visit that you have put a log book in place since my last visit on the 18.1.18 for incidents and refusals but I don't think this style of book is giving you enough room to document adequate details and does not currently meeting the requirements of your licence.

I have attached some templates for you to look at.

*Still no evidence of ID checks and or refusals taking place.

As I previously explained ID checks, refusals, should be taking place at the bar as well as the door. Not just for age but conduct and intoxication levels. Some premises keep a log of how many IDs are checked even if a refusal doesn't taken place. The Licensing Authorities see this as good practice as it evidences that your staff are checking ID.

*Front doors are not being supervised at all time on a Friday and Saturday night.

*Unsupervised dogs wandering around the premises.

Look at a creating policy around dogs within the premises.

*Rear outside area unsupervised, drinks being taken outside and the rear door open late at night.

Come up with ways of making the rear smoking area compliant and controllable especially in an evening. (Closing it early, using the front where Door staff and or Bar staff/Management can better supervise customers.)

*Blind spots around the premises regarding CCTV coverage.

Install more CCTV cameras to reduce blind spots, record CCTV checks and requests.

*Lack of management/intervention when incidents arise

- Not providing staff with clear instructions
- Intervention at time of incidents
- Failing to review incidents
- No communication with emergency services

*Staff and Management training - Record it all and refresh every six months.

- *Challenge 25 and related subjects*

ID Checks / Types of ID / consequences of underage sale for the Licence Holder / Proxy sales.

- *Conflict Management / Ejecting / Problematic customers*

- *Emergency evacuations (Not just Fire)*

Please find attached several templates for you to use or take ideas from.

Should you have any questions please do not hesitate in contacting myself.

Yours sincerely

Ms Michelle Fletcher

Cc Pc Lemon, Louise Busfield

Michelle Fletcher - Licensing

From: ".com>
Sent: 05 December 2018 14:49
To: Michelle Fletcher - Licensing
Subject: Re: RIVIERA
Attachments: image001.jpg

Received, I'll see on 17th December at 12.

Thank you.

Tomasz

On Wed, Dec 5, 2018 at 2:41 PM Michelle Fletcher - Licensing <Michelle.Fletcher3@bournemouth.gov.uk> wrote:

Thank you Tomasz

Further to our visit this morning, please find attached a list of suggested training records, It should all be recorded and refreshed every six months.

- *Challenge 25 and related subjects*

ID Checks / Types of ID / consequences of underage sale for the Licence Holder / Proxy sales.

- *Conflict Management / Ejecting / Problematic customers*

- *Emergency evacuations (Not just Fire)*

To confirm I will be re visiting on the 17th December at 12:00 hours.

Please ensure that you and all your staff continue to update and keep refusals and incident logs.

Kind Regards

Michelle Fletcher

Environmental & Licensing Support Technician

Planning, Transport & Regulation

T: 01202 451560

Michelle Fletcher - Licensing

From: Michelle Fletcher - Licensing <Michelle.Fletcher@Bournemouth.gov.uk>
Sent: 06 December 2018 14:14
To: [redacted]
Subject: Riviera Bar and Restaurant – 560 Christchurch Road Bournemouth BH1 4BH

Mr Singh

LICENSING ACT 2003**Riviera Bar and Restaurant – 560 Christchurch Road Bournemouth BH1 4BH**

As the Premises Licence Holder of the above named Premises the Licensing Authority would like to inform you of recent events.

As you know joint visits took place between myself on behalf of the Licensing Authority and Dorset Police earlier in the year as there were concerns at this time with the management of the premises and breaches to the Licence Conditions. After a series of visits we were satisfied that the Premises were running in a compliant manner in line with the Premises Licence.

At the request of Dorset Police I attended a further joint visit to the above premises on the 05th December 2018, to find some conditions on the Licence are no longer being complied with and that no official staff training is taking place. I have arranged a revisit with Mr T Jodlowiec for 12noon on the 17th December 2018 where I am expecting to be presented with a training manual for staff at the premises.

Separately to our Licensing concerns, Dorset Police have great concern around Crime and Disorder relating to the Premises and after reviewing CCTV footage and the conditions of the Licence both Dorset Police and the Licensing Authority think it only appropriate that you as the Licence Holder attend the above mentioned meeting on the 17th December 2018.

I am contactable this afternoon until 16:00 hours, failing that I will be back in the office as of the 11th December should you wish to discuss this further.

Kind Regards

Michelle Fletcher
Environmental & Licensing Support Technician
Planning, Transport & Regulation
T: 01202 451560
E: Michelle.fletcher3@Bournemouth.gov.uk



Building a Better Bournemouth

MF4

Michelle Fletcher - Licensing

From: Michelle Fletcher - Licensing
Sent: 24 September 2019 14:40
To: Tomasz Jodlowiec
Cc: 'police'; Andrew Hill
Subject: RE: Enquiry about Extending the Licensed Hours
Attachments: Blue Notice (Variation).doc; Full variation application 2017.docx; Newspaper Ad (Variation).doc; Variation Guidance.doc; PremisesTransfer Application Form 01.19.docx; Transfer Consent 7.1.11.doc

Mr Jodlowiec

Your enquiry has been passed to myself to deal with. As we have previously discussed your looking at two applications. The first being a Transfer Application completed by yourself as the applicant and a signed Consent Form from Mr Singh, confirming he is happy to sign the Licence over.

You then as the Licence Holder would need to submit a Full Variation Application to make changes to the existing Licence, we always advise that you consult with the Responsible Authorities in this case Environmental Health and Dorset Police to get an idea if they would support the application.

I have attached a Transfer and Variation applications to this email, these would need to be returned to Licensing@bcpcouncil.gov.uk with payment.

I have also copied this email to Police and Environmental Health for their information.

Regards



Michelle Fletcher
Licensing Officer
Communities
T. 01202 45 1560
michelle.fletcher@bcpcouncil.gov.uk
bcpcouncil.gov.uk

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From: Tomasz Jodlowiec <[redacted]>
Sent: 09 September 2019 20:09
To: Licensing Com <licensing@bcpcouncil.gov.uk>
Subject: Enquiry about Extending the Licensed Hours

Hello,

We would like to enquire about the possibility of extending the licensed hours of the premises of Riviera Bar & Restaurant, 560 Christchurch Road, Bournemouth, BH1 4BH.
We feel the venue has got a lot of potential and we would like to transform it into a hub to support the local talent and community activities as well as start working with many local artists, charities and closely work with the Bournemouth Arts University students