APPENDIX 4



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

Date: 1st 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 26th 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	Unable to view CCTV as staff have not been
remain operational and the 31days' storage for	trained to use CCTV and were unable to access
recordings is being maintained.	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 2551Sergeant

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



Drug & Alcohol Harm Reduction Team Bournemouth Police Station

Madeira Rd Bournemouth BH1 1QQ

Phone: 01202 227824

Email: licensing@dorset.pnn.police.uk

Date: 1st July 2024 Our ref: 55160143567

LPPSM – Multi-Agency Intervention

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

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

Regards,

Gareth Gosling 2551 Sergeant

Drug and Alcohol Harm Reduction Team

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

LICENSED PREMISES PROBLEM SOLVING MATRIX

1

Interest

Letter is sent to DPS following receipt of intelligence or an incident of note. DPS is expected to consider any changes to working practices to help minimise recurrence of the incident and to seek further support from the appropriate authority as required. Appropriate Authority to maintain monitoring.

2

Concern

The concerned Authority will conduct a visit to the premises to discuss a further incident of note, a corroboration of intelligence of concern or a combination of both. It is expected that the DPS will have considered the working practices of the premises in advance of the meeting and considered improvements to be implemented.

3

Multi-Agency Intervention

Whilst it remains the responsibility of the DPS/Premises Licence Holder to introduce improvements, the premises is considered for intervention by all Responsible Authorities during a monthly Multi-Agency Strategic meeting. Visits will be conducted and meetings arranged between the DPS and the Appropriate Authorities as deemed necessary to seek improvement. The DPS is expected to engage with the Authorities and to give strong consideration to all recommendations.

4

Target

In the event that the additional intervention and support has been ineffective then there will be a multi-agency targeting of the premises to gather additional intelligence and evidence in advance of an Application for Review of a Licensed Premises. It is expected that if the premises is to avoid a Review then they are to consider the instant introduction of changes to working practices to ensure compliance with the Licensing Act 2003.

5

Review

In the event that the previous stages have not achieved compliance with the Licensing Act 2003 the appropriate lead Authority will be identified and an Application for a Review of Licensed Premises submitted to the Licensing Authority. Other Authorities with concerns will be expected to support the application. At this stage no further engagement will be planned.