

From: Dundon, Stephen
Sent: 18 June 2024 15:19
To: Amelia Abrahams
Cc: [REDACTED] Wajed Iqbal; William Lewis
Subject: Notes from Meeting re AJ's Bar and Grill - 13th June 2024

Hi Amelia

As promised, here is a summary of what we discussed during our meeting last week. I think it was a productive meeting and it was noticed by us all that you and Dominic did seem genuine in your desire to help reduce the issues. I hope it was helpful to hear from [REDACTED] the issues that her and the other residents have been facing in recent months and that can help you in continuing your plans to try and reduce them.

I think to summarise, the issues that the residents have been facing are groups gathering outside the building and in the smoking area at the front of the building, especially later in the evening. There have been bottles and glasses left in the road and also people vomiting and urinating in gardens directly outside the venue. The residents have also reported shouting and swearing in the road as people come and go from the premises and this has led to a lack of sleep at times. They also felt that sometimes the door staff appear to be participating in some of the anti-social behaviour rather than challenging and deterring it.

There was also a mention of groups of kids congregating at the rear of the building and I agreed to pass this to the local Neighbourhood Policing Team, which I have done.

The residents state that these issues tend to be more prevalent on Thursday, Friday, Saturday and Sunday evenings, although do say that things have improved a little more recently.

During the conversations we discussed the following:

1. You have put up signs in the toilets reminding people not to urinate outside the premises.
2. You have closed the smoking area at the front of the building from about 9pm at night to try and reduce the noise. Smokers now go in a heras fenced off area at the side. It was recommended that you prevent them from taking drinks outside to help reduce the amount of time they spend smoking.
3. You will get staff to check regularly outside the premises for individuals congregating and for any glasses/bottles being left about. They should also monitor for music noise coming from the premises, that could be a breach of licence conditions.
4. Security staff need to step up and do what they are paid for. Check ID's properly and ensure they challenge and anti-social behaviour as people come and go from the premises. The tone of acceptable behaviour needs to be set at the front door and then by staff throughout. This means dealing positively with any individuals who cause issues and even tell them they are not welcome at the bar if they can't behave.
5. Ensure the music is appropriate to the venue.
6. Maintain an incident book to record any incidents and your response to help demonstrate you are taking positive action.
7. Maintain a refusals book for any ID checks made.
8. Ensure staff are trained. There is free Check 25 and Vulnerability training for staff from LCC available here. [Check 25 - Lancashire County Council](#) Maintain staff training records.
9. Open a communication channel with residents so that they can make you aware of any issues. [REDACTED] is copied into this email and you have both consented to sharing email addresses.

I trust you are happy that this is a fair summary of what we discussed but if you think I have missed anything or you wish to clarify anything let me know.

I will continue to monitor any logs that are made to the police and will let you know if there are incidents so you can take any steps to address them.

I am confident that a few small steps can make a big difference and improve things for the residents and there will be no need to consider calling for a review of the premises licence.

Regards

Steve



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