



NOT PROTECTIVELY MARKED

WG401 (11/97)

MEMORANDUM

To:
Licensing Team
Coventry City Council

Ref:

From:
PC 4093 Bowes

Ext:

Date:
10th March 2016

SUBJECT:
Allesley Hotel Variation to Premise license

OBJECTION TO VARIATION OF A PREMISES LICENSE UNDER PREVENTION OF CRIME AND DISORDER.

An application has been submitted for the Allesley Hotel to vary the premises license to increase hours for late night refreshment from 1200hrs until 0200hrs every day both indoor and outdoors, and the sale of alcohol from 1200hrs until 0200hrsevery day for both on and off sales.

The hotel is situated in a small village surrounded by numerous residential properties, and until recently has not been an issue for the responsible authorities. During the summer of 2015 the premises was raised as a problem premises at the Responsible Authority meeting by various agencies. The main issues raised were poor management, lack of control, selling alcohol out of hours and an increase in complaints/reported incidents. The multi-agency approach involved Coventry City Licensing, The Police, Environmental Protection, and Safeguarding Children. Visits were conducted as was training and advice to staff within the premises. Complaints still came in to the various departments and further visits and advice was given reiterating previous points raised. In November 2015 a letter highlighting the short comings of the hotel was instigated by Coventry City Councils Head of regulatory Services. This highlighted concerns around Safeguarding children, Health & Safety, Licensing, and Community Safety.

Over the last 12 months there has been a significant increase in the amount of calls to the hotel of which 23.8% relate to incidents after 11pm. All apart from one of these logs relates to disorder and most of those are alcohol related. In particular a call is received at 0125hrs on the 29th September where there is large scale disorder at the hotel, following a wedding. The Police log states that there is a fight, the hotel is being vandalised and that males are forcing themselves on girls. Not only did this highlight lack of control at the hotel, but that the premises had been selling alcohol after 11pm, thus breaching the current operating schedule. Other calls are from staff stating that there are drunken residents being aggressive and abusive towards them, shouting and arguing outside the hotel, drinking within rooms and then fighting, domestic disputes, assaults, drunken persons loitering around cars acting suspicious etc.

Not included in this are the numerous calls that were received direct to the local Neighbourhood Policing Team. These Officers have also attended Ward Forums, residents meetings and 'Cuppa with a copper' sessions where numerous complaints and concerns were raised about the hotel. These are not logged directly but have had a massive impact on workload for the officers and lives of local residents. Again local officers have tried to work with the premises, but have found management to be difficult to work with. Most recently staff have refused to provide witness statements with regards to a crime occurring at the hotel, which would have been vital evidence. It is feared that if the hours of trade for both late night refreshment and sale of alcohol were to be increased to 2am incorporating both on and off license and in and outdoors, this would only

increase the potential for further incidents of crime and disorder, and anti-social behaviour in the area.

At present the hotel struggle to deal with incidents in day time hours when there is extra staff at hotel. At night they operate skeleton staff numbers, meaning it would be even more difficult to deal with incidents. Regularly there is no staff on the reception area meaning persons are allowed to enter the hotel with guests undetected. This obviously increases the potential for disorder and CSE.

Control within the bar area also appears to be an issue too. An example of this is a Police log where staff have called because of a drunken male whom has been served at the premises and taxi drivers will not take him as he is too intoxicated. The log states that staff feel they have a 'duty of care' for the male as it is their fault he is so drunk.

All in all it is felt that the hotel do not appear to take their responsibilities seriously and that there is a lack of control over guests residing at the hotel. Staffing levels, and relevantly trained staff do not appear to be at the correct level to cope with the demands of the hotel, which in turn leads to a disproportionately high level of calls to the Police.

As previously stated the West Midlands Police would like to object to the extension in hours of trade, and also request that the committee consider applying the following conditions to the premises license.

- (1) CCTV to operate at the premises to the agreed standard of the West Midlands Police. Images are to be retained for a minimum of 31 days and be made available to download at the request of the responsible authorities.
- (2) All staff to be trained in basic licensing laws and Child sexual exploitation awareness. This is to be documented and refreshed on a 6 monthly basis.
- (3) The DPS or a personal license holder is to be on the premises at all times.
- (4) A refusals and incident book are to be maintained.
- (5) All staff working at the hotel must be easily identifiable and be dressed appropriately. This is for customers/guests to be able to identify these individuals as staff working at the hotel.

Objection submitted for your attention and consideration.

Kind Regards

PC Bowes

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Statement of Kulwant EAVES

contact with the councillors is the Allesley Hotel.

Below are some of the emails received by me from the Councillors directly from local residents:

1.

"Friends of mine live across the road and have been plagued by the noise of cars revving engines outside their house, blasting of car horns and verbally abused by the perpetrators when asked to reduce or to cease the noise. Those that were causing the disturbances were guests at weddings at the hotel. They have also complained to the appropriate authority with regard to the matter, only to have no response or actions being taken against the hotel for any of it. It seems to me the hotel owners have friends in high places"

2.

"Last night we had all the stereo typical antics of a televised Gypsy wedding glasses smashed in the road kids shouting at cars obstructing their path through the village, kicking wheelie bins throwing litter around the place. I had a mouthful off a bunch of kids when I went out asking who kicked my wheelie bin.

At approximately 1.30 am in the morning when half the village was awake by the car racing antics a resident was subjected to a hail of insults and suggestions as she leant out the window and hollered something at a bunch of men who retaliated by asking how much for her services!

We were tempted to call the police earlier on as you could just tell there was trouble in the air but we tried to put any preconceptions as to how the night was going to end up to one side only to find that thats exactly how the night ended up.

This Hotel is taking no responsibility for its place in the village on many fronts and I would like to enquire as if it is worth objecting to a renewal of their license or at least give them a bit of a shake up as to taking some responsibility in the community or restricting what they can and cannot do with this venue. I'm off outside now to sweep the broken glass up that was left last night before a dog injures itself."

3.

"I am writing to inform you of the increasing hostility that is emerging amongst the residents of the Village towards the comings and goings at Allesley Hotel.

We live near the hotel and putting the un-kept nature of the building aside, I would like to draw your attention to the impact on the community the current influx of "hotel guests" are having. It is clear that the hotel is being used to house people that are transient and in need of temporary accommodation. I cannot

Signature Signature witnessed by

WITNESS STATEMENT

Criminal Procedure Rules, r 27.2; Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B

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Statement of Kulwant EAVES

Age if under 18 Over 18 (if over 18 insert "over 18")

Occupation Police Sergeant 5807

This statement (consisting of 1 page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false, or do not believe to be true.

Signature:

(witness)

Date

I am Police Sergeant 5807 Eaves, based at Radford Sector Base, Grangemouth Road, Coventry. I am the Neighbourhood Policing Sergeant for the area covering the Bablake and Sherbourne wards within the West Midlands Police force area.

I am providing this statement as I have grave concerns about the potential impact of any extension to the licencing hours granted at the Allesley Hotel, Coventry. I am aware that there has been a request from the hotel to Coventry City Council to extend licencing hours to cover service of alcohol to include the period of 2300 to 0200 hours daily. The Allesley Hotel is a premises that I would describe as creating high demand for officers.

The Allesley Hotel is a large hotel and is used for various types of stay. There are regular business and tourist guests, functions, but also the hotel is used for short term emergency accommodation for people who have presented themselves as homeless.

The use of the hotel for the purpose of short term accommodation has caused the local community a great deal of concern. Tensions are running high with local residents who feel that since the hotel has been used for this purpose there has been an increase in anti-social behaviour and crime in the area. As part of my duties I attend the Bablake Ward Forum, which is a quarterly public meeting for residents to discuss concerns with interested authorities. The Allesley Hotel is always the top subject on the agenda for members of the public who attend, to the point that there is little time left to discuss any other issue as so many people want to discuss it. They report issues with noise, nuisance behaviour in the street, people from the hotel begging and there is a general perception that crime has increased markedly. On a more local level, my team run a monthly drop in surgery for residents, known locally as "Cuppa with a Copper". Again, the Allesley Hotel is the top subject for discussion at these sessions.

As well as residents raising concerns directly with me through public forum, I also receive complaints about the Allesley Hotel in other ways. The three City Council members for the Bablake Ward (Cllrs Birdi, Galliers, Singh) are all in regular contact with me via email and telephone. Again, the top subject of my

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Witness contact details	URN				
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Name of witness: PS 5807 Eaves
 Home Address: C/O Coventry Central police station Postcode: CV1 2JX
 E-mail address: k.eaves@west-midlands.pnn.police.uk Mobile:
 Home Telephone Number: Work Telephone Number: 101 ext 831 6514
 Preferred means of contact (specify details for vulnerable/intimidated victims and witnesses only):
 Gender: Date and place of birth:
 Former name: Ethnicity Code (16 + 1):

DATES OF WITNESS NON-AVAILABILITY:

Witness care

- a) Is the witness willing to attend court? If 'No', include reason(s) on form **MG6**.
- b) What can be done to ensure attendance?
- c) Does the witness require a Special Measures Assessment as a vulnerable or intimidated witness? (youth under 18; witness with mental disorder, learning or physical disability; or witness in fear of giving evidence or witness is the complainant in a sexual offence case) If 'Yes' submit **MG2** with file in anticipated not guilty, contested or indictable only cases.
- d) Does the witness have any particular needs? If 'Yes' what are they? (Disability, healthcare, childcare, transport, disability, language difficulties, visually impaired, restricted mobility or other concerns?).

Witness Consent (for witness completion)

- a) The Victim Personal Statement scheme (victims only) has been explained to me Yes No
- b) I have been given the Victim Personal Statement leaflet Yes No
- c) I have been given the leaflet "Giving a witness statement to the police..." Yes No
- d) I consent to police having access to my medical record(s) in relation to this matter (obtained in accordance with local practice) Yes No N/A
- e) I consent to my medical record in relation to this matter being disclosed to the defence Yes No N/A
- f) I consent to the statement being disclosed for the purposes of civil, or other proceedings if applicable, e.g. child care proceedings, CICA Yes No N/A
- g) **Child witness cases only.** I have had the provision regarding reporting restrictions explained to me. Yes No N/A
 I would like CPS to apply for reporting restrictions on my behalf. Yes No N/A

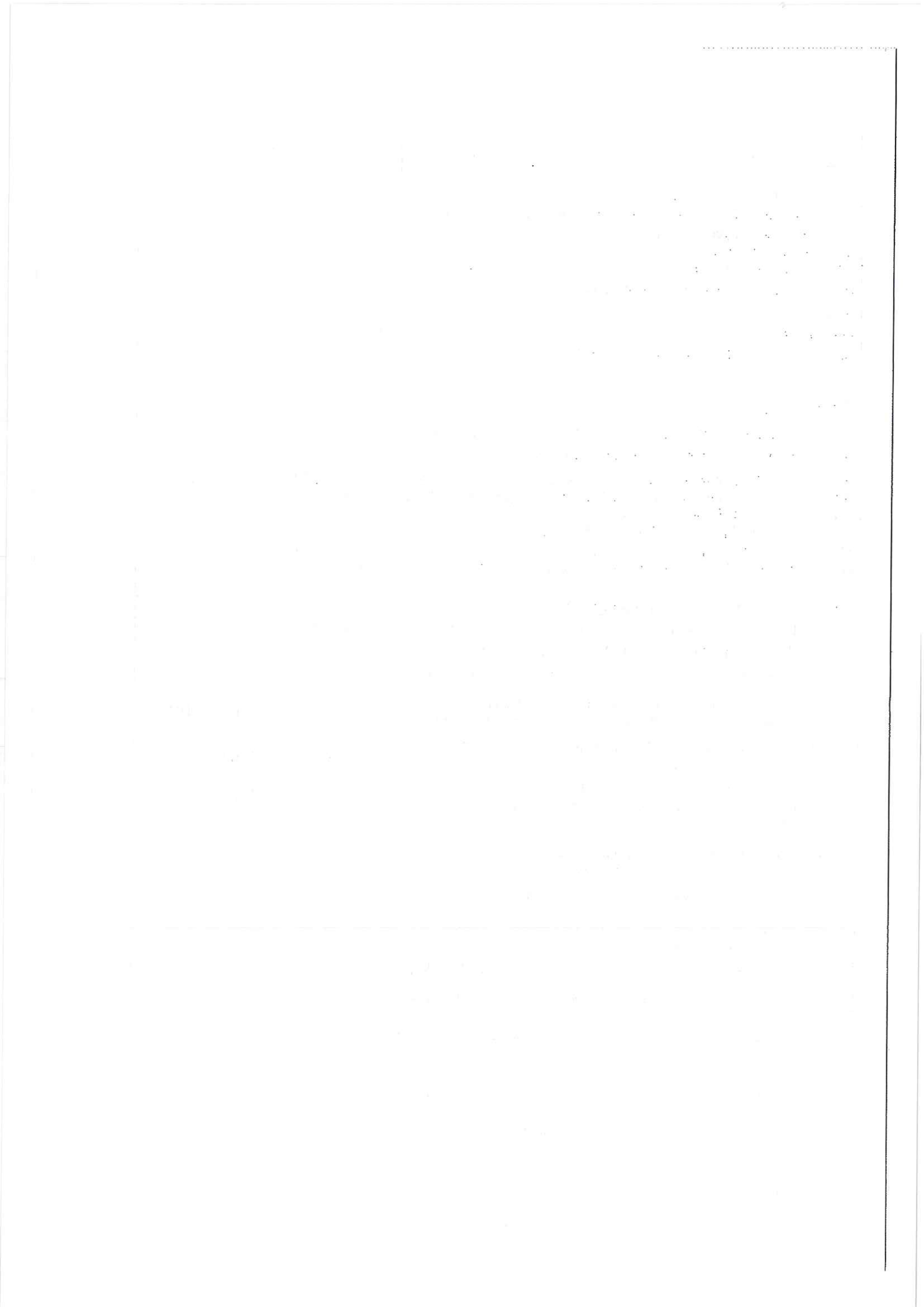
'I understand that the information recorded above will be passed on to the Witness Service, which offers help and support to witnesses pre-trial and at court'.

Signature of witness: PRINT NAME:
 Signature of parent/guardian/appropriate adult: PRINT NAME:
 Address and telephone number (of parent etc.), if different from above:

Statement taken by: Self Station: Coventry Central

Time and place statement taken: Coventry Central @ 1500hrs 7/3/16.

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5.

"Three weeks ago what appeared to be drunken young men were literally racing around the village in their flash cars."

There is some justification for the residents' concerns. The calls for service at the hotel are disproportionately high, there are 155 calls in total and between October 2015 and mid January 2016 there were 22 calls from the hotel. This is a considerable drain on resources. The incidents are often classified as disorder and require an immediate response. Looking further at the 22 calls, there were only two calls which resulted in crimes being recorded. Alcohol plays a large part in the calls that are received from the hotel. Efforts to engage with the staff to work together to reduce crime and disorder have largely proved fruitless, the working relationship could certainly improve. The latest report that came in to me was 4/3/16 at 0218 hours of a drunken female refusing to leave and causing a disturbance in one of the bedrooms.

Finally i can confirm that we have had criminal incidents at the venue where staff have refused to assist in a police investigation. An example of this is when there was a vehicle broken into on the carpark of the Allesley Hotel and the staff member was a witness to it but they refused to provide an evidential statement in relation to what they had seen.

Taking the above into account, I fully believe that making alcohol readily available for longer periods would only exacerbate the issues already present. It is for these reasons that I must object to any extension to the current licencing hours at the Allesley Hotel.

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generalise about the behaviour of the intakes but we have seen a rise in antisocial activity of late.

Only yesterday I spoke to someone who was spitting in the bus shelter; reminding them that school children use the service on a daily basis, only to be very rudely abused. Several youths have been wandering around the front of the hotel and therefore our houses, clearly with nothing to do, whilst we go to work and leave our properties unprotected.

I am aware of the rise in theft and break ins in the local area and I feel our property is at risk. I am away on business regularly and I am even getting nervous about leaving my wife in the house overnight on her own.

I have contacted the hotel previously to inform them that youths were leaning out the bedroom windows on the front of their building abusing people walking down the street.

The feelings are running high amongst residents and there is belief that not only is this practise of putting these people in to the community making it a less desirable place to live but also devaluing the properties in Allesley within the conservation area. Whilst mentioning the conservation area, the residents within it take pride in the upkeep of the beautiful properties most of which are graded buildings. This cannot be said for the Hotel which looks an eye saw and hugely embarrasses the residents when they see so many tourists walking around. Cannot something be done to put pressure on the owners to bring it up to the condition that the conservation area deems satisfactory and that the area deserves or do Coventry and the council in particular not see Allesley as an attraction anymore to be proud of?

I hope you understand my reasons to write, I have been silent for 10 months now but cannot bare this situation to deteriorate even more.

I look forward to your response and indeed help for the community on this matter. Please be rest assured that we will continue to monitor what is going on and we will continue to contact the council (and the Police if required) should things not remedied to our satisfaction."

4.

"I feel I must make a complaint about the state of the Allesley Hotel. These buildings are in a conservation area and also listed. They are in a dreadful state of repair and it brings the whole village down. I am also not very pleased at having ex -offenders staying there at the tax payers expense. We pay a lot of Council Tax in Allesley and money should not be used for this purpose. Police vans are seen going in and coming out of the entrance which does not look very good. The owner doesn't appear care about the state of the buildings or who he lets the rooms to. Elderly residents have also expressed their concern and feel insecure."

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