LICENSING SUB-COMMITTEE
THIRD DESPATCH – ADDITIONAL INFORMATION FROM POLICE AND PREMISES LICENCE HOLDER

Date: Thursday 16 February 2017

Time: 7.00 pm

Venue: Lecture Theatre (2nd Floor) - International House, Canterbury Crescent, SW9 7QE

Copies of agendas, reports, minutes and other attachments for the Council's meetings are available on the Lambeth website. www.lambeth.gov.uk/moderngov

Members of the Committee

Councillor Michelle Agdomar, Councillor Linda Bray, Councillor Claire Holland, Councillor Jennie Mosley, Councillor Amélie Treppass, Councillor Louise Nathanson, Councillor Andy Wilson, Councillor Max Deckers Dowber, Councillor Vaila McClure and Councillor Liz Atkins

Substitute Members

Councillor Matthew Bennett, Councillor Fred Cowell, Councillor Paul McGlone, Councillor Martin Tiedemann, Councillor Imogen Walker, Councillor Jane Edbrooke, Councillor Tim Briggs, Councillor Bernard Gentry and Councillor Marsha de Cordova

Members required for this meeting will be:
Councillor Andrew Wilson, Councillor Max Deckers Dowber and Councillor Liz Atkins

Further Information

If you require any further information or have any queries please contact:
Jacqueline Pennycook, Telephone: 020 7926 0028; Email: jpennycook@lambeth.gov.uk

Members of the public are welcome to attend this meeting. If you have any specific needs please contact Facilities Management (020 7926 1010) in advance.

Queries on reports

Please contact report authors prior to the meeting if you have questions on the reports or wish to inspect the background documents used. The contact details of the report author are shown on the front page of each report.

Security

Please be aware that you may be subject to bag searches and asked to sign in at meetings that are held in public. Failure to comply with these requirements could mean you are denied access to the meeting. There is also limited seating which is allocated on a first come first serve basis, you should aim to arrive at least 15 minutes before the meeting commences. For more details please visit: our website.

Please contact Democratic Services for further information – 020 7926 2170 – or the number on the front page.

@LBLdemocracy on Twitter http://twitter.com/LBLdemocracy or use #Lambeth
Lambeth Council – Democracy Live on Facebook http://www.facebook.com/
While the Town Hall is closed meetings will take place at the Karibu Education Centre or International House. Please refer to the front page of this agenda to see meeting location.

Karibu Education Centre, 7 Gresham Rd, London SW9 7PH

International House, Canterbury Crescent, London SW9 7QE
**AGENDA**

**PLEASE NOTE THAT THE ORDER OF THE AGENDA MAY BE CHANGED AT THE MEETING**

<table>
<thead>
<tr>
<th>Page Nos.</th>
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<tbody>
<tr>
<td>a)</td>
<td>Scandals, 82-84 Norwood High Street, London SE27 9NW (Knight's Hill Ward)</td>
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<tr>
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<td>Additional Police Representation</td>
</tr>
<tr>
<td></td>
<td>Additional Information from Premises Licence Holder</td>
</tr>
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</table>
Digital engagement

We encourage people to use Social Media and we normally tweet from most Council meetings. To get involved you can tweet us @LBLDemocracy.

Audio/Visual Recording of meetings

Everyone is welcome to record meetings of the Council and its Committees using whatever, non-disruptive, methods you think are suitable. If you have any questions about this please contact Democratic Services (members of the press please contact the Press Office). Please note that the Chair of the meeting has the discretion to halt any recording for a number of reasons including disruption caused by the filming or the nature of the business being conducted.

Persons making recordings are requested not to put undue restrictions on the material produced so that it can be reused and edited by all local people and organisations on a non-commercial basis.

Representation

Ward Councillors may be contacted directly to represent your views to the Council: (details via the website www.lambeth.gov.uk)
Full information on the procedure is sent to all parties to the hearing. The information below is a précis of that information.

Parties to the hearing must notify Licensing Services within prescribed timescales (these vary according to the type of hearing) that they intend to attend and/or be represented at the hearing and whether any witnesses will be attending on their behalf.

The hearing will operate as follows (subject to the discretion of the Chair):

- In the form of a discussion led by the Committee; cross examination will not normally be permitted.
- A total of 3 minutes speaking time is normally allowed for each party. Any preliminary points will be treated separately.
- Where there is more than one representation raising the same or similar grounds, those parties should consider nominating a single representative to address the Sub-Committee on their behalf at the hearing.
- Parties to the hearing may be permitted to ask questions of any other party or witness.
- Parties to the hearing may be required to answer specific questions from members of the committee seeking clarification of information.

The typical order of the hearing will be as follows:

1. Chair will ask all parties and witnesses to introduce themselves and this should include a brief explanation of the purpose of their attendance.
2. Officers present the report.
3. Committee members ask questions of officers.
4. Applicant speaks.
5. Applicant's witnesses speak (with permission of Chair).
6. Committee members ask questions of applicants and their witnesses (only applies to witnesses who have been given permission to speak).
7. Other parties speak.
8. Other parties' witnesses speak (with permission of Chair).
9. Committee members ask questions of the other parties to the hearing and their witnesses (only applies to witnesses who have been given permission to speak).
10. Applicant (with exception and with permission of Chair) asks questions of the other parties to the hearing and their witnesses.
11. Other parties to the hearing (with exception and with permission of Chair) ask questions of the applicant/other parties to the hearing and their witnesses.
12. Chair's closing remarks.
13. Committee retires to make their decision.
14. Legal adviser informs the hearing of any advice that they have given to the committee during the decision making process.
15. Committee announces decision and gives reasons.
16. After the hearing officers will write to all parties to confirm the committee's decision.
This page is intentionally left blank
Rec By : R (Radio)
Call Tel: 556 LX
Call Name: 556 LX
Call Type: S (Staff on Duty)
Call Mail:
Ctct Tel:
Att Locn: SCANDALS NIGHTCLUB, NORWOOD HIGH STREET, SE27
Map: Page 182, Grid Reference 532078, 171811
GPA: LR [Division: LX: WW]
Inc Locn:
Map:
GPA:
Call Locn:
Map:
GPA:
Opening 1:503 (Police Generated Resource Activity)
Open Text:
Urgency: R (Referred)
VRMs:
Proposal: (BOCU at 01:15/30JAN16): LX24N LX50N LX2L 490LX 64LX 221LX 365LX 507LX 617LX 151LX
Assigned:
DeAssign: 556 LX, 186 LX, 518 LX
TOA: 01:16:50/30JAN16
DO Name: 
DO Tel: 
CRIS:
Class 1: 503 (Police Generated Resource Activity)
2: 301 (Licencing)
Qual 1: 701 (Assistance Requested / Rendered)
Res 1: 704 (Inform / Informed)
Cl Text:
O Dealing: 556 LX
Metops:
CHS Demid:
Linked:
Location Field: (For previous Incidents at this location use action:LCD or LCL - use DARIS to extend search)
CONTINUED ...
PRINTED AT 12:01 31:JAN:17 Smith 35LX 197099

SINGLE INCIDENT PRINTOUT

INCIDENT No. 592:30JAN16

Gazetteer Comments: (May have existed or altered since Incident creation - Use MSS SMF:SPECARCHIVE)

Location Based Comments
** Attendance Location **

Remarks:

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<td>30JAN16</td>
<td>717533</td>
<td>L3080</td>
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<td>^556LX LICENSING CHECK TO GATHER INTEL</td>
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<td></td>
</tr>
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<td>01:38:11</td>
<td>30JAN16</td>
<td>187896</td>
<td>L3077</td>
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<td></td>
<td>556LX...LICENSING CHECK DONE, ALL IN ORDER, CCTV WORKS GOOD QUALITY, 5/6 DOOR STAFF, EXPECTED NUMBERS APPROX 250. ALL GOOD NATURED. CAD CAN BE CLOSED</td>
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NO UNAUTHORISED DISCLOSURE–DISPOSE OF AS CONFIDENTIAL WASTE.
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SUBJECT TO FREEDOM OF INFORMATION ACT AND DATA PROTECTION ACT
NO UNAUTHORISED DISCLOSURE—DISPOSE OF AS CONFIDENTIAL WASTE.
INCIDENT No. 823:20FEB16

INCIDENT No. 823 entered at 01:55 on 20FEB16 by 616536/L3040 in DIV-LX

Rec By : R (Radio)
Call Tel :
Call Name: CCTV
Call Type: S (Staff on Duty)
Call Mail:
Cntct Tel:
Att Locn : NORWOOD ROAD, SE27 : SCANDALS
  Map : Page 181, Grid Reference 531875, 172441
  GPA : LR [Division: LX:WW]
Inc Locn :
  Map :
  GPA :
Call Locn:
  Map :
  GPA :
Open:ng 1:503 (Police Generated Resource Activity)
Open Text:
Urgency : R (Referred)
VRMs :
Proposal : (BOCU at 01:56/20FEB16): L2N LX23N LX24N LX83N 333LX 524LX 769LX
Assigned :
DeAssign : LX21N, LX24N
TOA : 01:58:31/20FEB16
DO Name :
DO Tel :
CRIS :
Class 1 : 503 (Police Generated Resource Activity)
Qual 1 : 701 [Assistance Requested / Rendered]
Res 1 : 703 [No Offences Disclosed]
Clo Text : AS REMS
O Dealing: 257LX
Metops :
CHS Demid:
Linked :

Location Field : (For previous Incidents at this location use action: LCD or LCL - use DARIS to extend search)
Gazetteer Comments : (May have existed or altered since Incident creation - Use MSS SMF: SPECARCHIVE)

CONTINUED ...
SINGLE INCIDENT PRINTOUT

INCIDENT No. 823:20FEB16

** Attendance Location **

Remarks:

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<td>616536</td>
<td>L3040</td>
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<td>(pre 1st routing)</td>
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<td>^LX APPEARS TO BE A SCUFFLE AT THE LOCATION ONE MALE SEEN PICKING UP THE BARRIERS.</td>
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<td>^2571x ... no fight, lots of people leaving location, security on scene no issues currently</td>
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<td>02:20:21</td>
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<td>225333</td>
<td>LX21N</td>
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<td></td>
<td></td>
<td>^^573LX...all seemed calm. no offences</td>
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Previous Actions:

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SUBJECT TO FREEDOM OF INFORMATION ACT AND DATA PROTECTION ACT
NO UNAUTHORISED DISCLOSURE–DISPOSE OF AS CONFIDENTIAL WASTE.
### INCIDENT PRINTOUT

**INCIDENT No. 823:20FEB16**

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**PRINTED AT 12:01 31:JAN:17 Smith 35LX 197099**

**PAGE 3**

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**SUBJECT TO FREEDOM OF INFORMATION ACT AND DATA PROTECTION ACT**

**NO UNAUTHORISED DISCLOSURE—DISPOSE OF AS CONFIDENTIAL WASTE.**
INCIDENT No. 914 entered at 01:18 on 01JAN16 by CHS/CHS in CCC/IR

INCIDENT WAS ENTERED "EXTERNALLY"

Rec By :E (Emergency)
Call Tel : [Redacted]
Call Name: [Redacted]
Call Type:W (Witness)
Call Mail:
Cnct Tel:
Att Locn :WINDSOR GRO,SE27;o/s scandals
Map :Page 182, Grid Reference 532149,171717
GPA :LR [Division: LX:WW]
Inc Locn :WINDSOR GRO,SE27;o/s scandals
Map :Page 182, Grid Reference 532149,171717
GPA :LR [Division: LX:WW]
Call Locn:dec
Map :
GPA :
Opening 1:001 (Violence Against The Person)
Prompt(s) existed for Opening Code(s) at time of creation
Open Text:
Urgency :I (Immediate)
VRMs :
Proposal :(BOCU at 01:19/01JAN16):
864LX 490LX 221LX 261LX 406LX 542LX 562LX 634LX 722LX 189LX
Assigned :
DeAssign :
TOA :01:22:01/01JAN16
DO Name :
DO Tel :
CRIS :NOT CRIMED
Class 1 :314 (Suspicious Circumstances)
Qual. 1 :701 (Assistance Requested / Rendered)
Res 1 :702 (No Trace)
2 :703 (No Offences Disclosed)
Clo Text :
O Dealing:
Metops :
CHS Demid:20160101025843

Linked :

CONTINUED ...

SUBJECT TO FREEDOM OF INFORMATION ACT AND DATA PROTECTION ACT
NO UNAUTHORISED DISCLOSURE—DISPOSE OF AS CONFIDENTIAL WASTE.
01:19:41 01JAN16 CHS
** **START OF DATA AUTOMATICALLY COPIED FROM OPEN PROMPT** **
OPEN CODE "001":
01/05/07 Consider contacting MIB 24/7 Intelligence Support on 68400 or 68401 when dealing with critical/serious incidents
** **END OF DATA AUTOMATICALLY COPIED FROM OPEN PROMPT** **

01:19:55 01JAN16 009842 L3040
^LX - CIRCD

01:20:06 01JAN16 CHS
ENTERED BY: CHS (c089786 ) AT: 2016-01-01 01:20:06
males are now running --> gypsy hill

01:20:56 01JAN16 CHS
ENTERED BY: CHS (c089786 ) AT: 2016-01-01 01:20:56
^int - one m ran off and the other males were chasing, unable to give a description other than blk males

01:24:07 01JAN16 197099 LX2N
^LX2N Quiet o/s scandals, will check Windsor grove

01:27:19 01JAN16 207382 L3039
^35LX...CANX ANY OTHER UNITS

01:31:47 01JAN16 197099 LX2N
^35LX no travce any fight, no persons on scene reporting being victims ...

01:32:33 01JAN16 009842 L3040

****************************** NCRCIRC ******************************
THE CIRCUMSTANCES OF THIS INCIDENT DO NOT AMOUNT TO A NOTIFIABLE CRIME BECAUSE (place the word 'YES' by either A,B,C,D or E and in ALL cases show supporting grounds under F):
A.............. THERE IS CREDIBLE EVIDENCE TO THE CONTRARY:

CONTINUED ...

SUBJECT TO FREEDOM OF INFORMATION ACT AND DATA PROTECTION ACT
NO UNAUTHORISED DISCLOSURE-DISPOSE OF AS CONFIDENTIAL WASTE.
INCIDENT No. 914:01JAN16

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SUBJECT TO FREEDOM OF INFORMATION ACT AND DATA PROTECTION ACT NO UNAUTHORISED DISCLOSURE- DISPOSE OF AS CONFIDENTIAL WASTE.
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<td></td>
<td></td>
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<td>IP//Smith 35LX/1/p197099@met.police.uk</td>
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... END OF PRINT ...
INCIDENT No. 1158: 02MAY16

INCIDENT No. 1158 entered at 03:33 on 02MAY16 by LAS/LAS in CCC/IR

INCIDENT IS "PRIORITY"
INCIDENT WAS ENTERED "EXTERNALLY"

Rec By : O [Ordinary]
Call Tel :
Call Name : LAS/000610/02052016(Time:033018)
Call Type :
Call Mail:
Cntct Tel:
Att Locn : SCANDALS, 82 NORWOOD HIGH STREET, SE27
   Map : Page 182, Grid Reference 532078, 171811
   GPA : LR [Division: LX:WW]
Inc Locn :
   Map :
   GPA :
Call Locn :
   Map :
   GPA :
Opening 1:70: (Assistance Requested / Rendered)
Open Text: "LAS"
Urgency : S [Significant]
VRMs :
Proposal : (B0CU at 03:34/02MAY16): L1 N LX20L LX20N LX81L LX2L 390LX 453LX
Assigned :
DeAssign : L1N, LX30N
TOA : 03:40:47/02MAY16
DO Name :
DO Tel :
CRIS : 12:3473/16
Class 1 : 00: (Violence Against The Person)
Qual 1 : 70: (Assistance Requested / Rendered)
Res 1 : 710 (CRIS Entry/Updated)
Clo Text :
O Dealing: 924LX
Metops :
CHS Demid:

Linked :
Location Field : (For previous Incidents at this location use action: LCD or LCL - use DARIS to extend search)

CONTINUED ...
INCIDENT No. 115#:02MAY16

Gazetteer Comments : (May have existed or altered since Incident creation - Use MSS SFM:SPECARCHIVE)

No Comments for this Location

Remarks:

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<td>(pre 1st routing)</td>
<td>MPS*LAS REFERENCE:LAS/000610/02052016(Time:033018)</td>
<td>Assistant:POLICE</td>
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<td>Location:</td>
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<td>SCANDALS, 82, NORWOOD HIGH STREET, SE27 &quot;O/S&quot;</td>
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<tr>
<td>Contact</td>
<td>LAS :</td>
<td>Number:</td>
<td>Unit: Assigned:N (Y/N) On Scene:N (Y/N) Attending:Y (Y/N/U) ETA: Mins</td>
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<td>Caller:<em>MOB</em> 02 ,99,20160502033005,0 ,DATA AVAI</td>
<td>205371 DIV:LX</td>
<td>008/06 ABH &amp; Minor Wounding</td>
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<tr>
<td>Remarks:</td>
<td>METROPOLITAN POLICE: POLICE requested for OTHER - FULL DETAILS BELOW, LAS BEEN CALLED TO 30 YOM BEEN ASSAULTED WITH BOTTLE, ASSAILANT STILL ON SCENE, YOUR ATTENDANCE PLEASE, THANKS</td>
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03:35:56 205371 DIV:LX " " " FR/CIRC
03:36:09 " " " CI/L1N

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SUBJECT TO FREEDOM OF INFORMATION ACT AND DATA PROTECTION ACT NO UNAUTHORISED DISCLOSURE-DISPOSE OF AS CONFIDENTIAL WASTE.
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INCIDENT No. 1449:02OCT16

INCIDENT No. 1449 entered at 03:14 on 02OCT16 by CHS/CHS in CCC/IR

INCIDENT WAS ENTERED "EXTERNALLY"

Rec By : E (Emergency)
Call Tel : [Redacted]
Call Name: [Redacted]
Call Type: T (Third Party)
Call Mail: 
Cntct Tel: 
Att Locn : 82 NORWOOD HIGH ST, SE27:SCANDALS
Map : Page 182, Grid Reference 532078,171811
GPA : LR [Division: LX:WW]
Inc Locn : 82 NORWOOD HIGH ST, SE27:SCANDALS
Map : Page 182, Grid Reference 532078,171811
GPA : LR [Division: LX:WW]
Call Locn: [Redacted] WINDSOR CLOSE, SE27
Map : Page 182, Grid Reference 532201,171701
GPA : LR [Division: LX:WW]
Opening 1:215 (ASB - Nuisance)
2:202 (Rowdy Or Inconsiderate Behaviour)
3:211 (Noise);
Prompt(s) existed for Opening Code(s) at time of creation

Open Text:
Urgency : R (Referred)
VRMs:
Proposal : (BOCU at 03:17/02OCT16):
LX23N LX82L LR18L LX2L 453LX 34LX 59LX 679LX 72LX 868LX

Assigned:
DeAssign:
TOA:
DO Name:
DO Tel:
CRIS:
Class 1 : 506 (Duplicate)
Qual 1 : 701 (Assistance Requested / Rendered)
Res 1 : 720 (Linked)
Clo Text : SNL 1420
O Dealing:
Metops:
CHS Dmid: 20161002026396

Linked : explicitly to 1420:02OCT16

CONTINUED ...

SUBJECT TO FREEDOM OF INFORMATION ACT AND DATA PROTECTION ACT
NO UNAUTHORISED DISCLOSURE-DISPOSE OF AS CONFIDENTIAL WASTE.
INCIDENT No. 1449:02OCT16

Linked implicitly to 1439:02OCT16 1456:02OCT16 1464:02OCT16 1502:02OCT16 1608:02OCT16

Gazetteer Comments: (May have existed or altered since Incident creation — Use MSS SMF:SPECARCHIVE)

Location Based Comments

** Attendance and Incident Location **

No Comments for this Location

** Caller Location **
WINDSOR CLO ,SE27
OFF WINDSOR GRO

Remarks:

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ENTRERED BY: CHS (c725396 ) AT: 2016-10-02 03:15:24
^INFT - TROUBLE ACROSS THE ROAD....PEOPLE COMING FROM O/S SCANDALS ALL OVER THE PLACE MAKING A NOISE AND SMOKING

03:17:16 02OCT16 CHS

** **START OF DATA AUTOMATICALLY COPIED FROM OPEN PROMPT** **
OPEN CODE "202":
USE SMF/ASB
OPEN CODE "211":
USE SMF/ASB
** **END OF DATA AUTOMATICALLY COPIED FROM OPEN PROMPT** **

03:17:16 02OCT16 CHS
ENTRERED BY: CHS (c725396 ) AT: 2016-10-02 03:15:37
^OP - THIS IS NOISE FROM THE CLUB THAT POSS GETTING TWDS KICKING OUT TIME

03:17:16 02OCT16 CHS
ENTRERED BY: CHS (c725396 ) AT: 2016-10-02 03:16:22
^OP - MALE DIDN'T ACTUALLY ALLEGED ANY OFFENCES BEFORE CLEARING HOWEVER AWARE OTHER CALLS HERE TONIGHT

CONTINUED ...
Previous Actions:

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<td>189615</td>
<td>DIV:IX</td>
<td>015:ASB - NUISANCE,202:ROWDY OR INCONSISTENT BEHAVIOUR,211:NOISE</td>
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<td>086935</td>
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<td>VI/p197099</td>
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<td>11:52:55</td>
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... END OF PRINT ...
INCIDENT No. 1890:22MAY16

INCIDENT No. 1890 entered at 04:10 on 22MAY16 by CHS/CHS in CCC/IR

INCIDENT WAS ENTERED "EXTERNALLY"

Rec By :E (Emergency)
Call Tel : 
Call Name: 
Call Type:T (Third Party)
Call Mail: 
Cntct Tel: 
Att Locn: WINDSOR GROVE,SE27:O/S SCANDALS
  Map :Page 182, Grid Reference 532149,171717
  GPA :LR [Division: LX:WW]
Inc Locn: WINDSOR GROVE,SE27:O/S SCANDALS
  Map :Page 182, Grid Reference 532149,171717
  GPA :LR [Division: LX:WW]

Call Locn: 
  Map :
  GPA :

Opening 1:215 (ASB - Nuisance)
  2:202 (Rowdy Or Inconsiderate Behaviour)
  3:600 (Alcohol)
Prompt(s) existed for Opening Code(s) at time of creation

Open Text: 
Urgency :S (Significant)

Proposal: (BOCU at 04:13/22MAY16):
  LIN LX34E LX32N LX27E LX20L LR18N 453LX 535LX LX3E LX4L LX4E

Assigned: 
DeAssign: LX83N
TOA : 05:01:55/22MAY16

DO Name: 
DO Tel: 

CRIS: NOT CRIMED

Class 1 :215 (ASB - Nuisance)
Qual 1 :202 (Rowdy Or Inconsiderate Behaviour)
Res 1 :702 (No Trace)
  2 :703 (No Offences Disclosed)
Clo Text: NO ASB URN REQUIRED - P218240

O Dealing: 
Metops: 

CHS Demid:20160522026752

CONTINUED ...
INCIDENT No. 1890:22MAY16

Linked:

Phone Field: (For previous Incidents from this phone use action: PHD or PHL - use DARIS to extend search)

Location Field: (For previous Incidents at this location use action: LCD or LCL - use DARIS to extend search)

Gazetteer Comments: (May have existed or altered since Incident creation - Use MSS SMF: SPECARCHIVE)

No Comments for this Location

Remarks:

Time    Date    Opid      Ternid
--------- ------- ---------- ---------
04:13:47 22MAY16 CHS     CHS      (pre 1st routing)

ENTERED BY: CHS (c723884 ) AT: 2016-05-22 04:11:26
^INFT PEOPLE FROM NIGHT CLUB ARE BEEPING CARS...CAUSING A NUISIBLE...ON GOING ISSUE

04:13:47 22MAY16 CHS
** **START OF DATA AUTOMATICALLY COPIED FROM OPEN PROMPT** **
OPEN CODE "001":
01/05/07 Consider contacting MIB 24/7 Intelligence Support on 68400 or 68401 when dealing with critical/serious incidents
** **END OF DATA AUTOMATICALLY COPIED FROM OPEN PROMPT** **

04:13:48 22MAY16 CHS
ENTERED BY: CHS (c723884 ) AT: 2016-05-22 04:13:34
^INFT PEOPLE WERE FIGHTING NOT TOO LONG AGO...IVE CALLED ABOUT THIS BEFORE THIS NIGHTCLUB IS CAUSING A NUISIBLE

04:13:51 22MAY16 CHS
ENTERED BY: CHS (c723884 ) AT: 2016-05-22 04:13:51
NO VRMS

04:14:04 22MAY16 CHS
ENTERED BY: CHS (c723884 ) AT: 2016-05-22 04:14:04
^INFT I THINK PEOPLE ARE ATTEMPTING TO DRIVE DRUNK ALSO

04:14:23 22MAY16 197062 L3039
** **START OF DATA AUTOMATICALLY COPIED FROM OPENING PROMPT** **
OPENING CODE "202":
USE SMF/ASB
** **END OF DATA AUTOMATICALLY COPIED FROM OPENING PROMPT** **

04:15:22 22MAY16 CHS
ENTERED BY: CHS (c723884 ) AT: 2016-05-22 04:14:11

CONTINUED ...
SMF REPEAT VICTIM (Repeat Caller / Victim)
GPC Supervisor - Please note that this caller has been categorised as:
'Repeat caller' and / or 'Victim'.
GPC - Prioritise any additional intelligence checks & inform relevant
SNT.
Consider if the person is susceptible to physical abuse, emotional or
mental hurt, and liable to be easily influenced.
Are they a repeat caller and/or victim of anti-social behaviour which
is affecting their quality of life, or are they intimidated by the
activity?

04:15:22 22MAY16 CHS
ENTERED BY: CHS (C723884) AT: 2016-05-22 04:15:22
***caller said people were fighting o/s not too long ago***hence 001
code

05:08:53 22MAY16 233652 LX83N
*5167Lx... Attended scene, no noise, no people in the street, clubs all
closed.

05:09:37 22MAY16 197062 L3039
** **START OF DATA AUTOMATICALLY COPIED FROM CLOSING PROMPT** **
CLOSING CODE "215";
STOP - THIS INCIDENT TO BE PLACED IN THE GPC QUEUE
HAS AN ASB URN BEEN SHOWN? OR
HAS A MEMBER OF GPC CONFIRMED URN NOT REQUIRED - INCLUDE PAY NO
RESULT WITH FORMAT: ASB URN XX123456 OR ASB URN NOT REQUIRED
THEN FOLLOWED BY THE POLICE/STAFF PAY NUMBER OF DECISION MAKER
** **END OF DATA AUTOMATICALLY COPIED FROM CLOSING PROMPT** **

13:48:41 22MAY16 218240 06538
*HDS.. ASB URN NOT REQUIRED. LX LICENSING TEAM MADE AWARE. PLEASE
CLOSE.

Previous Actions:

<table>
<thead>
<tr>
<th>Time</th>
<th>Date</th>
<th>Opid</th>
<th>Termid</th>
<th>ACTION</th>
</tr>
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<tbody>
<tr>
<td>04:13:47</td>
<td>22MAY16</td>
<td>CHS</td>
<td>CCC:CLL</td>
<td>SYSTEM(EXTERNAL)</td>
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<td>O() 001: VIOLENCE AGAINST THE PERSON, 600: ALC</td>
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<td>04:14:04</td>
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<td>04:14:23</td>
<td>157062</td>
<td>DIV:lx</td>
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<td>O(001/600/625) 215: ASB - NUISANCE, &amp;</td>
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<td>04 202: ROWDY OR INCONSIDERATE BEHAVIOUR, 600</td>
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<td>04:50:42</td>
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<td>SYSTEM</td>
<td>NA/LX83N</td>
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<td>04:50:55</td>
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<td>DIV:LX</td>
<td>AK</td>
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<tr>
<td>04:50:59</td>
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<td>233652</td>
<td>CCC:MDT</td>
<td>MA/NOT DELIVERED TO LX83N</td>
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<td>13:47:32</td>
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<td>218240</td>
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<td>IP://81LX/1/p218240@met.police.uk</td>
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<td>&quot;</td>
<td>PS/CM</td>
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<td>13:54:32</td>
<td>&quot;</td>
<td>083049</td>
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<td>CM</td>
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<td>&quot;</td>
<td>XF/CM/C215</td>
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<td>11:54:30</td>
<td>31JAN17</td>
<td>197099</td>
<td>CCC:CADL</td>
<td>VI/p197099</td>
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<td>11:58:35</td>
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<td>IP://Smith 35LX/1/p197099@met.police.uk</td>
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</tbody>
</table>

... END OF PRINT ...
INCIDENT No. 1891:29MAY16
INCIDENT No. 1891 entered at 04:30 on 29MAY16 by CHS/CHS in CCC/IR
INCIDENT WAS ENTERED "EXTERNALLY"

Rec By : O (Ordinary)
Call Tel:
Call Name:
Call Type: V (Victim)
Call Mail:
Cnct Tel:
Att Locn: O/S SCANDALS CLUB, NORWOOD HIGH STREET, SE27
Map : Page 182, Grid Reference 532078, 171811
GPA : LR [Division: LX:WW]
Inc Locn: O/S SCANDALS CLUB, NORWOOD HIGH STREET, SE27
Map : Page 182, Grid Reference 532078, 171811
GPA : LR [Division: LX:WW]
Call Locn: WINDSOR CLOSE, WINDSOR GROVE, SE27
Map : Page 182, Grid Reference 532201, 171701
GPA : LR [Division: LX:WW]
Opening 1:215 (AB - Nuisance)
2:211 (Noise)
3:610 (Repeat Caller and/or Victim)
Prompt(s) existed for Opening Code(s) at time of creation

Open Text:
Urgency : R (Referred)
VRMs :
Proposal : (BOCU at 04:33/29MAY16):
571LX 542LX 140LX 871LX 72LX 818LX 826LX 820LX 714LX LX4E

Assigned :
DeAssign :
TOA :
DO Name :
DO Tel :
CRIS :
Class 1 : 305 (Civil Disputes)
Qual 1 : 211 (Noise)
Res 1 : 718 (Police Attendance Not Required)
Clo Text : ASB URN NOT REQ, COUNCIL NOISE ISSUE, 200886
O Dealing:
Metops :
CHS Demid: 20160529026854

Linked :

CONTINUED ...
29MAY16 CHS (pre 1st routing)

ENTERED BY: CHS  (c082897 ) AT: 2016-05-29 04:32:16
"infl...since 0300hrs, arguing, shouting and beeping taking place at rear since 0300hrs.
this is outside a club, which closes at 0300hrs.

04:33:21 29MAY16 CHS
** **START OF DATA AUTOMATICALLY COPIED FROM OPEN PROMPT** **
OPEN CODE "211"
USE SMF/ASB
** **END OF DATA AUTOMATICALLY COPIED FROM OPEN PROMPT** **

04:34:58 29MAY16 CHS
ENTERED BY: CHS  (c082897 ) AT: 2016-05-29 04:33:41
SMF REPEAT/VICTIM (Repeat Caller / Victim)
GPC Supervisor - Please note that this caller has been categorised as:
'Repeat caller' and / or 'Victim'.
GPC - Prioritise any additional intelligence checks & inform relevant SNT.
Consider if the person is susceptible to physical abuse, emotional or mental hurt, and liable to be easily influenced.
Are they a repeat caller and/or victim of anti-social behaviour which is affecting their quality of life, or are they intimidated by the activity?

04:34:58 29MAY16 CHS
ENTERED BY: CHS  (c082897 ) AT: 2016-05-29 04:34:31
SMF ASB (For All Incidents Of Anti-social Behaviour)
Always consider whether the circumstances of the incident render the
person concerned as vulnerable.
1. Has anything like this happened before?: Yes
2. Has the caller spoken to police about this or any other matter
   relating to ASB?: Yes
3. If the answer to 2 is 'Yes', when were police called
   (approximately)? : LAST WEEK
4. Prior to this call, has the person sought help from elsewhere (e.g.
   Local Authority, Security, Housing Association, Samaritans, Citizens
   Advice, BT, etc.)?: No
5. If the answer to 4 is 'Yes' please state who?: no
6. Are there any health or welfare issues we need to be aware of that
   could help us deal with your call? (VULNERABILITY)?: No
7. If the answer to 6 is 'Yes' record details of how/why vulnerable.
   Record any other relevant information?: no
** For 'ASB' calls, you are no longer required to complete the 'REPEAT'
   or 'VULNERABLE' SMFs **

04:35:25 29MAY16 08:310 L3040
** **START OF DATA AUTOMATICALLY COPIED FROM CLOSING PROMPT** **
CLOSING CODE "215":
STOP - THIS INCIDENT TO BE PLACED IN THE GPC QUEUE
   HAS AN ASB URN BEEN SHOWN? OR
   HAS A MEMBER OF GPC CONFIRMED URN NOT REQUIRED - INCLUDE PAY NO
   RESULT WITH FORMAT: ASB URN XX123456 OR ASB URN NOT REQUIRED
   THEN FOLLOWED BY THE POLICE/STAFF PAY NUMBER OF DECISION MAKER
** **END OF DATA AUTOMATICALLY COPIED FROM CLOSING PROMPT** **

04:36:17 29MAY16 CHS
ENTERED BY: CHS (c082897 ) AT: 2016-05-29 04:35:06
SMF REPEATVICTIM (Repeat Caller / Victim)
GPC Supervisor - Please note that this caller has been categorised as:
'Repeat caller' and / or 'Victim'.
GPC - Prioritise any additional intelligence checks & inform relevant
SNT.
Consider if the person is susceptible to physical abuse, emotional or
mental hurt, and liable to be easily influenced.
Are they a repeat caller and/or victim of anti-social behaviour which
is affecting their quality of life, or are they intimidated by the
activity?

04:36:17 29MAY16 CHS
ENTERED BY: CHS (c082897 ) AT: 2016-05-29 04:36:15
advised to eho.
11:12:42 29MAY16 200886 06545
CONTINUED ...
SINGLE INCIDENT PRINTOUT

INCIDENT No. 1891:29MAY16

Time Date Opid Termid
-------- ------ ------ -------
^LX GFC. ASB URN NOT REQ, COUNCIL NOISE ISSUE, ADVICE GIVEN TO CALLER, NO FURTHER CALLS

Previous Actions:
Time Date Opid Termid ACTION
-------- ------ ------ ------- ------
04:33:24 " 081310 DIV:LX AK
04:33:25 " " XP/AK/O211
04:34:58 " CHS CCC:CCL CR()
" " 0215/211 215:ASB - NUISANCE,211:NOISE, &
" " 610:REPEAT CALLER AND/OR VICTIM
" " PI
04:35:02 " 085307 DIV:LX AK
04:35:48 " 081310 " AC()
" " AQ()
" " AR()
04:35:50 " " PS/CM
04:36:17 " CHS CCC:CCL PI
04:36:28 " 081310 DIV:LX AK
04:38:31 " 085307 " AWT/GPC
11:12:56 " 200886 " CTX()
11:12:57 " " XWT
11:12:59 " " PS/CM
11:28:08 " 186243 " C(215)
11:28:09 " " CM
11:54:14 31JAN17 197099 CCC:CADL VI/pl97099
11:54:17 " " IP://Smith 35LX/l/pl97099@met.police.uk

... END OF PRINT ...

SUBJECT TO FREEDOM OF INFORMATION ACT AND DATA PROTECTION ACT
NO UNAUTHORISED DISCLOSURE DISPOSE OF AS CONFIDENTIAL WASTE.
PRINTED AT :1:53 31:JAN:17 Smith 35LX 197099

SINGLE INCIDENT PRINTOUT

INCIDENT No. 2802:11SEP16

Use MSS SMF:SPECARCHIVE)

No Comments for this Location

Remarks:

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<thead>
<tr>
<th>Time</th>
<th>Date</th>
<th>Opid</th>
<th>Termid</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>11SEP16</td>
<td>08632</td>
<td>B321</td>
<td>(pre 1st routing)</td>
<td></td>
</tr>
<tr>
<td>09:25:55</td>
<td>11SEP16</td>
<td>090871</td>
<td>L3039</td>
<td>GFC^LX CAN THIS BE PASSED TO THE LIP TEAM THANKS</td>
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<tr>
<td>07:37:13</td>
<td>12SEP16</td>
<td>086716</td>
<td>06544</td>
<td>GFC ASB URN NOT REQ THIS IS AN ISOLATED INCIDENT THAT HAS NOW CONCLUDED</td>
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</table>

Previous Actions:

<table>
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<th>Time</th>
<th>Date</th>
<th>Opid</th>
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<th>Action</th>
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<td>08632</td>
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<td>O(1) 301:LICENSING</td>
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<td>PI/(AUTOCM)</td>
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<td>11:53:08</td>
<td></td>
<td></td>
<td></td>
<td>IP//Smith 35LX/1/p197099@met.police.uk</td>
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... END OF PRINT ...

SUBJECT TO FREEDOM OF INFORMATION ACT AND DATA PROTECTION ACT
NO UNAUTHORISED DISCLOSURE-DISPOSE OF AS CONFIDENTIAL WASTE.
# Scandals Monitoring Results (since December 2016)

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<th>Date</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Friday 2(^{nd}) December 2016</strong></td>
<td>Officers attended at approximately 02:40. 6-8 security asking customers who were parked outside to move on. Group of rowdy girls screaming and shouting as they were getting into a car. Security laughing and talking loudly. At 03:00 security took in gates and cones. Security went inside at 03:03. Approximately 5 customers left outside. Left area at 03:03.</td>
</tr>
<tr>
<td><strong>Saturday 3(^{rd}) December 2016</strong></td>
<td>Officers attended at 02:45 hours Security men standing outside, cones placed on opposite side of street indicating no parking. Security advising pick up vehicles not to loiter. People dispersing quietly security standing outside whilst patrons were leaving. No antisocial behaviour noted. 03:15 observation ended. Music switched off</td>
</tr>
<tr>
<td><strong>Friday 9(^{th}) December 2016</strong></td>
<td>Officers observed a few groups of patrons talking &amp; laughing loudly while leaving premises. Security staff present and actively dispersing patrons. One driver tooted horn &amp; one patron left in vehicle playing loud music</td>
</tr>
<tr>
<td><strong>Saturday 10(^{th}) December 2016</strong></td>
<td>Officers attended at 02:45-02:55 hours. A lot quieter. One group of women talking and laughing whilst leaving club. No ASB issues to report.</td>
</tr>
<tr>
<td><strong>Saturday 18(^{th}) December 2016</strong></td>
<td>Officers attended between 0245 – 03:25. Although not as busy as previous visits, upon arrival they noted that there were at least 6 SIA door staff and a gentleman in a yellow HI-vis jacket waiting at the entrance to the premises. There were still a lot of people leaving the premises periodically during the time we were there although it died down at around 03:20hrs. There was one group of patrons who were being noisy the entire time whilst we were there. They were located outside the builder’s merchants and the door staff never engaged with them once even though they could clearly be heard above the traffic. We witnessed several vehicles playing loud music with one car bass at a level that made</td>
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our car window rattle. Several cars were witnessed driving away aggressively and dangerously.

We did not witness any patrons urinating on the highway.

Friday 23rd December 2016

Officers between at 02:45-03:10 hours and the crowds were being dispersed with the assistance of security staff present at side roads monitoring patrons leaving the bar, and while going to where they parked their vehicles (cars were parked on either side of the roads).

The crowd were not making un-reasonable noise nuisance at level which could be affecting residents from within properties. No urinating on side road/s was witnessed.

Friday 30th December 2016

Officers attended at 02:50, very quiet outside the venue. No issues to report

Friday 6th January 2017

Officers arrived at 02:30 and parked across the road outside Best One Off Licence to allow a good view of the front of the premises.

It was raining when they got there and throughout the visit. There were barriers outside, a lone security in high visibility vest (HVV) patrolling the street and a cluster of security people men and women at the main entrance to the premises itself.

A few minutes after they arrived people started trickling out of the premises and leaving for their cars. They were talking loudly but also walking fast and in some cases running to their cars as it was raining quite heavily by now.

No music was heard from any car and there were cars parked along the high street and also by the Norwood Bus Garage. Officers were not able to wait until 03:00 due to another priority visit

Saturday 7th January 2017

Officers arrived at 02:50. Security dispersing patrons, customers were shouting in Rothschild RD. LAM from parked cars, it was a very wet night.

Friday 13th January 2017

Visit time 02:45hrs

02:45hrs 7 door staff standing outside the main entrance (6 males and 1 female)
not seen any door staff wearing their SIA badges on the sleeves. There are lots of vehicles parked on the pavements.

02:57hrs Approximately 6 patrons have left so far with all of them carrying a fast food container within a blue plastic bag.

02:59hrs more patrons leaving the premises.

03:00hrs More patrons are leaving, the males have been particularly loud but not excessively.

03:09hrs Lady shouting out in the street and the door staff have still not approached any patrons as of yet.

03:10hrs Lots of patrons leaving (approximately 30 – 40) playing music in vehicles and shouting. Door staff have started to engage patrons and are asking all vehicles that are double parked outside the main entrance to move on and keep the area clear. There are lots of people congregated at the j/w Rothschild Street. The door staff can see them but are not engaging them.

03:11 Excessive horn blowing from patrons leaving. Lots of shouting and littering from 92 Norwood High street to j/w Rothschild Street.

03:15hrs One member of the door staff has started to patrol Norwood High Street and the first 10 meters of Rothschild Street. I cannot see his SIA badge.

03:17hrs one member of door staff has begun to sweep the high street and is joined by another staff member who is litter picking. Both do not have their badge on display. They swept up until 92 Norwood High Street but have left Rothschild Street and the remaining 10 meters of Norwood High Street.

03:19hrs All patrons have now the area and there are 3 members of the door staff at the front of the premises.

03:21hrs we left the area.

Saturday 14th January 2017

02:40hrs 10 patrons left premises.

02:45hrs male tried to enter premises and was engaged by SIA staff then patted down
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<th>Notes</th>
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<tr>
<td>Friday 20th January 2017</td>
<td>Large exodus at 02:59 am – pavement very crowded with associated noise issues but largely ordered with visible security presence (5 staff plus a traffic marshal) Most had left the area within 15 minutes (it was very cold) . Most of the crowd appeared to be over 25 years old. Some patrons (5) were allowed in at 2:31</td>
</tr>
<tr>
<td>Saturday 21st January 2017</td>
<td>03:00 No regulated licensing activities. Premises closed.</td>
</tr>
<tr>
<td>Friday 27th January 2017</td>
<td>Arrived at 02.40. About 8 security men and women standing by entrance door facing each other. One security man standing across street ensuring vehicles did not have access. People leaving quietly. No anti-social behaviour observed.</td>
</tr>
<tr>
<td>Saturday 28th January 2017</td>
<td>Arrived at 02:40 hours, very quiet and very cold. No issues to report.</td>
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| Friday 3rd February 2017 | We parked 20 metres on the same side of the premises towards Norwood. The car was facing crystal palace to allow us a good view of the front of the premises. We waited in the car from 2:20 we observed 7 SIA staff outside the front entrance. There were barriers in use and another SIA security in front of the residential area Windsor Grove. The road was closed with a no entry sign and the SIA guarded so that customers could no
longer use this area to park. Cars were parked along the main road and along Rothschild Street. 5 customers came to the main entrance and were all searched before entering the club at 2:25am. No music was audible from the club.

We drove away and changed parking position on Rothschild Street at 2:50am. Most customers were heading to their cars. Security was asking them to be quiet as they moved further away from the club. Cars left with a few beeps of the horn. One car started their music at a loud level and quickly after a friend told them to turn this off. We were observing from opposite the club from the wall next to Windsor Grove. By 3am the security had finished the barriers were removed from outside and the Road signs taken away. Security left and the doors were shut. About 20 metres from the premises remained 10/15 customers waiting with low level talking. No urination observed. The dispersal was reasonably quick and quiet with less than 100 customers leaving at 2:45am. We left the premises at 3:05am.

No music was heard from any car and there were cars parked along the high street and also by the Norwood Bus Garage.

| Saturday 4th February 2017 | See statements |
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My name is Ali Peyvandi. I am employed as an Enforcement Officer with the London Borough of Lambeth, and worked in the field of acoustics for the past twenty years. I hold a PhD in acoustics from the University of South Bank.

On Saturday 4th February from 21:00 to 05:00 on Sunday 4th February 2017, I was monitoring a number of licensed premises.

My duty was to subjectively assess music levels and crowd noise levels on public highways and also closing times of licensed premises.

I was monitoring Scandals Night Club on Norwood High Street, from 02:45 hours on Sunday, the street was quiet, no traffic on the road, odd cars passing time to time, I could see about six security personnel were near the front door of the club, and one was in front of Windsor Grove which is located opposite the club. The road was closed to traffic by metal fences.

A lot of cars were parked on Norwood High Street and the adjoining Rothschild Street. I was monitoring the club from the junction of Norwood High Street and Rothschild Street, within a few minutes I observed patrons leaving the club. They were talking loudly and shouting at one another. Suddenly several vehicles drove on Norwood High Street and stopped on the road with engine running and windows down. I observed a number of ladies dancing in the middle of the Road. Norwood High Street was blocked because of double parking and the ladies dancing. One security man was trying to direct the traffic without any success. Patrons were talking to drivers and walking between the cars, the road was like a car park. Suddenly passengers of a car started shouting at people on the road, in few second they jumped out of the car and punched a few people on the road.

This was the beginning of a large scale fighting on the pavements, about 20 to 30 male and female punching each other and running along the pavement. I moved from my location to the junction of Norwood High Street and Windsor Grove to see what was happening on the road, it was pretty bad situation, about 60 to 80 people were
watching the fight, people were running from one end of the pavement to the other kicking doors and cars, few of them had bottle and chain in their hand, one pulled an upright vacuum cleaner from the boot of his car and chased others. People were making comments saying that he was going to vacuum the others. The fight escalated to Rothschild Street, I could not see any security personal intervening to calm the situation.

At about 03:20 hours I called 999 and asked for police assistance. Within few minutes a police car turned up. Police present had major effect on the situation. Norwood High Street was cleared of the traffic.

We left the area just after 03:30 hours, I noticed a few police cars were parked near 62 Norwood High Street and about twenty officers were running on the road towards the club.

Signed

Signature witnessed by
STATEMENT OF WITNESS
(CJ Act 1967, s9; MC Act 1980, ss5A(3)(a) and 5B, MC Rules 1981, r70)

Statement of: John A Gandhi

Occupation of Witness: Community Safety Officer

Age of Witness: Over 18

This statement, consisting of 1 page 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.

Signed Date: 07th F 2017

I am the above named person and I work for the London Borough of Lambeth as a Community Safety Officer.
On Sunday 05th February 2017 at 02:45 hours, I attended Scandals Nightclub, Norwood High Street, SE27 together with my colleague Ali Peyvandi as part of the our out of hours monitoring to identify any incidents related to noise and anti-social behaviour from the patrons of Scandals.

02:45 – Arrived at Scandals nightclub to start monitoring and park our vehicle on Norwood High Street and the junction with Rothschild Street. Six or seven security men can be seen standing outside the main entrance all in hi-visibility tops. Windsor Grove has been blocked off with signs.

02:48 – Patrons begin exiting premises

02:57 – X3 female patrons seen walking along the middle of the road.

03:02 – X4 male patrons shouting loudly at junction with Rothschild Street.

03:05 – X6 female patrons laughing and shouting loudly at junction of Rothschild Street.

03:06 – X1 female patron, who was staggering around in a drunken state and laughing to herself, seen dancing in the middle of the road close to Rothschild Street. One white car, registration number Y8 SWP stopped and double parked on Norwood High Street causing a complete road blockage.

03:08 – X1 security man walks into road and begins directing and facilitating traffic to ease the congestion.

03:10 – A blue car stops in middle of the road containing 4 black males, all approximately aged in their mid-twenties, and a verbal altercation takes place with the car’s occupants and other male patrons on the pavement. The altercation becomes heated and the 4 males exit the car and approach the males on the pavement in an aggressive manner. They start flailing their arms and attempting to attack each other. A fight ensues involving approximately 8-10 males which spills onto the road. Two of the men trade punches and kicks before they are pulled apart by some other men. I also saw two or three black females also aged in their twenties following the men around and trying to pull them apart and break the fight up. All of scandal’s security staff were at this time still standing outside the premises’ main door and none of them attempted to intervene in any way. The fight lasts about one minute and then appears to fizzle out. The men involved are still highly agitated. Approximately 80 patrons are still lingering in area and the security men, still standing at main entrance, are not moving patrons on from the area.

03:12 – X3 vehicles have now stopped on Norwood High street, causing further congestion, and are just chatting to friends on the street from their vehicles. I did not see any of the security men approach these vehicles to move them on.
03:14 – Ambulance arrives on scene with siren sounding.

03:15 – Fighting restarts this time on a larger scale. Approximately 20-25 males running around the street, mostly around junction of Rothschild Street, shouting, running around and attacking rivals. I saw X1 black male holding a knife in his right hand whilst being restrained by another male. I also saw X2 males armed with bottles running towards their rivals and trying to attack them.

03:17 – I saw X1 black male retrieve a garden strimmer from a nearby vehicle and start waving it around and running towards rivals in an attempt to assault them with it. He was chasing his rivals around the street.

The large scale fight is now in full flow and very close to my car. A lot of people are shouting and jostling around my car. I felt fearful at this point due to the close proximity of the disorder so I decided to quickly exit the car for my own safety and join Ali across the road on the pavement where we continue observing.

03:18 – The fight continues on both Norwood High Street and down Rothschild Street.

Lots of people are screaming and shouting. There appears to be some patrons trying to restrain offenders and calm the situation down. The scuffles continue in various locations on a stop/start basis. At this point the security men, about six or seven of them, were still stationed at the main entrance of Scandals.

03:20 – Ali and I approach a security man who was on the pavement across the road from scandals and I hear Ali ask him whether the Police have been called to which he replies ‘No’.

I then see Ali take his phone out and call the Police. Ali gives the Police details of the disorder as well as the location and the type of offences taking place.

03:32 – We then vacate the area in our vehicle as Police arrive on the scene and park up outside main entrance of Scandals. I saw a police van, two police cars and a 4x4 type police vehicle parked up on Norwood High Street. We direct them towards the main area of the fighting and disorder while making our way out of the area.

At no point throughout the evening did I see any of Scandal’s six or seven security/doormen intervening or trying to diffuse the situation in any way. Apart from one security man seen facilitating traffic, they were largely inactive and clearly chose to avoid any type of involvement. They also failed to move patrons on from the area and large groups of partygoers were left to hang about on the street creating high levels of noise and disturbance. I would describe the disorder that took place as a large and serious incident. I witnessed a wide array of weapons being used to cause injury including a knife, bottles, a chain and a garden strimmer. The perpetrators showed a blatant disregard for the public and nearby residents. The atmosphere was full of aggression and violence and I felt particularly vulnerable when they started fighting around the vehicle which I was in.
Document bundle relating to a Review of a Premises Licence – Scandals 82 Norwood High Street.

Paginated document bundle prepared on behalf of the applicant for a licensing sub committee hearing for 16th February 2017.

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Proposals by Premises Licence Holder
SCANDALS
82-82 Norwood High Street

Proposals by Premises Licence Holder

For Review Hearing: 16 February 2017
v.3.2.17

RE-BRANDING

1. The venue will be re-branded and re-named in order to attract a different clientele (this is likely to involve a period of closure).

MONDAY – FRIDAY HOURS REDUCTION

2. On Monday – Friday the terminal hour for licensable activities will be 01:00hrs with closure to the public at 01:30hrs.

[Note: This surrenders the existing “nightclub” hours for Friday night, i.e. “Fish Night”. It also substantially reduces the 05:00hrs closure time on Monday-Friday. No change is proposed to the existing terminal hour for licensable activities on Monday-Thursday. Sunday night closing remains at midnight].

SATURDAY HOURS AND CONDITIONS APPLYING TO SATURDAY NIGHT ONLY

3. Terminal hour for licensable activities to remain at 03:00hrs but closing time to be reduced from 05:00hrs to 03:30hrs

4. Entry will be restricted to customers aged 25 and over.

5. A minimum of twelve SIA registered door staff shall be on duty whilst the premises are in use under the premises licence. Additional Male and Female SIA door staff to be employed at the premises when required on the basis of an operational risk assessment. Identity badges will be displayed at all times and SIA numbers, full names, address, contact telephone numbers, times worked and duty performed to be entered into an occurrence book and made available to police immediately upon request.
6. All customers shall pass through a metal detecting search arch as a condition of entry in addition to being hand-searched (i.e. a pat-down search).

7. All customers must provide identification to be scanned into an electronic identification system (such as Scannet) as a condition of entry.

**ADDITIONAL CONDITIONS APPLYING THROUGHOUT THE WEEK**

8. The capacity of the premises is limited to 400 customers. *(Note: reduced from 499).*

9. A written dispersal policy will be drawn up by the licence holder in agreement with officers from environmental health, police and the licensing authority. The premises shall be operated in accordance with the dispersal policy.

10. All door supervisors at the premises shall be supplied by a company with Security Industry Authority Approved Contractor Status.

11. Carlos Harris to be removed as the Designated Premises Supervisor. He may not be employed at the premises in any capacity and is not to be present on the premises at any time licensable activities are taking place (including as an invited guest).

12. A noise limiter must be fitted to the musical amplification system set at a level determined by and to the satisfaction of a specialist acoustician, so as to ensure that no noise nuisance is caused to local residents or businesses. The operational panel of the noise limiter shall then be secured by key or password and access shall only be by persons authorised by the Premises Licence holder. The limiter shall not be altered without prior agreement with the satisfaction of the specialist acoustician. No alteration or modification to any existing sound system(s) should be effected without prior knowledge of the specialist consultant and records of any approvals shall be available for inspection by the Environmental Health Officers. No additional sound generating equipment shall be used on the premises without being routed through the sound limiter device. *(Note: this modernises the existing noise limiter condition 40 of Annex 2. The existing noise-limiter has already been set at an acceptable level in consultation with the council).*
13. No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.

14. Litter patrols must be conducted on Norwood High Street 50 metres either side of the premises after it closes to the public every night.
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Crime & Observation Report
IMPACT ASSESSMENT AND LICENSING REVIEW
SCANDALS – 82 NORWOOD HIGH STREET, WEST NORWOOD, SE27 9NW

Author: David Gair
– Shield Associates

Report Ref: SA2016/0123
Impact Assessment and Licensing Review

Scandals – 82 Norwood High Street, West Norwood, SE27 9NW

Author: David Gair – Shield Associates

For: Joshua Simons & Associates Ltd

Ref: SA2016/0123

1. Introduction and expertise

1.1. I retired from the Metropolitan Police Service as a Chief Inspector in September 2013 after having completed 31 years’ exemplary service. I was personally responsible for policing, liaison, partnership working and compliance in relation to licensed premises in the Boroughs of Westminster, Sutton and Kingston-upon-Thames as well as involved in licensing issues and strategies across the Metropolitan police area.

1.2. In particular, most recently, I was Chief Inspector Operations at Kingston-upon-Thames responsible for all Licensing related issues and enforcement with a dedicated licensing team under my command. As part of my responsibilities I managed and delivered a series of crime and disorder reduction and public safety strategies in relation to Oceana nightclub in Kingston – upon - Thames (now
PRYZM) which had headed a list of London’s top 50 night-time economy venues ranked according to the amount of crime generated from these venues.

1.3. In relation to my responsibilities I undertook problem solving, partnership working and compliance regimes to ensure the safety and security of patrons, staff and the local community in relation to NTE licensed premises, in particular large night-clubs and venues that remained open beyond 0200hrs. This included late-night refreshment houses, liaison with public transport providers and licensed mini-cab activities as part of the larger problem solving initiatives.

1.4. The strategies I put in place resulted in an immediate 25% reduction in crime at ‘Oceana’ and falling crime throughout a six-month period resulting in the venue being removed from the top 50 NTE venues ranked according to reported crime in London.

1.5. I am Director of a company called Shield Associates that delivers nationally accredited training for owners, DPS, licensees, security companies, bar staff and workers involved with NTE venues around crime reduction, anti-social behaviour and awareness of their responsibilities under the Licensing Act, forensic awareness, drugs awareness and personal safety and vulnerable persons.

1.6. I am a member of the Institute of Licensing and as such am qualified to conduct compliance audits and security reviews on licensed premises.

1.7. I am aware of the potential impact of the operation of NTE venues on local communities and have provided reports to licensing committees and courts in relation to a variety of licensing issues on various occasions both as a police officer and as Director of Shield Associates.

1.8. As a company our aim is to provide independent regulatory support to the Licensing trade, offer problem solving and compliance guidance and support the key objectives of the Licensing act in reviewing working practices, policies and procedures to ensure:

- The security and safety of those visiting a venue
- The prevention of crime and disorder
- The prevention of public nuisance
- The protection of young & vulnerable people from harm
1.9. As such we have undertaken comprehensive reviews and audits of licensed premises to ensure compliance and responsible management in support of the licensing objectives. We have delivered training to staff at licensed venues, local Pub-Watch schemes, personal licence holders and SIA door security companies.

1.10. As a company, we undertake independent reviews of premises when instructed to do so and as such my duty is to the licensing committee, venue owners and local community when considering the impact of any new licence application or variation to permitted hours’ application.

1.11. All issues identified in this report are true to the best of my knowledge and experience. They were either witnessed or experienced by me or told to me in good faith. The opinions I have expressed in this report are honest held and correct to the best of my judgement. The fee for this report is not conditional on the outcome of the case in anyway whatsoever.

2. **Instructions to Shield Associates**

2.1. Scandals in West Norwood is the subject of a licensing review from Lambeth Council’s Community Safety Team in relation to the four key licensing objectives, especially nuisance and anti-social behaviour ASB in the local area.

2.2. Shield Associates have been instructed by the premises licence holder and the operator, Mr Elliot Blake to conduct an independent impact assessment on the venue, the effectiveness of his end of night dispersal deployments and develop an action plan to help minimise the impact of the venue on the local community, especially in relation to disorder, nuisance and anti-social behaviour.

3. **Venue history & background**

3.1. From what I can ascertain from public records the venue at 82 Norwood High Street appears to have held a very late licence (permitting operating from 10:00 - 06.30hrs, 7 days a week) for a number of years. It had been a bar/club called Ego Southern Pride, until around 2009 (the last Facebook entry for the venue was posted
on 06/03/2009). It would appear that it changed its name to Scandals bar in late 2009 with an application by the then owners, Mr Nigel Hall & Mr Andrew Prince to vary the premises licence after surrendering the old licence on 30/10/2009. The new premises licence application was received by Lambeth Council licensing team on 24/11/2009 and extra police conditions agreed for the venue 29/12/2009.

3.2. The venue is a reasonably sized ground floor bar and nightclub accessed by a door from Norwood High Street along a corridor and into the dance floor area. Patrons can then access the bar area along the left-hand side of the venue as you enter from the corridor. There are a limited number of fixed seating areas both alongside the dance floor and in the bar area, though further fold-away tables and chairs are moved onto the dance floor for fried fish nights of Friday evenings. The DJ platform is at the far end of the dance floor and the men's and women's toilets each side of the DJ platform. There is a smoking area at the rear of the bar accessed through double doors to a small enclosed courtyard.

3.3. The venue has a total licensed capacity for 499 persons including staff and currently trades three nights a week. Wednesdays are Zumba evenings until 2300hrs. Fridays are Fish Nights with hot food served followed by dancing to a DJ until 0300hrs. Saturdays are club nights with a DJ until 0300hrs. The club is also available for private hire parties on the available evenings/night during week.

3.4. The venue has been taken to a Licensing review in relation to complaints by some local residents of noise and nuisance after the club closes around 0300hrs on Saturday and Sunday mornings.

4. **Disclosed Police information and reports**

4.1. The police have indicated that there had been only three crimes reported at the premises (and directly linked to it) in the last 12 months. The first was an alleged assault on a female patron following a minor disturbance inside the venue, though the female did not wish to proceed with the matter and no further action was taken in relation to the allegation. The second was an allegation that a member of the security team used what was described as an extending baton to assault a customer during a disturbance at the venue. This matter is still being investigated.
The third crime which is the most recent has led to an individual being charged with a public order offence.

The three crimes recorded for the venue in my experience is incredibly low for a Club with a capacity of around 500 together with its operating days of opening.

4.2. In my experience the CAD reports and information given to police is also low considering the capacity of the club and its operating hours. The calls made to Police could well have been made in good faith using second or third hand rumours or could have been made maliciously. Examples of when malicious calls can be made to police detailing suspected criminal or anti-social behaviour are various and can include other night-time venues in the area looking to de-stabilise a rival, individuals who have been refused entry or ejected from the venue making malicious calls or disgruntled neighbours looking to undermine a venue.

4.3. Analyses in relation to the specific police disclosures on 13/01/2017 and later 04/02/2017 and 07/02/2017 – 8 x CADs 2 x CRIS report 1 x Temporal analysis graph and 1 x Scandals monitoring sheet:

**CAD 914 – 0118hrs 01/01/2016** – This was an anonymous emergency call to Police with no contact or personal details disclosed by the caller to the Police 999 system. The caller highlighted that 20 males were fighting in Windsor Grove outside Scandals and were now running towards Gypsy Hill.

Police attended Scandals within four minutes and could not find any evidence of a fight taking place. They also searched the surrounding area and recorded that it was quiet outside Scandals and Windsor Grove. The result recorded by Police was *’No trace of any fight and no persons on scene being victims of crime’*.

There was no evidence of any fight taking place and this was corroborated by Police attending the scene within a short space of time confirming this. This call could have been malicious and made by anyone with a grudge against the venue.
Form 695 – 0030hrs 23/01/2016 - This is a Police generated template report which records a licensing visit by Police to Scandals.

Police recorded that there were no breaches identified and a further visit to the premises was necessary.

CAD 592 – 0115hrs 30/01/2016 – This is a Police generated CAD report which records a licensing visit by Police to Scandals.

Police record that they conducted a licensing visit and all was in order. Police highlighted that the CCTV was of good quality and that the club were expecting 250 persons. During the visit Police recorded the current patrons were all good natured.

CAD 823 – 01.55hrs 20/02/2016 – This is a Police generated CAD report following a call by Lambeth CCTV. They observe that a scuffle appears to be taking place with one male picking up a barrier.

Police attended Scandals within three minutes and recorded there was no fight taking place. They highlighted that everything was calm with lots of people leaving the location and that there was security was at the location. The result was recorded by Police that there were no offences being committed and no issues.

In this incident, it is unclear if anything happened at all and in any event the security from Scandals were in attendance and managing the patrons.

CAD 1158 – 03.33hrs 02/05/2016 – This was an emergency call by the London Ambulance Service (LAS) requesting Police attendance at Scandals following an assault at the venue. The report recorded a 30-year-old male being assaulted with a bottle with the suspect still at the location.

Police attended the venue and recorded the allegation as a minor assault Actual Bodily Harm (ABH). This crime was recorded as CRIS 1213473/16 which is highlighted below.

CRIS 1213473/16 – 0300hrs 02/05/2016 – This report refers to an alleged incident inside the venue whereby a group of males started pushing and shoving and a female patron somehow got in the middle of things and was inadvertently struck on the head by an unknown object causing a small cut. Originally classed as an assault
(GBH) she declined to take the matter any further accepting it had been an accident and she hadn't been targeted. This was not proceeded with, the investigation closed and no further action taken.

**CAD 1890 – 0410hrs 22/05/2016** - This was an anonymous emergency call to Police with no contact or personal details disclosed by the caller to the Police 999 emergency system. Although there is no contact details Police do identify the caller as a repeat caller. The caller complains in general of anti-social behaviour with persons sounding their car horns, fighting and drink driving.

Police downgraded their response from an emergency to attend as soon as possible. The Police attended the location at 0501hrs and recorded there was no noise, no people in the street and that Scandals was closed. They resulted their call and attendance as no trace and no offences disclosed.

This could have been anyone making the call with an issue with the venue or even a malicious call. As with the other anonymous calls it could be the same person, as they have been identified as a repeat caller.

**CAD 1891 0430hrs 29/05/2016** - This was an anonymous call to Police with no contact or personal details disclosed by the caller to the Police 101 system. Although the caller is not identified in the CAD report Police identify the individual as a repeat caller. The caller complains in general of anti-social behaviour with persons sounding their car horns, shouting and arguing since 0300hrs.

Police do not attend the location but record the result as Police attendance not required but a Council issue. This could have been anyone making a malicious call with an issue with the venue or even the same repeat caller.

**CAD 2802 – 0925hrs 11/09/2016** – This was an anonymous message with no phone contact or personal details disclosed by the caller to the 101 police system. It basically states that a party had been held the previous night where, for the last two hours, no security was present and drinks and bottles were taken from the venue and people drank from them off premises. There was also a concern raised that some patrons were driving from the venue while drunk. The message was passed to the Licensing Team for their information.
There is no way of confirming the information. The statement about drunk driving is purely opinion and cannot be relied upon. Also, the fact that no security team were seen doesn't mean they weren't there. This could have been anyone making the call with an issue with the venue.

**CAD 1449 0314hrs 02/10/2016** - This was an anonymous emergency call to Police with no contact or personal details disclosed by the caller to the Police emergency 999 system. The caller complains in general of anti-social behaviour with persons making noise and smoking.

Police do not attend the location but record this is the time that the patrons from Scandals would leave the venue as it was closing time. They highlighted the caller did not allege any offences.

As with the other anonymous calls this could a malicious call or someone with a grudge against the club or as with the other anonymous calls be the same repeat caller.

**CRIS 1203603/17 – 0310hrs 05/02/2016** - This report refers to an alleged incident of possession of an offensive weapon following a large fight outside Scandals club. It appears an altercation had taken place inside the venue, whereby a patron was punched in the face. This led to the injured party and others taking part in a fight outside the venue.

The ensuing fight was witnessed by Police and local authority enforcement officers. During the fight, it is alleged that a knife had been produced by one of the group fighting and the patron who had been punched inside the venue had armed himself with a belt and a bottle. At this time, there is no evidence from the various statements and supporting documentation that anyone else has been injured or any other assault report taken. The patron who was armed with a belt and bottle has since been charged with a **low level public order offence**.

It would appear from the documentation from the enforcement officers that the Security team did not intervene in breaking up the fight. The CCTV will need to be viewed to establish if this was the case.
Police report 01/02/2017 – Temporal analysis chart – This is a graph highlighting incidents identified by Police over an approximate 2-month period after 8pm and before 6pm. Police highlight 41 incidents over a Friday, Saturday and Sunday on an hourly analysis.

I have examined this chart and have made the following observations:

- It is unclear what two month period the Police have recorded this data as there are no dates.

- Police rely on 41 incidents in the ‘Area surrounding Norwood High Street’. The analysis does not attribute these incidents to Scandals specifically. There is no information where in proximity to Scandals these incidents take place or even if Scandals is responsible.

- The analysis does not define what is included within the very general term ‘incidents’ (this could range from pick-pocketing, reports of lost mobile phones and minor anti-social behaviour to serious public disorder violence).

- The analysis makes no attempt to investigate or assess the credibility or reliability of these incident reports. It appears from other such reports that subsequent police investigations did not corroborate the initial complaint.

- It is unclear if the Police are relying on data (or ‘incidents’) that is actually positive for Scandals i.e. the two licensing visits of 23/01/2016 (Form 695) or CAD 592 30/01/2016. In addition is the anonymous caller CAD data being recorded, the No Crime assault along with the positive and negative comments contained in the Scandals monitoring document (2 December 2016 – 4 February 2017)?
At this time, I am unable to examine this graph further without further information being supplied. At present, it would be very unsafe for any tribunal to place any weight whatsoever on this graph in order to assess the appropriate outcome at this review.

5. Scandals Monitoring Results document 02/12/2016 – 04/02/2017

5.1. This document, supplied by the Community Safety Team of the Council, contains sixteen observations on Scandals and its operational effectiveness near closing time from 02.30hrs – 03.25hrs.

02/02/2016 – This entry records 23 minutes of observation time. The Security team are observed to be moving cars on that are parked outside the venue. A group of rowdy girls are seen laughing and shouting getting into a vehicle.

It would appear the Security team are carrying out their duties properly and moving vehicles that are blocking the road. It is unclear if the security team challenged the patrons to keep the noise down.

03/12/2016 - This entry records 30 minutes of observation time. The security team is identified as being proactive in placing cones in the road to prevent illegal parking and moving vehicles that are blocking the road. Patrons are observed leaving the venue quietly with no anti-social behaviour present. It would appear the Security team are carrying out their duties properly and in accordance with their role.

09/12/2016 - This entry does not record any timings for their observations. The security team are observed to be proactively dispersing patrons with a few groups talking and laughing loudly and two vehicles sounding a horn and playing loud music as they left. It would appear the Security team are carrying out their duties properly and in accordance with their role with some minor nuisance.

10/12/2016 - This entry records 10 minutes of observation time. During this time the venue is reported as being a lot quieter with no anti-social behaviour present.
18/12/2016 - This entry records 40 minutes of observation time. The security team are observed not to be engaging with noisy patrons and vehicles leaving playing loud music. No persons are seen urinating on the footway.

23/12/2016 - This entry records 25 minutes of observation time. The security team are observed proactively dispersing the patrons from the venue and on occasion monitoring patrons walking to their vehicles. The patrons are described as ‘not making unreasonable noise nuisance which could affect the residents’. As with the previous visit no urinating on the footway is observed.

30/12/2016 – This entry records a passing observation at 0250hrs describing the venue as very quiet with no issues.

06/01/2017 - This entry records 30 minutes of observation time. The security team are observed proactively patrolling the street with a number outside the venue. No music is observed coming from any vehicle.

07/01/2017 - This entry records a passing observation at 0250hrs describing the security team dispersing patrons and highlighting some shouting from parked cars.

13/01/2017 - This entry records 36 minutes of observation time. The security team have been highlighted as not displaying their SIA licences. Some examples of large groups leaving the venue making noise and some examples of illegal parking on the footway.

The security team was observed during the dispersal to move patrons away from the venue and challenge those that were illegally parked. There was good practice identified by the staff at Scandals collecting litter in and around the venue.

14/01/2017 - This entry records 40 minutes of observation time. The security team, some but not all are again highlighted as not displaying their SIA licences. Some examples of anti-social behaviour are described with smoking and shouting outside the venue and one patron urinating in an alleyway.

The security team are proactive in dispersing patrons and are assisted by the management team from Scandals.
20/01/2017 - This entry records 28 minutes of observation time. The patrons here are described as orderly with the security team being visible at closing time. The security team have also engaged a traffic marshal to assist with vehicles outside the venue.

21/01/2017 - This entry records the venue closed.

27/01/2017 - This entry records the observations starting at 0240hrs with no completion time. The observations highlight the security team being proactive in traffic management and that the patrons were being dispersed quietly with no anti-social behaviour being identified.

28/01/2017 - This entry records the observations starting at 0240hrs with no completion time. The observations record the venue being very quiet with no issues to report.

03/02/2017 - This entry records 45 minutes of observation time. The security team are observed as being proactive in using barriers to control patrons, using staff and signs to prevent illegal parking in the residential area of Windsor Grove. There was clear engagement by the security team in trying to keep patrons quiet as they left the venue. No audible music from the venue or vehicles was heard during the observations. The entry concludes that the dispersal was quick and quiet.

6. **Police and Community Safety Reports – Conclusions**

6.1. All nightclubs will have some impact on their communities, however well-run and operated they may be. The only sure means of eliminating all incidents of disorder, noise or anti-social behaviour associated with late night venues would be to close them all. There is, therefore always a balance to be struck between the reasonable expectations of residents who choose to live near to such a venue and the expectations of members of the community who wish to attend late night venues in order to socialise and enjoy themselves.
6.2. From the evidence, I have seen in relation to Scandals, a club with a capacity of 500 patrons running to its operating hours and frequency, in my opinion the level of crime and complaints of anti-social behaviour is over a twelve-month period is relatively low and is certainly not disproportionate to what can be reasonably expected of this type of venue in its location.

(That is not to say the operational procedures at Scandals could not be improved to significant advantage to the community. In my opinion they can be and this is dealt with later on in this report)

6.3. On reflection, the venue has had three recorded crimes being made of which one has been recorded by the victim of an assault as an accident. This allegation now being closed.

6.4. The most recent offence on 4 February which involved a large fight is the only crime of note which could be considered to be an isolated incident, considering the low level of crime attributed to the venue. It's timing in relation to this review hearing obviously is highly unfortunate, but this should not prevent a tribunal from considering it within its proper context.

6.5. There are nine Police reports which consist of CAD and CRIS reports, two are licensing visits conducted by Police which are recorded as positive outcomes for Scandals. The remainder are either anonymous calls or no evidence to support anything happened at all.

6.6. In respect of the Scandals Community Safety Team monitoring document there are sixteen entries, the majority reflect proactivity on part of the management and Security team. There are examples of anti-social behaviour and in some instances, there is a lack of consistency in approach by the security team in managing these challenges.

6.7. Another point to note from this document is that in the majority of the dispersals from Scandals the area is clear of patrons within 20 minutes of closing.

6.8. The latest incident recorded by Police on 5 February 2017 is an isolated incident but one that should not be overlooked and consideration should be given by the Scandals management to formally review the incident, learn lessons and if
necessary invest in a new security team with emphasis on recognising conflict and reviewing their internal security measures.

6.9. In my professional opinion, the reports and all the incidents generated are not disproportionate for a club of this size.

7. **Scandals supporting documentation**

7.1. I have been supplied with five letters from the community living in close proximity to Scandals, who would be directly or indirectly affected by Scandals operating hours. These residents all reside within Windsor Close and have supplied their names and addresses.

**Letter from AD 20/12/2016** – Letter acknowledges the improvement made by Scandals in relation to solving the problem of noise, litter and illegal parking. They recognise ‘a noticeable reduction in rubbish on Sunday mornings.’

**Letter from JM no date** – The letter expresses gratitude for Mr Elliot Blake in meeting with the residents and keeping to his promise of illegal parking and noise. They state ‘there has been no problem with noise since their agreement’.

**Letter PB no date** – This letter acknowledges the improvements by Scandals and the management to solve the issues of illegal parking, litter and noise pollution. They state that following a meeting with the local community ‘all requests have been attempted and met and they continue to meet the expectation of the area.’

**Letter WM no date** – This letter expresses gratitude from a local resident who has lived in the area for 20 years. They highlight the positive work in tackling the anti-social behaviour of litter, noise, illegal parking and the positive engagement from Scandals staff - ‘on all levels you personally have addressed the concerns of the community’.

**Letter MB no date** – This letter is from a local resident that works and lives in the locality to Scandals. They express gratitude in tackling illegal parking, crowd dispersal and removing litter. ‘I write this letter to show my appreciation’.
8. **Scandals supporting documentation – Conclusions**

8.1. It is clear from the letters received from local residents and workers that Scandals management team are listening to the concerns of the local community. It is evident Scandals have held community meetings to listen and address their issues. It is further evidence of the management team taking their responsibilities seriously under the Licensing Act to tackle and solve the problems of anti-social behaviour.

9. **The premises locality**

9.1. The premises are located at 82 Norwood High Street, SE27 9NW and is within the Lambeth Borough Council licensing area.

9.2. The prologue for the Lambeth Council Statement of Licensing Policy 2011 states that – *It is the purpose of this policy to maintain Lambeth’s position as a vibrant place to visit and enjoy, with a wide choice of well managed venues providing entertainment and reflecting the cultural diversity of the Borough. For us this is about making sure that businesses are well run; that what is operated fits with the character and nature of the neighbourhood in which it operates; that safety and the avoidance of nuisance is of greater concern than increasing profit; that there is understanding on all sides about what is acceptable and that everyone has access to a fair and transparent system for ensuring harmony.*

It goes on to state: The Authority must carry out its licensing functions with a view to promoting the four licensing objectives which are:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm.

Each objective is of equal importance
9.3. With specific reference to noise and nuisance paragraph 8.3 states:

*Noise nuisance is the most common problem. It is particularly intrusive at night when ambient noise levels are lower and residents are trying to sleep and so it is important that applicants can demonstrate how they will effectively manage such issues as:*

- The exit and dispersal of their patrons
- Noise from patrons in queues or outside smoking areas
- Patrons returning to cars parked in surrounding streets
- General noise of people arriving and leaving

Applicants for licences to run after midnight and for variations to extend hours should consider preparing a detailed dispersal policy and submit this with their application.

9.4. There are a small number of licensed premises within 500m of the venue:

- 111-113 Norwood High Street - ‘Best One’ Convenience store and Off Licence – almost opposite the venue that operates until 2300hrs
- 107 Norwood High Street – Smoky late night takeaway selling pizza, burgers and kebabs advertised as open until 0200hrs.
- 91 Norwood High Street – The Sugar Bar cocktail bar and small club venue open until 0000hrs.
- 49 Norwood High Street – The Hope public house traditional pub open until 0000hrs.

Within a short walk of the venue there are also some late night fast food outlets, bus stops and mini cab offices.

9.5. During our consultations with Mr Elliot Blake, he indicated that an illegal drinking club was active for a period of time in Norwood High Street, which had been closed by Police and the Council’s Community enforcement team. This may have contributed to some incidents of anti-social behaviour, wrongly attributable to Scandals. Again, the Police or Council Community enforcement team will be able to confirm this assertion.
10. **Environmental visual audit of the area**

10.1. On Friday 13th January 2017 2330-0330hrs I undertook an environmental visual audit (EVA) of the location in company with Ian Smith, another suitably qualified Director of Shield Associates (Mr Smith is a retired Detective Superintendent and the former Police Borough Commander for Kingston-Upon-Thames)

10.2. Throughout the time we were in Norwood High Street and the locality it was fairly quiet with light through vehicular and pedestrian traffic. The ‘Best One’ off licence was closed; Smoky late night café was open, but very quiet and closed around 0030hrs. The Sugar Bar was open, though the windows were steamed up and I couldn’t see inside. Occasionally patrons would come out of the venue and smoke on the pavement area in front of the premises in small groups of 2 – 4. The venue appeared to close around 0230hrs. The Hope pub was open with a few patrons, though closed while we were in the area around 0000hrs.

10.3. The immediate area surrounding Scandals is mostly industrial units, a builder’s merchant on one side and access to a yard and offices on the other side. There are residences above the club. Opposite are what appear to be a number of vacant retail premises with residences set above and back from the building line. Further from the venue there is a mix of retail, industrial and residential properties with no specific theme or design along a single carriageway, with one lane in each direction, and controlled at stages with either single or double yellow line parking restrictions.

10.4. In relation to the parking, the club put out bollards to help enforce the double yellow no waiting restrictions both outside the venue, on the opposite side as well as a staffed barrier and no waiting cones closing off Windsor Grove while it is operating. Most of the parking is on the unrestricted single yellow lines and surrounding streets where unrestricted parking is allowed during the hours in question. During our EVA on 13th January as well as our visit on 28th January no parking issues were witnessed outside the venue.
10.5. The critical time for traffic management is between 0300-0320hrs in the morning when mini-cabs arrive to collect patrons and cars leave the area. Although this is a fairly busy period in relation to the surrounding area, on both occasions that we witnessed the dispersal it was over in around 20 minutes with vehicles leaving the area once people had been collected or driven off in their own vehicles.

11. **Compliance visit and audit**

11.1. On Friday 13th January, we carried out a compliance visit to the venue. This is covered in more detail in a separate report (**Appendix A**), though in summary the management and compliance on the **inside** of the venue, including staff training, security management, CCTV monitoring, smoking area control and record keeping was good. The training records in particular were being updated though were seen on the 28th January.

12. **Impact Assessment**

12.1. From what I have seen when visiting the premises and speaking to staff, the management of the **inside** of the venue, including the search regime, visible security measures, training of staff and behaviour or patrons would appear to be positive and, from what the crime picture suggests, a relatively safe environment. The clientele would average between 30-55yrs and the atmosphere is relaxed with patrons enjoying the company, music and alcohol on sale.

12.2. From Shield’s perspective, the critical time for the venue is the 20-30 minutes between 0255-0320hrs when the club closes and patrons leave to either go on to another venue or return home. I have watched two dispersals on 13th January and 28th January 2017 to witness what may be some of the concerns and try to help develop a structured dispersal deployment plan for the venue to support the licensing objectives and minimise any disturbance or nuisance to the local residents.
12.3. On both occasions, I was struck with how quickly the club empties and the patrons leave the area. The average witnessed was people start to leave around 0255hrs and the exodus has been completed by around 0320hrs. During this time, I saw groups of people leaving the venue, chatting for a short time outside then either getting in to pre-booked mini-cabs or walking off to get into their cars. There is chatter and some laughing from those leaving and a few cars pulled up outside the venue to collect clubbers. There was an occasional car horn sounding. On occasion, drivers opened a window and I could hear music, though on both the 13th January and 28th January SIA team members approached the vehicles and the music was turned down on request. On 28th January one male patron was stopped from taking a drink from the venue and he tried to start a heated argument with the SIA team, however, there was an early intervention from one of the team and he was taken to one side and calmed down.

12.4. From the visit on 13th January what was apparent, however, was that there appeared to be no real structure to the dispersal deployments and the SIA team looked uncoordinated and reactive rather than professional and pro-active. Following a discussion with Mr Elliot Blake after the first visit I devised a dispersal plan (Appendix B), that was agreed by Mr Blake and is to be phased in to develop a secure control area outside the venue (by moving barriers alongside the kerb line) and maintaining a pro-active visible presence during these critical 20-30 minutes. During the visit on the 28th the barrier deployment had changed and the SIA team were all far more visible. There was an attempt to enforce the secure zone outside the venue and usher patrons away to their vehicles which was partially successful. There was still a background chatter and laughter from customers as they left, though at a conversational level. I note that in relation to 28 January, the Community Safety Team's monitoring sheet records ‘Arrived at 02:40hrs, very quiet and very cold. No issues to report’. This does suggest significant improvements are being made although in my opinion more still can be done.

12.5. The challenge as I see it is the move people away and into their transport as quickly and quietly as possible after the club closes and as such this is the agreed focus of Mr Elliot Blake and the club management in the future. This is achievable but will require some further work and operational improvements.
13. **Recommendations**

13.1. The management of the dispersal of customers from Scandals is critical. To this end I have suggested the following pro-active interventions:

1) The club invest in body worn camcorders for the security team with appropriate signage and posters reminding customers they are being filmed so that patrons know their images are on camera and retrospective action can be taken by the club to ban anyone causing a nuisance or engaged in anti-social behaviour inside or outside the venue.

2) A metal detecting arch is installed at the entrance of the venue (supported by metal detecting wands) with appropriate signage to deal with any concerns around weapons getting into the club.

3) An ID scanning system is installed at the front of the venue to check and record IDs of those attending the venue. This intervention would, in my experience, deal with any concerns raised about undesirable persons attending the venue as they would not want ID details known and again enable the club to ban individuals who may have been witnessed engaging in anti-social behaviour.

4) I would suggest that the venue look to join the relevant Pub-watch scheme in the area (if there is one) and certainly look to share information and intelligence with the local police to ensure all parties are aware of any relevant up-to-date concerns or intelligence issues. This is important in identifying trends and hot spots that might emerge and is an important factor in reducing crime and disorder.

5) In terms of actions for the DPS, we have advised an annual review of their training and regular review and refresh of their policies, which should include a vulnerable person's policy and ongoing review and monitoring of their dispersal plan.

6) Serious consideration needs to be made in relation to employing a whole new door security team with approved contractor status to pro-actively and professionally ensure the dispersal policy is adhered to. In light of the recent incident reported, this now becomes a critical issue to address with emphasis on training in recognising and managing conflict and reviewing the premises internal security.
7) Fully adopt the licensing action plan developed by Shield Associates (Appendix C) to monitor and ensure compliance with the licensing act and impact on the areas of concern.

13.2. I am also aware that the operator will be making a number of further proposals (over and above my own recommendations) to further limit the impact of Scandals on the surrounding area. This includes:

- Restricting the club nights to Saturdays only and reducing the opening hours for the rest of the week.
- Introducing an over 25’s policy for Saturday night.
- Rebranding the venue to attract a different clientele.
- This will significantly reduce the overall impact of Scandals on the nearby residents
- Reducing the capacity from 499 to 400 persons
- A change of DPS

These changes are likely to have a very significant impact on reducing levels of disturbance to the community caused by Scandals future operation.

14. **Conclusion**

14.1. In my professional experience, Scandals has one major challenge and that is the dispersal at the end of the night. Otherwise, it appears to be a well-run popular venue catering for a slightly older crowd with an Afro-Caribbean theme.

14.2. During the audits, I did not witness any crime, disorder or blatant anti-social behaviour linked with Scandals.

14.3. The venue has employed a new DPS and head doorman in order to ensure the dispersal plan is put in to place to have a positive impact on behalf of the local residents. I have also suggested that the club should employ a SIA door team with Approved Contractor Status to ensure the plan is effectively and professionally implemented.
14.4. The smoking area at the rear of the venue backs on to industrial units, is monitored by both CCTV and SIA security and doesn’t appear to cause any problems for the venue.

14.5. In summary, it is my professional opinion that considering the current profile of the area, I feel that the problems currently being experienced are not unsurmountable. There needs to be a structured plan in place and I feel Mr Blake has not only accepted this, but is in the process of making the changes suggested in this report. A firm grip is needed during the dispersal with pro-active interventions required to minimise the impact to the local community. There has been a night-club at this location for a long time and as such I feel the current concerns can be dealt with as long as there is a focus and drive on behalf of the club management to deal with them.

14.6. The proposed changes will take some time to properly bed-in to enable the full effect of them to be properly judged. But in my opinion it is possible for Scandals to operate in a way that does not unreasonably impact on the community and a fair balance between the competing interests of residents and customers of Scandals can be achieved.

David Gair - Shield Associates
APPENDIX A
Scandals – Licensing Compliance Visit
APPENDIX A

Shield Associates Licensing Compliance Visit

Venue – Scandals Club, 82 Norwood High Street, West Norwood.

Date/Time of Visit - 13/01/2017 – 2330 – 000hrs

1) Is the premises license displayed/correct?
No – Rectified on the night, copy of licence posted by the cloakroom at entrance of venue and a copy behind the bar. The manager did have a copy available in a binder in the office.

2) Is DPS present (record details / personal licence holder):
Trevor Walsh on scene at venue (PLH).

3) If no DPS, who is in charge (record details)
N/A

4) Is a copy of the full premises licence available?
Yes – As mentioned at point 1 the manager had a copy available for inspection.

5) What is the capacity of the venue?
Total of 499.

6) How many people are present?
Total 0030 – 249.

7) How are numbers recorded?
In/Out clicker system employed by the security door supervisor.
8) Is CCTV system installed & working?
CCTV system is installed and cameras cover the venue. The system is good quality and is accessed from a computer monitor in the managers’ office behind the bar. The system covers the bar area, dancing/floor areas, seating areas and the entrance of the venue both inside and outside. It’s a fairly comprehensive system.

9) If SIA Door Staff required, details of them, the company and SIA badge numbers.
SIA door security team is required Friday and Saturday nights or where a TEN has been granted.
On duty during my visit:
Garfield Mitchell – 1018649 751985113
Ashley Ann Mitchell - 1014106 027148692
Paul Beach - 0130018 500640998
Rocco Simeone - 0130019 968992062
Desmond Lobban - 0130018 350580584
Maximus Duncan - 0130018 420674390
Kirk Derby - 1018675 992064258
Isaac Kin - 0130019 755564658
Michael Gilespie - Steward
Nadisha Henry - Steward
Raymond Jackson - Steward
Susan Anderson - Operations

10) Are customers searched prior to entry?
There is a search policy on entrance and while we were at the venue all customers were searched including bags and handbags both physically and with the assistance of a metal detecting search wand.

11) Are there any drinks promotions offered?
No

12) Are toilets monitored / checked?
Hourly checks by staff on a roster.
Monitored by SIA security team or management.
13) Is smoking area designated and monitored?
There is a designated smoking area at the rear of the venue controlled and monitored by the SIA security officer and CCTV camera and accessed via a door from the bar area.

14) Ambience/state of premises & customers
It was a fairly night at the venue during my visit. There was a DJ employed playing music for the patrons until 0300hrs. In relation the control of ASB no drinks were allowed outside the venue and no off sales were being offered. The bar area was fairly crowded, however the bar queues were being managed and the patrons all seemed in very good spirits. There was dancing in the dance floor area and again the crowd seemed relaxed and in good spirits with small groups gathered together, some dancing and some chatting.

The patrons were typically afro-Caribbean background in groups with general ages ranging from 30-50yrs. There are seating areas available along the walls, though most people were standing.

The DJ area was situated at the far end of the dance floor on a slightly raised and enclosed platform.

The general appearance of the venue was in line with what you would expect from a late night licensed venue. Generally clean and tidy though in places showing its age.

15) How many staff on duty/staff training records available
7 staff on premises (bar, management and DJ). Training records being updated (Seen on the follow-up visit on 28th January 2017 and all in order)

16) General attitude of staff
Throughout my visit staff were welcoming and helpful. The overall feeling of the venue was one that is a popular late night venue with a loyal and older cliente.

David Gair
Director – Shield Associates

Member of the Institute of Licensing
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APPENDIX B
Scandals – Deployment & Dispersal Plan
Joshua Simons & Associates Ltd

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Scandals Nightclub

End of night deployment and dispersal plan. Statement of intent.

The most critical part of the security operation in relation to the club is the last 30mins between 0250 & 0320hrs when the club closes and the deployment plan is put in to place to minimise the disruption to the local community, prevent nuisance and deal with any potential disorder.

The plan is a robust response to the concerns raised by local residents and is to be supervised by the DPS and club management to ensure the effectiveness of the plan and compliance by the patrons and security team.

Resources available:

1 x DPS / Manager

12-15 SIA security team in High Visibility (HV) jackets and body worn camcorders.

Barriers:

Barriers will be moved from the entrance to a line along the footway outside the venue alongside the metal bollards at 0230hrs to create a controllable secure area.

Staff deployments and expectations:

0240 - Rear smoking area closed and secured.

0245 - 2 x SIA staff to remain in the bar/club to encourage patrons to leave venue in an orderly and peaceful manner, remainder move to outside the location. Lights on and Music down in bar and dancefloor.
0250 – 2 x SIA stand at entrance door to ensure no re-entry of patrons and control the egress of patrons into the secure area.

4 x SIA take positions 2 x at each open end of the secure area to encourage patrons to move out of the secure area and leave the vicinity of the club.

2 x SIA take positions on the road side of the barriers facing the road to ensure no cars park, stop or wait in the road and request anyone playing loud music to turn it down.

2 x SIA go to the opposite side of the road to the club to again monitor the dispersal of patrons, control unnecessary parking or waiting in the carriageway and take pro-active action to prevent loud music coming from any vehicles in the vicinity.

All remaining SIA to be deployed along the footway on the club side of Norwood High Street encouraging patrons to leave the area, asking them to keep quiet, intervening if groups gather and cause any noise and monitor traffic flow from the area.

0300-0315 - Review of dispersal by DPS / manager and redeployments if required in response to issues or problems.

0315 - SIA to gather at front of venue to encourage last few patrons to leave the area and sweep through the secure area to keep it clear of patrons. Barriers to be collected and stored in the club.

0320 - Return inside the club for de-brief by DPS. Any issues raised of note to be recorded in incident log.

0330 - End of deployment if all quiet.
APPENDIX C
Scandals – Licensing action plan
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# Scandals – Licensing action plan

<table>
<thead>
<tr>
<th>Classification</th>
<th>Confidential</th>
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<tbody>
<tr>
<td>Licensing action plan to meet the Licensing Act Objectives of 2003</td>
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<tr>
<td>Owner, Operating manager, Security door team and Scandals Internal staff.</td>
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</tr>
<tr>
<td>Author</td>
<td>David Gair, Director Shield Associates</td>
</tr>
<tr>
<td>Date Created</td>
<td>29th December 2016</td>
</tr>
<tr>
<td>Review Date</td>
<td>29th December 2017</td>
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Key to Risk rating within action plan summary

Action plan document is a ‘live’ working document that is updated monthly on this document and supervised and by the Owner of Scandals and Shield Associates. The action plan has been designed and developed to support the key Licensing Act objectives and support the management, staff and security team take reasonable steps to deliver improved measurable outcomes.

R Red signifies – Risk is High if not addressed within plan.

A Amber signifies – Likely to occur if not implemented within plan, but mitigated with some processes already in place.

G Green – No risk likely as good systems and processes in place, with stringent compliance policy.
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<tr>
<th>Action</th>
<th>Lead/Deputy</th>
<th>Delivery Timescale</th>
<th>Governance Measure</th>
<th>Success Measure</th>
<th>Monthly Update</th>
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</table>
| To critically review all existing operational policies. Support existing policies with updates and the creation of new ones. **Policies:** 
Admission, dispersal and ejection including queuing, capacity, search/ seizure, ASB, Litter and Noise. Drugs seizure and detection. Operational checklist including searching premises. CCTV recording / retention. Vulnerable persons including ‘Spiking of alcohol’ and sexual assaults. Thefts / Mobile phones. Incident reporting and recording and Intelligence. Briefing and patrolling inside and outside venue. Drinks promotions and event planning. Noise / Nuisance and ASB. Lost / Found property. False Identification. Licensing documentation for Police and local licensing visits. | Owner/DPS of Scandals and management team. Supported by: Shield Associates Independent Licensing review company. | 20.01.2017 | Training to staff every 6 months including part time members. Operational check list for all staff (full time and temporary) to read and sign as understood and compliant. | Reduction of Incidents of crime and complaints from local residents and recorded by local Police, local authority and venue. Reduction in number of complaints made about staff / management at venue. | Record Summary here of activity and relevant updates including deployment and dispersal plan, complaints received / aware of etc. |

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<tr>
<td>1.2</td>
<td>To provide regular relevant training on all updates, alcohol awareness and operating policies to all staff including - Owner, Operations manager, and internal staff i.e. bar staff, toilet attendants and door SIA security team. To identify bespoke training for various members of staff i.e. role of DPS, Crime scene management and operational processes.</td>
<td>Owner/DPS of Scandals and management team. Supported by: Shield Associates Independent Licensing review company.</td>
<td>31.01.17</td>
<td>Training to staff every 6 months including part time members. Training records to be documented and retained on premises and with ‘HR’. Review each month of all staff on pay roll against training records.</td>
<td>Incidents of crime and complaints recorded by local police and venue. All complaints made about staff/ premises to venue.</td>
<td>R</td>
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<tr>
<td>1.3</td>
<td>To conduct a full visual physical risk assessment of internal and external areas of Scandals to design out crime and act on its recommendations. To conduct an Environmental Visual audit (EVA) of locality in relation to Scandals.</td>
<td>Shield Associates Independent Licensing review company.</td>
<td>20.10.17</td>
<td>Documented risk assessment and review process every 12 months.</td>
<td>Incidents of crime and complaints recorded by local Police, local authority and venue.</td>
<td>A</td>
</tr>
<tr>
<td>1.4</td>
<td>To create an induction</td>
<td>Owner/DPS of Scandals</td>
<td>31.01.17</td>
<td>Review each</td>
<td>Incidents of</td>
<td>A</td>
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<td>package for all staff to ensure understanding of the licensing objectives and their roles and responsibilities in supporting the objectives.</td>
<td>Scandals and management team.</td>
<td></td>
<td>month of all staff on pay roll against training records.</td>
<td>crime and complaints recorded by local Police, local authority, local residents and venue.</td>
<td></td>
<td></td>
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<tr>
<td>Agree information sharing protocols with local police/council to enable owner to interrogate Crime data, complaints and Anti-social behavior reports. To look for opportunities to reduce crime and improve the quality experience for customers and local residents.</td>
<td>Owner/DPS of Scandals and management team.</td>
<td>Weekly from 31.01.2017</td>
<td>Spreadsheet maintained by Scandals utilising information provided by Police, local authority, residents and external partners.</td>
<td>Incidents of crime and complaints recorded by local Police, local authority, residents, external partners and venue.</td>
<td></td>
<td>R</td>
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<tr>
<td>To meet with local police licensing team, local authority licensing team and residents on a regular basis to discuss crime data, complaints of ASB, Crime prevention initiatives and information sharing.</td>
<td>Owner of Scandals.</td>
<td>Every three months from 31.01.2017</td>
<td>Documented minutes of meetings and structured agenda to meet needs of Police, local authority and local residents.</td>
<td>Incidents of crime and complaints recorded by Police, local authority, local residents and venue.</td>
<td>Some meetings have already taken place with Police and local residents but not as yet with the local authority.</td>
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<td>1.7 To ensure regular attendance at Pub watch meetings to promote best practice and share information / intelligence.</td>
<td>Owner of Scandals or nominated Deputy.</td>
<td>Each month from 31.01.17</td>
<td>Documented minutes of meetings to highlight attendance.</td>
<td>100% compliance at meeting.</td>
<td></td>
<td></td>
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<tr>
<td>1.8 To introduce crime prevention posters and positive prosecution policy against those that offend inside and outside venue.</td>
<td>Owner of Scandals.</td>
<td>31.01.17</td>
<td>Weekly review to ensure signage is prominent and leaflets being handed out by Scarlets staff. Creation of bespoke leaflet to hand out to all customers /patrons Pro-active enforcement of guidance.</td>
<td>Incidents of crime and complaints recorded by local Police, local authority local residents and venue.</td>
<td></td>
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<tr>
<td>1.9 All drinks promotions or private parties will be discussed with local police licensing team and a documented risk assessment will be completed prior to any event taking place.</td>
<td>Owner of Scandals.</td>
<td>31.01.17</td>
<td>Implementation through venue policies and enforced through staff and management team.</td>
<td>100% compliance through local Police licensing team.</td>
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<tr>
<td>2.0</td>
<td>Owner of Scandals</td>
<td>31.01.17</td>
<td>Implementation through venue policies and enforced through staff and management team. Include in document briefings maintained on premises.</td>
<td>‘Dip sampling of briefings’ by Shield Associates.</td>
<td></td>
<td>A</td>
</tr>
<tr>
<td>2.1</td>
<td>Shield Associates independent Licensing review company</td>
<td>By 31.01.17 then once a quarter.</td>
<td>Shield Associates independent Licensing review company Documented report to Owner and management team.</td>
<td>Incidents of crime and complaints recorded by local Police and venue.</td>
<td></td>
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<tr>
<td>2.2</td>
<td>Owner of</td>
<td>31.01.17</td>
<td>Part of briefing and patrol</td>
<td>Incidents of crime and</td>
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<tr>
<td>2.3</td>
<td>Review effectiveness of current SIA door team following introduction of policies. Identify an experienced head of door to work with a SIA team to ensure effective deployment and supervision.</td>
<td>Owner of Scandals.</td>
<td>31.03.17</td>
<td>SIA team and internal staff to be trained in new policies by Shield Associates as an ongoing consultancy.</td>
<td>Incidents of crime and complaints recorded by local Police, local authority, local residents and venue.</td>
<td>A</td>
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<tr>
<td>2.4</td>
<td>Develop and review queuing processes outside venue and parking management. Develop and review dispersal processes by Scandals team.</td>
<td>Owner of Scandals.</td>
<td>31.01.17</td>
<td>Part of admission policy and dispersal Policy</td>
<td>Incidents of crime and complaints recorded by local Police, local authority, local residents and venue.</td>
<td>A</td>
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<tr>
<td>2.5</td>
<td>Door team up skilling in professionalism, customer service and dress code</td>
<td>Owner / DPS of Scandals and management</td>
<td>31.01.17</td>
<td>Part of briefing and patrol strategy by</td>
<td>Incidents of crime and complaints</td>
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<td>2.6</td>
<td>Owner/DPS of Scandals and management team. Supported by: Shield Associates Independent Licensing review company.</td>
<td>31.01.17</td>
<td>Part of briefing and patrol strategy by new door team.</td>
<td>Incidents of crime and complaints recorded by local Police local authority, local residents and venue.</td>
<td></td>
<td>A</td>
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<tr>
<td>2.7</td>
<td>Owner/DPS of Scandals. Supported by: Shield Associates Independent Licensing review company.</td>
<td>31.01.17</td>
<td>Review process</td>
<td>Feedback from local licensing team or Police from isolated incidents taking place inside/outside of venue.</td>
<td></td>
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including wearing of High Visibility tabards and SIA licence.

Ear pieces should be worn by all door staff and connected to the venues radio system.
Page left intentionally blank
Further letters in support
Page left intentionally blank
10 Windsor Close  
Windsor Gove  
West Norwood  
London  
SE27 9LU  

20th December, 2016

Scandals  
82-84 Norwood High Street  
West Norwood  
London SE27 9NW

Dear Elliot,

I am writing to thank you for all your efforts over the year. There has been a great improvement and I feel that your exertions are really working to solve the problem with parking, noise and litter in Windsor Close and Grove.

My property backs onto Windsor Grove and the noise has been reduced to silence. I can now go out on a Saturday evening knowing that whatever time I return I will be able to park in Windsor Close. It is also noticeable the reduction in rubbish on Sunday mornings.

So thank you and your team for all your hard work listening to our neighbours.

Wishing you all a Merry Christmas and a prosperous New Year.

 yours sincerely,

Amanda Dunne
To whoever it may concern

I am writing to confirm that Elliot, the owner of Scandals nightclub, has kept to what he agreed at the meeting and has kept his customers from entering Windsor Close at night. There has been no problem with noise for me since this agreement.

Mrs J. Martin
Resident of 8 Windsor Close
Dear Elliot, hope things are good.

I wanted to drop you a quick note to let you know that Pat Borer (original complainant) recently called me to say how pleased she was with the way everything was going re Scandals. Since your last meeting with the residents of Windsor Close, Pat has noticed a considerable improvement plus she has not received any more complaints regarding noise, usage of Windsor Close for parking cars and litter. Thought I'd forward on this positive feedback, especially as there had been issues in the past - before your time.

I would also like to add that the Councillor or myself have not received any complaints either, so well done to you and your staff for all your efforts. This proves that cooperative working can be good for businesses, residents and the council if we all work together!

With best wishes,
Maxine

Maxine Smith
Cabinet Caseworker
Leader’s and Cabinet Members’ Office
3rd Floor, Clive Morris House
18 Brixton Hill
SW9 1RD

Tel 020 7976 8961
Email Maxine.Smith@lambeth.gov.uk
Website www.lambeth.gov.uk

Lambeth, a cooperative Council

Disclaimers apply for full details see http://www.lambeth.gov.uk/EmailDisclaimer.htm
Re: Letter of acknowledgement

To Elliot Blake and Scandals Management,

I would like to express my gratitude to Scandals; the venue situated on Norwood High Street for your fast work in regards to the local communities requests.

In the year of 2016, the local community expressed some issues with the result of Scandal customers visiting the venue. Since then you have acted promptly to all of the communities requests lowering and expelling the below:

- Double Parking.
- Blocking of Windsor Close.
- Support of gate fixtures.
- Clearing of litter on Norwood High Street.
- Prevention of litter in Windsor Grove & Close
  Noise pollution throughout the hours of 10pm - 4am in Windsor Grove and Close.
- Awareness of neighbours and neighbours safety in unsociable hours.
- Flyering of cars in surrounding areas of the venue.

Since Scandals management hosted a community meeting in May 2016 inviting all guests from Windsor Grove, Close and surrounding roads, all requests have been attempted and met and they continue to meet the expectation of the area.

This letter is in reference to my appreciation for your effort.

Kind Regards

Patricia Borer
Local Resident.
Mr. Elliot Blake  
Manager at Scandals  
Norwood High Street  

Mr. Winston Morris  
27 Windsor Close  
Windsor Grove  
West Norwood  
S.E.27 9LU

En regarding the licensing of the night club “Scandals” within your community, of which I have been a resident for over 20 years, I have found the responsibility of the surrounding streets and in particular the council estate at which I live, that you have set a high standard to the harmonization of running your business.

- Traffic control  
- Clientele behaviour  
- Parking and Access  
- Your employees  
- Rubbish  
- Communication  
- Noise levels

As said I have found that on all levels you personally have addressed the concerns of the community to the point that I am sure your business is adding to the prestige of West Norwood.

For that I thank you Mr. Blake.

Yours Sincerely, Mr. W. Morris
Joshua Simons & Associates Ltd

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Witness statement of Elliot Blake
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Witness Statement of Elliot Blake

(CJ Act 1967, s. 9, MC Act 1980, s.s.5A (3a) and 5B MC Rules 1981, r70)

Statement of Elliot Blake in relation to CCTV from the 26
November 2016.

1. I provide this statement to show the efforts my management team and I made
to comply with the request of Mr Calvin McClean (a Community Safety officer
at Lambeth Council) to provide CCTV footage from the night of the 26th
November 2016.

2. Mr McClean made the initial request for CCTV on 8th December 2016 at
21:30 through email to the Scandals' generic email address. He did not
specify what CCTV coverage he wanted but only the times he wanted to have
footage from. He stated clearly in his email that he wanted the CCTV ready
for collecting on the weekend of 9th December 2016.

3. I committed to comply with this very late request and prepared the CCTV to
be collected as instructed the following morning. I assured Mr McClean that I
would be at the venue the entire weekend to personally hand it over to the
officer. We were waiting and expecting the officer to collect the CCTV.

4. Regrettably, no officer turned up at the venue to collect the CCTV. Nor did my
management team or I receive a call informing us they wouldn’t be coming.
Over the course of the entire weekend I patiently waited for Mr McClean's call
or email but it never came.

5. On the late evening of 13th December 2016, I received an email from Mr
McClean stating: "With regards the below I'm yet to hear from you. Can you
get back to me ASAP with regards to the request for CCTV". This was very
puzzling to me and left me confused as the last piece of communication was
from him stating he would send an officer over the weekend to collect the
CCTV.
6. As I was now on a pre-booked holiday from 21st December 2016– 10th January 2017, I left the delivery of the CCTV to my former employee Carlos Harris. I believe Carlos was in communication with Calvin McClean to personally deliver the CCTV. This was done on 23rd December, although it was mistakenly delivered to Brixton Police Station (rather than the Council offices) at 16:55. Whenever requests for CCTV have been made of me, it has always been to deliver the CCTV to the police station and so we assumed this was the same situation. At the police station Carlos was, I am told, assured it would be handed to the relevant Council officers.

7. On Thursday 22nd December an email was sent from one of the management team at Scandals stating that Mr McClean could come down to the premises to view and be handed a further copy of the CCTV: “Please let me know if you would like to come down to the premises and view and collect the CCTV on site to assure all is well and working or you would like me to drop it off to you. Either way is perfectly fine with me to do so.”

8. We had assumed that the only CCTV footage sought by Mr McClean was the external CCTV because there was a suspicion that a confrontation had taken place outside the entrance door. Mr McClean never specifically requested the interior footage.

9. Previous requests for CCTV footage, which we fully complied with, would specify that internal CCTV was sought if that was required in addition to external footage and specific time span would be indicated. For example, a previous police request reads:

10. “PLEASE CAN YOU REQUEST AS A MATTER OR URGENCY THE FOLLOWING CCTV FOOTAGE.

   - SATURDAY 28TH MAY 2016 "INTERNAL CAMERAS* BETWEEN THE HOURS OF 00:00 - TO - 03:30 HOURS

   - SATURDAY 11TH JUNE 2016 "INTERNAL CAMERAS* BETWEEN THE HOURS OF 00:00 - TO - 03:30 HOURS


12. When Mr McClean eventually viewed the CCTV footage, which we had offered to him to view as early as 22/12, he then indicated on 4/1/17 that he sought the internal footage as well as the external footage we had already provided to him. Regrettably, by this time the internal footage was no longer available because it had been automatically written over on the hard-drive after the required 30 days storage has passed.

13. My team and I did the most we could do to provide the CCTV, I cannot see what more could have been done on our side.

Statement of Truth

This statement consisting of 3 pages and 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 (electronic version): Elliot Blake

Dated: 10th February 2017
End of document pack
Witness Statement of Elliot Blake

(CJ Act 1967. s. 9, MC Act 1980, s.s.5A (3a) and 5B MC Rules 1981, r70)

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Signature (electronic version): Elliot Blake

Dated: 10\textsuperscript{th} February 2017
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