

APPENDIX S

Debora Parr

From: Suzanne Ali [SuzanneAli@phs.co.uk]
Sent: 15 September 2009 09:46
To: thewesthill@ntlworld.com
Subject: Noise level of hand dryer.

Good morning Deborah,

The Ultra dry LE handdrying unit that you have in your washrooms at the West Hill is the quietest unit we provide. The motor operates at 6000rpm which when comparing it to any other unit on the market it is very much a 'low powered' and 'less noise' unit.

If you have any more questions please do not hesitate to contact me.

Regards

Suzanne Ali

PHS Group

Please consider the environment; Do you need to print this email?

SASSCO

The Security And Safety Solutions Company

Venue Assignment Instructions (Additional Information)

The Role of the Door Supervisor and Specific Requirements for this Venue are as follows, These must be adhered to as they form part of their licensing conditions, and so any breach could lead to the venue being taken to court and having the license reviewed, or more seriously may be closed. Please understand and read these fully!!!

- You WILL ensure that no more than 5 People to be outside smoking at any one time after 23:00 hours.
- Glasses shall not be taken outside of the venue after the time of 23:00.
- You will be required to advise customers to keep the noise down and ensure that people leave the area quietly and swiftly. This is a residential area and currently there are issues and complaints being made from neighbouring residents. Please consider residents and pass this onto the customers who continue to be noisy.
- If there are any noise related incidents, or any other type of incident, please log this in the venue record book like a diary. You need to say what time it was, how many people were in the group, if they were customers, or passersby, this is vital, as if a passerby is making noise, this is not being created by the venue and so it will defend them if further complaints come in and the manager will be able to compare the report from the complainant with your report.
- You are required to remain outside OR in the porch at all times with reason. You are not expected and will not be wanted in the pub for your entire shift. The issues are outside and with noisy people, so please stay in a position where you can assist the venue and bring down these noise incidents
- You will NOT tell customers to go over the other side of the road to smoke, and you shall not send them to any place other than that designated for smoking.
- At the same time even if customers feel the rules are silly. DO NOT agree with them, and do not give your opinion. Your opinion does not matter, and you should reinforce the rules and licensing conditions for that venue meaning you perform your duties.
- If you are unsure of any of the above or have any queries or added extras you feel may occur, please discuss this with the venue manager, or ask for guidance if unsure about an issue, or something developing. After all you are there to work for the client and venue; their decisions are what you are expected to abide by.



Venue Instructions Signature Sheet

All Door Supervisors must read the Venue Instructions & Generic Risk Assessment applicable to this venue and sign the sheet below to confirm that they have read and understand the above documents.

Venue Name:

Name of Door Supervisor	Licence Number All 16 Digits	Date Instructions Read	Signature of Door Supervisor	Trainer Initials
1 PETER ROBERTSON	0101 1002 1850 1408	06-03-09		
2 JEN SHARP	0130 012 5380 5091	13/03/09		
3 MALIK BHANSAR	0101 1002 6498 4509	14/03/09		
4 ISMAEL B	0130011107538136	20/03/09		
5 P. GURUNG	0101-1002-8490-9206	27/03/09		
6 C. ANDERSON	0130 0016 1523 9079	03/04/09		
7 LACY AYRE	0130 0016 7761 6413	5/6/09		
8 MEHMAN MAJID BUTT	0130 001375369152	13/06/09		
9 I. BUKHARI	0130011107538136	19/06/09		
10 M. BUTT	0130 001375369152	20/06/09		
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

Debora Parr

From: Debora Parr [debora@ntlworld.com]
Sent: 03 March 2009 17:00
To: 'lee@sassco.org'
Subject: Noise / Residents Issues at the West Hill pub
Hi Lee -

Could you possibly give me a ring or come into the pub sometime to discuss this? Unfortunately we are still suffering ongoing issues with complaints from neighbours who feel the situation outside is not being adequately controlled.

I did speak to 'Blue' (? not sure of his name) at approx 7pm last Saturday night and he said he would drop by at the start of Chris's shift last Saturday but we didn't see him... anyway I do need to speak to you really. My number's 07984 195119.

Thanks in advance,

Debora,
The West Hill

15/09/2009

Debora Parr

From: Debora Parr [debora@ntlworld.com]

Sent: 31 March 2009 16:20

To: 'Lee Craig'; 'stuart@sassco.org'

Subject: Feedback re the West Hill pub

Hi Lee, Stuart –

I wanted to get in touch following the service that was supplied to us last Friday night. I was not around the pub at the time but was fully briefed by Lou on Saturday morning. She had a number of complaints about that member of staff including:

- Not enforcing the 'no more than 5 outside' rule; at one time she counted 8 or 9 outside the front door and another group down by the front of the pub
- Not enforcing 'no glasses outside' after 11pm WHICH IS A CONDITION OF OUR LICENCE
- Not ID-ing people on the door – Lou had to turn away a number of potentially underage customers herself.

I understand she contacted you mid-shift to complain. She told me that by the end of the night she was in tears through the stress of trying to run the bar and manage the situation outside herself whilst being worried about the potential complaints. As her employer I find it unacceptable that she was put in that position.

Inevitably I have received another lengthy e-mail today from the neighbour concerned threatening to take steps to have our licence removed.

I have to say I am getting near the end of my tether with this. If SASSCO were able to provide us with competent and efficient door staff none of this would be happening. I am paying the same hourly rate for door staff as everybody else and yet we seem to regularly get people who are incapable of doing something quite simple i.e limiting the amount of people outside and politely asking them to keep the noise down and move on at the end of the night. It's not rocket science! We are now in a position where we may be facing a review of our licence and I feel that all the money we have spent on door services so far is frankly money down the drain and we might as well not have bothered!

Lee I would be grateful to hear your thoughts on this. I have to say I am currently minded not to bother paying any of our outstanding invoices, and looking for alternative security providers.

I look forward to hearing from you

Debora
The West Hill

15/09/2009

Debora Parr

From: Debora Parr [debora@ntlworld.com]
Sent: 30 May 2009 17:45
To: 'Lee Craig'; 'blue@sassco.org'
Subject: Door Staff at the West Hill

Hi guys –

Had to deal with the usual barrage of complaints from the neighbours this morning following last night at the West Hill. The door person supplied to us didn't seem to be able to grasp what was required of him, despite explanation, and the pub was too busy for any of the staff there to be able to keep an eye on him. Consequently there were several people above the agreed limit outside. I am annoyed because I feel that I'm keeping my part of the bargain by paying for door staff, but that I'm being let down by SASSCO and therefore still getting the flak! It shouldn't have to be up to us to supervise the door supervisors!

I realise that a few people being a bit boisterous may not seem like much of an issue to be concerned about, but I'm the one that has to deal with the constant complaints which – by having door staff – should be minimised (if not eliminated) by now. Jay had the complaining neighbour being very personally unpleasant to him last night, and – again – having someone on the door should just stop these situations arising! Lou said she was kept awake by the noise outside, so I imagine that if she was, several of our neighbours were, not just the serial complainants. Whatever we may feel about the usual suspects, I really don't want to give any of our more reasonable neighbours genuine cause for complaint. Can you make sure we have someone more competent tonight (and in future) please!

Thanks
Debora
The West Hill

15/09/2009

APPENDIX 8A



Door Supervisor Log Sheet

Date: 08/05/09

Management check: Name: Signature: Time:

PRINT FULL NAME	TIME IN	TIME OUT	SIGNATURE AT END OF SHIFT	
CHRIS ANDERSON	22:50	03:30	<i>[Signature]</i>	ALL STAFFS SIA BADGES ON DISPLAY? <input checked="" type="checkbox"/>
				ARE ALL THE NO-SMOKING SIGNS IN PLACE AND CLEAR? <input checked="" type="checkbox"/>
				PPE CHECKED AND OK? <input checked="" type="checkbox"/>
				FIRE EXTINGUISHERS PRESENT AND NOT DISCHARGED? <input checked="" type="checkbox"/>
				FIRST AID KIT PRESENT AND STOCKED? <input checked="" type="checkbox"/>
				NIGHTSAFE RADIO CHECKED AND OK? <input checked="" type="checkbox"/>
				ALL CUSTOMERS IN VENUE CHECKED AND OK? <input checked="" type="checkbox"/>

Hourly checks to be carried out during the night. If any hazard is noticed then make a note at the bottom of the page in the notes box and state who was notified.

TIME	23:00	00:00	01:00	02:00	03:00						
FIRE EXIT CHECK	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>						
TRIP/SLIP/HAZARD CHECK	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>						

Occupancy levels need to be input every hour. If you are unable to enter them please write the reason in the note section at the bottom of the page.

TIME										
IN										
OUT										

Notes: please use this section to put the reference number of any report forms filled out, MSU visits detailing time of call and SC number of persons attending, and any Hazards noticed on your rounds.

ONE NEIGHBOR CAME FROM ACROSS THE STREET AND COMPLAINED THAT THE LICENCE CONDITIONS REGARDING THE NUMBER OF PEOPLE OUTSIDE THE PUBS AND NOISE LEVELS WERE NOT BEING MET. HE SAID HE COULD REGULARLY SEE 7 OR 8 PEOPLE OUTSIDE (THERE WERE ONLY EVER 5 PLUS MYSELF). HE SAID THEY WERE BEING LOUD AND SPEAKING AT THE TOP OF THEIR VOICES (I ENSURED THAT THE VOLUME WAS AT A MINIMUM BY REMINDING CUSTOMERS) ALL IN ALL I FOUND THE ACCUSATIONS TO BE GROSSLY EXAGGERATED IN MY VIEW.

Debora Parr

From: Caroline of Brunswick [overtheyardarm@ntlworld.com]
Sent: 16 December 2008 11:06
To: 'Annie Sparks'
Cc: 'Becky Keely'; 'Edward Bulger'; 'henry.grant@punchtaverns.com'
Subject: RE: The West Hill (formerly the Belle Vue)

Dear Annie *et al*,

Apologies for not responding to this sooner. I was waiting for an electronic copy of our venue briefing sheet from SASSCO (the instructions issued to the doorman) but haven't received it yet. I will scan it in later and forward it on if I get a chance.

I would like to offer the following responses to the noise diaries:

- 1) As observed by Becky there have been no breach of licensing conditions since we took over. (Mr Bennun mentions the pub staying open until well after its 'supposed closing time' on Monday 8th September. We are licensed to serve alcohol until 2.30am on a Monday / Tuesday morning and are free to do so should we wish, although we do choose to close at 1am normally during the week.)
- 2) There have been no incidences of violent disorder since we took over – recorded either by the neighbours or by ourselves - and no police presence or involvement required at the premises. I was confident we would remove the antisocial element and we have.
- 3) There is usually only one member of staff present on weekday evenings, which does mean that if we get unexpectedly busy it can be difficult to control the amount of people going outside as well as serve at the bar. However as can be seen from Mr Bennun's diary these are isolated incidents.
- 4) We have had a doorman on duty every Friday and Saturday night since our original meeting, and have got invoices and SASSCO signing in records to demonstrate this should this be required. We have had one or two doormen supplied for a shift who were not supportive of what we were aiming to achieve, and when this has happened we have complained to SASSCO and ensured that they have not been supplied to us again. We do use the doorman to assist us with situations inside occasionally, and unfortunately when this happens customers will naturally drift outside.
- 5) Please note we did not take over until Friday 11th July not 4th July as noted by Ms Taylor.

Less formally, there are another couple of issues I would like to mention. Regarding the hand dryers – we had state of the art hand dryers installed when we took over as we thought this would be good for our customers. We have already had to downgrade these once as they could be heard throughout the whole pub! If we had known earlier that even the less powerful dryers were still causing a problem then we could have changed them again – but I wasn't aware that they were a problem until I saw Ms Taylor's diary.

Secondly, we are now using a decibel monitor to control the level of recorded noise as it can be difficult to judge ourselves. Any DJs we bring in are made aware that they have to keep to a sensible level otherwise they will be turned down, turned off, and not paid. I would welcome any official guidance you are able to give on where we should be setting our limits.

I would be happy for the noise control team to visit the premises (unannounced) at any time between now and our meeting on the 14th January, if you are able to arrange this.

Regards,
 Debora Parr
 Over the Yardarm Ltd
 The West Hill / Caroline of Brunswick public houses.

From: Annie Sparks [mailto:Annie.Sparks@brighton-hove.gov.uk]
Sent: 01 December 2008 15:50
To: overtheyardarm@ntlworld.com
Cc: Becky Keely; Edward Bulger; henry.grant@punchtaverns.com
Subject: FW: The West Hill (formerly the Belle Vue)
Importance: High

Dear Deborah and Cliff

Attached is an e mail from David Bennun. As you can see a noise diary is attached. This is the first diary we have received from him since 22 July. Peta sent us a diary on the 15th November and I will forward this to you. Again this was the first diary since 22nd July. We did not set up a meeting before as we did not have evidence demonstrating ongoing problems. I have now agreed to try and set up a meeting early Jan. How about Wed 14th Jan at 6.00pm at the West Hill? I have copied in Henry Grant.

Any comments on the diaries would be helpful. Becky has visited many times and not witnessed any breaches of licence conditions

Henry are you able to attend?

Many thanks Annie

From: David Bennun [mailto:david@bennun.biz]
Sent: 17 November 2008 11:31
To: Edward Bulger
Cc: Pete West; Becky Keely; petapugh@fsmail.net; sue@sueaclaine.com; Annie Sparks
Subject: The West Hill (formerly the Belle Vue)
Importance: High

Dear Mr Bulger

I hope this finds you well. I am very surprised to have received a letter from Becky Keely stating that it is your intention to close the case regarding The West Hill (formerly the Belle Vue) pub on the basis that no further complaints have been made since our meeting of July 22nd at the premises.

15/09/2009

THE WEST HILL
NOISE CONTROL RECORD FRI & SAT NIGHTS

Date: 24/04/09
Completed By: James.

Audible Noise Checks (across road) and Actions Taken

11pm: ✓
Midnight: ✓
1am: ✓
2am: ✓
3am: ✓

Decibel Monitor Readings and Actions Taken

11pm 83
Midnight 87
1am 84
2am 84
3am 74

Comments on SASSCO door staff

Chris - 11

Other Issues & Observations

—

Friday 29th May

CHECKED BY JAY

11 PM ✓

12 AM

1 AM ✓

2 AM ✓

3 AM ✓

ADVISED DOORMAN AGAIN ONLY 5 PEOPLE ALLOWED OUTSIDE.

MADE SURE DOORMAN STAYED OUTSIDE TO DISPERSE CUSTOMERS AFTER LEAVING

11 PM

86

12 AM

84

1 AM

87

2 AM

84

3 AM

79

- APPROX 12:30 AM MAN FROM ACROSS ROAD CAME OVER TO ADVISE MORE THAN 5 PEOPLE OUTSIDE CONSTANTLY & ALL WERE 'SHOOTING THEIR HEADS OFF'

THE WEST HILL
NOISE CONTROL RECORD FRI & SAT NIGHTS

Date: 7/8/09
Completed By: DEBCRA

Audible Noise Checks (across road) and Actions Taken

11pm: ~~85~~ ✓ 11.30 TURNED DOWN
Midnight: ✓
1am: ✓
2am: ✓
3am: ✓

Decibel Monitor Readings and Actions Taken

11pm 83
Midnight 80
1am 85 Told DJ to turn down
2am 80
3am 78

Comments on SASSCO door staff

GARY

Other Issues & Observations

Groups outside saying they're leaving then dawdling! Grrr.

