



Working together for a safer London

TERRITORIAL POLICING

**Croydon Borough
Licensing Office**

Fred Kyeyune
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26th September 2012.

- **The Prevention of Crime and Disorder.**
- **Public Safety**
- **The Prevention of Public Nuisance**

Dear Fred

Following my visit to your premises in relation to the incident at your venue whereby a male customer was allegedly stabbed, I am now putting my findings in writing. I wish to draw to your attention my following observations

In relation to the large disturbance which I observed on your CCTV system, I am strongly of the opinion that your security on that night was woefully inadequate. I do not think that with the size and layout of your premises it is possible to operate safely with four (4) door supervisors. Your head doorman was unable to control the disturbance in the smoking area due to being completely outnumbered. Once the disturbance moved to the foyer area there was still a lack of control. The incident was compounded by a lack of perimeter security which in turn resulted in a clear breach of security at your premises. I am of the opinion that this led directly to a male returning to your venue with a weapon which he then used as part of a vicious attack on another customer.

I was shocked to see that customers were able to break off legs of tables and use them as weapons. This is unacceptable. As such you must remove all furniture from the foyer area and everything from the smoking area which could be used as a weapon. This must be done immediately.

In relation to your CCTV, I found the quality of the footage to be of an unsatisfactory standard. I suggest that you undergo an immediate inspection of your system with a qualified engineer. It may be a small technical issue, but I suspect that you do not have a hard drive with sufficient memory to operate your system to a standard acceptable to the metropolitan police.

I also found that your written incident records were not comprehensive and therefore not to the standard required in your premises licence

I must therefore insist that until further notice you must employ six (6) door supervisors at your venue at all times that licensable activity is taking place. I am happy for you to bring on four (4) from 2100hrs and the other two (2) no later than 2300hrs. They must all then remain in place until the venue is closed. This is covered in condition 6 of your premises licence

Regards

Darren Rhodes PC194ZD



**METROPOLITAN
POLICE**

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Licensing Office**

The Premises Licence Holder

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3rd January 2013

- **Prevention of Crime and Disorder**

RE- CLUB 791

Dear Fred

On the build up to and including the Christmas period there were a number of incidents at your premises which brought it to the attention of the police. In our meeting today I outlined my concerns regarding the current operation of the premises and my recommendations are as follows

1. That you employ the services of a security contractor with ACS status. It is my opinion that the current security in operation is not effective. I was particularly disappointed with what I saw on the 21st December when approximately 200 youths were outside your venue for a birthday party which had been advertised on the internet. My observations on the night were that the security did not seem to proactively take control of the dispersal once the event had been closed down.

I could also smell cannabis whilst I was stood in the lobby. I did not smell it outside and can only conclude that it was coming from your smoking area. This would suggest that the searching policy at your premises was not effective.

This was also after a recent visit by Sergeant Cooper who found your security to be unreceptive to police presence and that the records on the night were incomplete. This and other matters led to the issue of a Closure Notice.

The deployment of security at your venue is essential to the support and promotion of the 'Prevention of Crime and Disorder' licensing objective. It is not unreasonable for the police to ask to inspect door supervisor's records which are accurate and complete and will stand up to scrutiny. Your door supervisor records have fallen woefully short of the standards expected by Croydon Police.

There is literature available for you entitled 'The Approved Contractor Scheme, What's In It For You?', alternatively you can contact the SIA on 020 7025 4190 or www.sia.homeoffice.gov.uk/roac or email at ACSEnquiries@sia.gsi.gov.uk

2. That you proactively monitor the internet and police what information is going out to the public in relation to events at your venue

I make reference to this due to the incident on the 21st December whereby a young man asked to use a VIP booth for his birthday when in fact he had advertised this event by the use of fliers listing dj's playing on the night. This was a breach of the form 696 condition of your premises licence. On the night I asked him one simple question "can I see your flier for tonight" to establish this fact. You need to have more robust procedures in place to prevent this happening again.

Moving forward I require an up to date list of your 'in house dj's' to be sent to me in the form of a 696.

I also require you to provide me with a list of what your regular events are. Lastly, I require a CCTV disc with images from all camera's for 2 minutes on Christmas Eve so that I can check on the quality of the images.

I am always satisfied with your willingness to work with the police, I am however disappointed at this moment in time with the management of the premises and I hope to see an immediate improvement following our recent meeting.

I will of course, always be available to discuss any matter in relation to the running of your venue in order to support and promote the licensing objectives

The Metropolitan Police as a Responsible Authority under the Licensing Act 2003 reserves the right to initiate a Review of your Premises License and take enforcement action with reference to the commission of offences under the 'Act'

Darren Rhodes PC194ZD
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**CRIMES & INCIDENTS RECORDED FOR CLUB 791
791 LONDON ROAD
THORNTON HEATH**

04/06/2011 - 0500hrs - FIGHT/ASSAULT/THEFT - 4614677/11

Victim and friends are inside the venue and a fight breaks out after victims chain is taken by unknown male. Victim is struck over the head with a bottle and attends hospital. 3 suspects are never identified and the victim does not wish to pursue the allegation.

29/07/2011 - 0335hrs - FIREARM INCIDENT - 3822868/11

Three suspects wearing balaclava's approach the venue and discharge three shotgun cartridges at the building whilst it is open to the public. No suspects identified

06/05/2012 - 0500hrs - FIGHT/ASSAULT - 3813793/12

A fight breaks out at the end of the evening after the music is turned off. The DJ is assaulted but later refuses to assist the investigation. No suspects are identified

22/09/2012 - 0420hrs - FIGHT/STABBING - 3828610/12

Male victim starts a fight inside the venue, during this incident males break off chair legs from a table and use them as weapons. Victim is stabbed in the back and has 5 puncture wounds. Victim refuses to assist police and no suspects are identified

18/11/2012 - 0430hrs - ASSAULT - 3834679/12

Female victim is grabbed around the throat by a known suspect

24/12/2013 - 0330hrs - DISORDER - ZDRT00439672

Following outbreaks of disorder at the premises at a private party the premises decide to close the venue. Outbreaks of disorder continue after the arrival of police

29/12/2013 - 0500hrs - ASSAULT - 3836214/13

Victim alleges that as they leave the club at the end of the night they are attacked by other customers. Victim receives cuts to the head. No suspects identified

02/02/2014 - 0514 - ASSAULT - 3836214/13

Police are notified of victim's injury at hospital. Staff there initially thought there were 3 stab wounds to the head but it is also possible that the injury was caused by a bottle. Victim states he was attacked by a group of males on leaving the venue. Victim unwilling to assist investigation and no suspects are identified.

06/02/2014 - 0048hrs - FIGHT - 3814431/14

Police are called to the venue after reports of a fight outside. Door staff unwilling to provide any of their details or substantiate allegations that one of the males produced a flick knife and a member of door staff was assaulted. No suspects identified.

12/07/2014 - 0320hrs - FIGHT/STABBING - 3819276/14

Victim attends a party at the premises and upon leaving a large fight takes place in the road directly outside the venue and the victim is stabbed. Police arrest a suspect who flees the scene on their arrival.

01/02/2015 - 0230hrs - FIGHT/STABBING - 1203137/15

Police called to hospital after victim attends with a stab wound. Victim states that when he left the venue he was involved in a fight, during which he was stabbed twice. He does not want to assist police and no suspects are identified

11/05/2015 - 0320hrs - ASSAULT - 3814567/15

Two female customers are repeatedly punched by an unknown male inside the venue. The attack is unprovoked after the male's advances were rejected. The suspect and the victims were ejected from the premises by the door team. Police make a request to the venue for CCTV only to discover that the footage has been lost. The premises licence for this venue states footage to be kept for 28 days (request made within this period) . The venue informs the investigators that it is only kept for 21 days. The suspect is not identified and the investigation is hindered by the lack of CCTV and the actions of the door team on the night.

31/08/2015 - 0300hrs - ASSAULT/STABBING - 3825465/15

Victim is at the venue with his girlfriend and is approached by a group of males, one of which assaults him. A large fight breaks out during which the victim receives a puncture wound to the face which is believed to have been caused by a key. The victim is unwilling to assist police with the investigation and despite the presence of an ID scanning system the suspect is not identified.

31/08/2015 - 0403 - ASSAULT/FIGHT - 3825417/15

Victim is assaulted as he leaves the venue following a fight. He is unwilling to assist the police investigation and no suspects have been identified.

10/10/2015 - 0410hrs - ASSAULT/STABBING - 3829458/15

Victim is stabbed in the neck at the side of the dance floor in an unprovoked attack. The suspects enter the premises after the last entry time. They are not challenged by security until they reach the front door. When they are challenged they are still allowed entry and the searching of them was of an exceptionally poor standard. They did not have their ID's scanned and are unidentified.

This incident resulted in the police seeking an expedited review of the premises licence.

POLICE CONCLUSION & RECOMMENDATIONS

The Metropolitan Police have carefully considered all the incidents and interventions with this venue. Looking at the recorded crimes, revocation is clearly an option however we fully accept that there were significant outside factors that prevented the management from dedicating the time and effort needed to prevent and reduce the number and types of crime that have taken place.

We are aware that those factors no longer exist and Mr Kyeyune has given assurances that he will be able to dedicate himself to the task in hand. We acknowledge that Mr Kyeyune is a person who works closely with the police and if this licence were to remain in place then I am confident that this working relationship would continue.

There are however still some issues namely the CCTV. Following the suspension of the premises licence I attended the venue at the request of Mr Kyeyune. I made a number of recommendations in relation to the CCTV which I felt were essential in order to satisfy the police that the poor quality images supplied previously would drastically improve. These recommendations were not put into place and the images supplied to me on 3rd November were of a poor quality. These images are of little evidential value and therefore in my submission unsupportive of the prevention of crime and disorder licensing objective.

Therefore the only sensible course of action available is to suspend the premises licence until the CCTV is to a satisfactory standard.

Furthermore the Metropolitan Police request that should the committee be of a mind to allow this licence to remain active the conditions listed below should be added to the premises licence and replace all existing ones and that the hours are adjusted to those suggested.

1. Maintain a CCTV system to the reasonable requirements of the Metropolitan Police, covering the entrances, exits, internal and external areas of the premises and retain images for a minimum of 31 days and deliver CCTV images to Police or authorised Council Officers, in useable, form on request.

2. A head and shoulders image shall be captured to identification standard of every person who enters the premises.

3. A person who is capable of downloading images shall be present at the premises whenever licensable activity is taking place. Images shall be delivered to police or authorised council officers within 1 hour when the premises are open to the public. Where the request is made outside these hours images shall be delivered within 24hrs of the request.

4. Ensure that a minimum of 6 door supervisors, to include at least 1 female, are deployed at the premises from 30 minutes prior to the premises being open to the public to 30 minutes after the premises close.

5. Door supervisors will wear hi viz jackets at all times they are deployed at the premises and will be used to assist with the safe dispersal of customers at the end of the night in conjunction with a written dispersal policy.

6. Only a security company with active approved contractor status (ACS) shall deploy door supervisors at the premises

Ensure that records are kept by the DPS, at the premises, of the following details of any door-supervisor employed at the premises: -

Name

Full 16 digit SIA badge number

Signature of door-supervisor

Dates and times employed

The responsible person must countersign each daily record.

These records shall be made available, in useable form, to the Metropolitan Police or authorised officers of the Security Industry Authority upon request.

7. Ensure that the premises are a member of the Safer Croydon Radio system. The equipment shall be kept in working order. The Premises Licence Holder or an authorised deputy will be responsible for ensuring the proper use and monitoring of the equipment and that contact is maintained with the Croydon Council monitoring centre at all times when Licensable Activities are being provided at the premises.

8. Ensure that the maximum number of persons allowed to be in the premises is 200 and that records are kept, half hourly, of the total number of persons present in the premises from the commencement of each until the premises closes.

9. Ensure that no members of the public are admitted after 0200hrs.

10. Ensure that a comprehensive incident register is maintained, at the premises. The DPS shall ensure that details of incidents shall be added to the register within 24hrs of any incident. CCTV images of any incident will be recorded and kept at the premises along with a copy of the incident report and written reports from all members of staff involved

The following details shall be recorded: -

Date

Time

Location

Persons concerned

Summary of incident

Identification of any Emergency Services Personnel who attended.

11. A metal detector arch shall be in use and kept in working order at the premises. Every person entering the premises will pass through the arch prior to being allowed entry.

12. Metal detecting wands shall be in use and every person entering the premises will be scanned with the wand

13. Ensure that all staff are given regular training, supervised by the DPS, in relation to the Licensing Act 2003 and conflict management. Training records will be kept at the premises and made available for inspection. Refresher training will be given to all staff at least every six months.

14. Bottles of spirits and champagne shall only be sold to persons within a clearly defined VIP area. This area shall be constantly manned by a door supervisor and a nominated person shall be positioned at this area to monitor the consumption of alcohol. Bottles will not be permitted to be taken out of this area.

15. Events.

- Ensure that each event held at the premises shall be subject to a crime and disorder risk assessment, at least 14 days in advance of the event. This shall be carried out as agreed from time to time with the Metropolitan Police.
- Consult the local Metropolitan Police Licensing Unit to clarify whether the proposed event is **significant**
- Undertake a risk assessment of any **significant promotion or event** (as defined below) using the MPS Promotion/Event Risk Assessment (Form 696) and provide a copy* to the Metropolitan Police Service and the licensing authority not less than 14 days before the event is due to take place.

*(696 documents will be submitted in electronic form by e-mail)

Metropolitan Police Definition of a '**Significant Event**' (This definition relates to events that require a Promotion/Event Risk Assessment Form 696).

A **significant event** will be deemed to be: any occasion in a premises licensed under the provisions of the Licensing Act 2003, where there will be a live performer(s) – meaning DJs or, MCs; that is promoted in some form by either the venue or an outside promoter; where entry is either free, by invitation, pay on the door or by ticket.

16. Ensure that an anti-drugs policy is in operation in conjunction with a search and seizure.

17. Ensure that ID Scanner(or a comparable identification scanner with a facility to records persons who owing to their behaviour are barred from any premises) is installed and maintained at the premises, being operational at all times that the premises are open to the public. All persons regardless of age will be required to have their ID scanned prior to being permitted entry to the premises. This will also be in use for when the premises are hired for a private function. Valid passport, UK driving licence or PASS logo will be the only acceptable forms of ID.

18. When the premises are used for private hire copies of photo ID and recent utility bill for the hirer will be kept at the premises. The hirer will provide the venue with a verifiable guest list at least 24hrs prior to the event taking place. This list will be used in conjunction with the ID scanner to verify a person's attendance

19. No private hire of the venue will take place with less than 7 days notice without consultation with the Metropolitan Police Service.

Furthermore, the terminal hour for all licensable activity is amended as follows.

The sale by retail of alcohol on the premises

Monday - Thursday 1200 hours (noon) until 0100 hours on the day following

Friday - Sunday 1200hrs (noon) until 0330hrs on the day following

The provision of regulated entertainment namely:

Recorded music and the provision of entertainment facilities for dancing.

Monday - Thursday 2300hrs until 0130 on the day following

Friday - Sunday 2300 hours 0400 hours on the day following

Live music

Monday - Thursday 2300hrs until 0130 on the day following

Friday - Sunday 2300 hours 0400 hours on the day following

The provision of late night refreshment –

Monday - Thursday 2300hrs until 0130 on the day following

Friday - Sunday 2300 hours 0400 hours on the day following

The opening hours of the premises

Monday - Thursday 1200 hours (noon) until 0115 hours on the days following

Friday - Sunday 1200 hours (noon) until 0415 hours on the day following