

**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

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**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.

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

Regards



**DORSET  
POLICE**

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

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

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For more information, or to contact us, please visit us at [www.devon-cornwall.police.uk](http://www.devon-cornwall.police.uk) or [www.dorset.police.uk](http://www.dorset.police.uk)

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.*