

**From:** Sarah Rogers - Licensing  
**Sent:** 18 March 2020 14:12  
**To:** Tania Jardim  
**Subject:** The Talbot 559 Wimborne Road Bournemouth

Dear Sirs

I am a Senior Licensing Officer of Bournemouth, Christchurch and Poole Council and wish to support the review application made by Dorset Police on 27 February 2020 in respect of the above premises.

Over the course of several years I have been involved in discussions on behalf the Licensing Authority between Dorset Police, the Regional manager of Ei Group Plc (formerly known as Enterprise Inns plc) Salle Wroblewski, and various personnel who were brought in to deal with these problematic premises, in an attempt to bring them to a standard that is expected of BCP Licensing Authority and Responsible Authorities.

The main issues of concern have been reports of the following:-

- Assaults
- Large fights
- Concern of the level of drug consumption at the premises
- Ineffective use of SIA supervisors
- Excessive noise
- Allowing known troublesome persons excluded by Pub Watch into the premises
- Lack of control over the premises both inside and outside
- Faulty CCTV discovered after an incident
- Intoxicated customers
- Drink promotions we considered to be irresponsible for the type of clientele
- Not updating an incident book
- Not consistently using a refusal register

Practical remedies were discussed at meetings and, in the short term, alleviated our concerns. However, it would not be long before the premises reverted back to old behaviours and incidents would appear to be happening again requiring our attention.

With consideration given to paragraph 11.10, of the Section 182 Guidance, the Premises Licence holders have always been made aware at an early stage of the need for improvement and continued advice and guidance was given on how the concerns of both Dorset Police and the Licensing Authority could be satisfied.

I have personally (shown as LA) attended the following meetings:-

Date	In attendance	Reason for Meeting	Actions Agreed
24.02.16	Salle Wroblewski/Dorset Police/LA	Incident reported on 30.01.16 @ 19.02 Male drinking in premises, buying drinks for others.  Male has been involved in a fight with approx 4 others post-closing time o/s of pub. Arrested S4, also in possession of disguised taser.	DPS has given 6 months' notice to leave with it to take effect ASAP. She is interviewing at the moment for replacement and wants new person to have no association with previous history.

		Staff unable to access CCTV at time.	<p>Discussed minor variation application to tidy up licence conditions and remove onerous ones.</p> <p>CCTV checked - staff training required on how to operate the system and query camera 11 as to whether it is working or not (she will get back to us).</p> <p>Discussion over the history of the visits made last year following the S19 issues and our concerns at that time.</p> <p>Many changes will be made to the premises once the new tenant is in place and possible refurbishment/rebranding to make the venue more appealing.</p>
07.06.18	Salle Wroblewski/Dorset Police/LA/Manager and DPS Magdalena Chruszcz	Visit following further incidents at the premises.	<p>An Action Plan produced by Ei Group plc was presented to the DPS in an attempt to assist her in dealing with fights.</p> <p>Not long after this visit the DPS was replaced.</p>
08.11.18	Salle Wroblewski/Dorset Police/LA/Temporary DPS Lee Beecham	Meeting arranged by Sarah Dutton (Police) to meet with the temporary DPS who has been brought in to trouble shoot and until the new tenants have been appointed.	<p>Main issue identified has been the drug use (not within the premises) but customers who go off site to take and then return. Refusals and ejections have been made and a zero tolerance stance taken.</p> <p>2 x doorstaff are now working at the weekends. Police suggest searches on entry and will send through relevant drug policy and info.</p> <p>Plans for the long term are to appoint a new tenant with a good offering to turn the premises around.</p>
11.02.19	Salle Wroblewski/New Manager and DPS/LA	Meeting to meet with new management Tracy Bondshield and Steve Motley to discuss previous concerns.	<p>Polycarb drinking vessels to be implemented outside from 18:00hrs and for sporting events.</p> <p>SIA security to be provided Fridays and Saturdays and for sporting events.</p>

			Minor Variation further discussed.
13.03.19	Dorset Police/LA/New DPS	Special Visit with Sarah Dutton, Dorset Police to meet with new DPS (Sydney Pring) who has previous experience working in Yates's and The Brasshouse.	<p>They propose to re-open on Sunday 17<sup>th</sup> March. For the first couple of weekends of trading they will have doorstaff on Fridays and Saturdays.</p> <p>The front smoking/drinking outside area has been removed and relocated to the rear of the premises – advice given about noise management and consideration to residential neighbours nearby. They will have a TV screen in this area showing sport by this will be muted at 20:00hrs and customers must come inside after 22:00hrs.</p>
06.02.20	Dorset Police/LA/New Manager and DPS/Pub Solutions	<p>Special visit to meet the new manager (Simon Maynard) and DPS (Danielle Thorn) with their representative from Pub Solutions.</p> <p>Meeting to discuss previous issues and seek reassurance of ability to run the premises.</p>	<p>CCTV to be repaired before reopening.</p> <p>Risk Assessments recommended for events taking place at the premises to ensure adequate security.</p> <p>Advised that training logs were too generic and should contain more information relating to the premises procedures and policies.</p>
17.02.20	Dorset Police/LA/ Simon Maynard/Tara	<p>Special Visit with Sgt Gosling and Louise Busfield following incident at premises.</p> <p>Simon Matnard states that he was day off and upstairs but intell advises he was at another premises working (White Heather).</p> <p>DPS did not appear to get involved albeit call 999.</p> <p>Tara (Simon's mother) identified herself to Police as landlady and was the only person dealing with the incident.</p> <p>No confidence in this management team and conscious of them lying to us.</p>	<p>On the 18.02.20 the DPS resigned from her position.</p> <p>Ei Group advised that they would be closing the premises until alternative arrangements have been made.</p> <p>Simon Maynard and his family left the premises.</p>

		<p>DPS not available at meeting as she was called to attend an aunt in hospital urgently and Louise unable to contact her.</p> <p>CCTV viewed and further fight happened inside the premises during the incident outside.</p> <p>Police and LA have great concerns over the premises. Expedited Review considered by Police.</p>	
25.02.20	Dorset Police/LA/New DPS Richard Lundon	<p>Mr London confirmed that he had been brought in to bring the premises back to a high standard and had lots of experience working in similar premises and changing the profile of them.</p> <p>He confirmed to us that he opened for trade at approx 16.30 yesterday (24.02) but calling the office KPP advised me that that application to vary the DPS into his name arrived at 22.14. There was therefore approximately 6 hours of trading without a DPS.</p> <p>The Police viewed the CCTV in the office but I stayed in the bar area as there were customers and no other staff members to guard the bar.</p>	The Police informed me afterwards that they had concerns with Mr London and thought that he was not as honest as he could have been with them over matters leaving them as concerned as they have been and seriously considering a review application.

It can be seen from the above information that both Dorset Police and BCP Licensing Authority have worked tirelessly with the Premises Licence holder and their numerous tenants.

In my 20 years experience as a Licensing Officer with the Council I cannot recall a premises that I have invested as much time into with such minimal improvement. It is my belief that the licence holders, Ei Group plc, should have been taking more protective steps to promote the licensing objectives.

In the early stages of engagement it was believed that a minor variation, to add additional conditions including the use of polycarbonate vessels in the beer garden at the front of the premises, closure of the beer garden from 23:00hrs each day, clear signage displayed in the beer garden discouraging anti-social behaviour and noise and to risk assess the requirement for SIA supervision for busy events would further enhance their operating schedule. However, this was not carried through, instead referred to as an Action Plan therefore not making it enforceable.

In an attempt to put this into context it is not often that the Licensing Authority feel compelled to support a Responsible Authority in their review application process. The stepped approach adopted by all Responsible Authorities to address concerns ultimately achieves the aim of a well-run, responsible retailer who professionally upholds the licensing objectives and, in many instances, even over and beyond their own operating schedules. It is clear that this has not been the intention of Ei Group therefore the Licensing Authority support entirely this review application.



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**Communities**

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