



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) |

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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

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## **LICENSED PREMISES PROBLEM SOLVING MATRIX**

