



Lancashire Constabulary

police and communities together

I am Sgt Gary Hennighan, currently Licensing Sgt for East Lancashire, which includes the borough of Burnley. I have held this post since August 2018 and have been heavily involved with liaising with the operators of Mode Nightclub during this time.

This is my written submission ahead of the hearing of which I will make reference to and summarise during this meeting.

We request a review of Mode's License as we have concerns that this venue is undermining all four licensing principles.

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

Notwithstanding, the previous licence holder ***** the applicant's wife has been subject to bankruptcy proceedings. I don't pretend to be an expert in legalities surrounding this, but this seems wholly inappropriate when receivers have been appointed and there are issues around the bankruptcy and the future of assets at the venue.

***** is currently DPS at Mode and appears to be DPS as we move forward with this application.

***** **has been involved with the above premises for a considerable period of time – going back to September 2014** when ** applied to become premises licence holder of the venue when it was known as 'Vogue'. ** was licence holder at the club between 2014 and 2016. I believe that ** ceased to be licence holder after becoming bankrupt at this time.

Since *** involvement, the venue has been subject to two licence review hearings.**

The first in December 2017 led to a reduction of licensing hours and additional conditions imposed due to concerns over the prevention of crime and disorder linked to the venue. **There was a particular reference on the determination that police should be proactive and to review the licence again should that be relevant.**

The second in May 2020 led to even more stringent conditions being added to the licence following concerns that all four licensing objectives were being undermined – with particular emphasis on the protection of children from harm objective – with an ID scanner for everybody to scan ID for this protection. This is not consistently happening.

Lancashire Violence Reduction Network have provided a document that raises concerns about Mode. LVRN is a multi-agency partnership looking at tackling violent crime in communities. The key findings from their analysis are:

- **‘Mode Nightclub’ was the single highest repeat location for violent crime in Burnley between July 2021 and June 2023**
- **There was an average of 4 violent offences recorded in ‘Mode Nightclub’ per month during this time period (Jul 21 – Jun 23)**
- **Of all the single locations/ premises identified for violent crime in Burnley during this time period (excluding the police station), ‘Mode Nightclub’ ranked highest in terms of the harm committed**
- **By calculating the unit cost of violent crime against the volume committed in ‘Mode Nightclub’ the estimated cost to the public sector from this premise was £1.3 million**

It is now July 2023 and the police believe that the licensing objectives are being seriously undermined at Mode. It is the No 1 licensed venue for incidents in East Lancashire.

Since 22/5/20 (date of last review). Mode continues to have the number of incidents in East Division. 216, exactly double that of the next venue which is open most days and for longer hours. This is despite only being open Thursday, Friday, Saturday night and occasional Bank Holiday Sundays.

***** has been involved in the running of this club, alongside *****, along with another venue in town – Projekt. ***** can regularly be seen on Hargreaves and Hammerton Street, in Burnley Town Centre on a Friday and Saturday night. ** works with promotion staff, selling wristbands that allow entry to both venues. ***** has a card machine that accepts payment for these wristbands. The only exception to this is when event nights are held infrequently with access via ticket/pay on the door. ***** can also be seen at both venues with ***** running matters. This is clearly a joint venture for them.

The police have tried to work with the *** over the years to ensure that they run a safe venue and that licensing objectives are upheld. Sadly, we feel that they have no interest in promoting a safe venue or co-operating with police and partners in a satisfactory manner.**

As per the Home Office guidance, it is good practice for officers to give licence holders early warning of their concerns and the need for improvement. According to the “Mode visit summary”, officers have raised concerns and provided advice to staff at the premises on multiple occasions, particularly in relation to compliance with existing licence conditions. In particular I have conducted a number of visits/discussions since the last review hearing that are documented on the Police Innkeeper system (Appendix B)

We have seen that licence conditions, agreed at review hearings, are frequently breached. **In an attempt to work with the club and ensure compliance, an action plan was agreed with ***** ***** in January 2023 and ***** *****,** licensing officer at Burnley Borough Council (See Appendix A). This was merely

to ensure that licence conditions were being upheld. Various timescales were agreed for compliance – with a final date of March 31st agreed. **The club failed miserably with many conditions still being breached.** A joint visit was made on 28th April 2023 – the result recorded on the police Innkeeper system (Appendix A). While this visit was being made, ***** was constantly texting ***** asking what was going on and stressing ***** out. The doors of the club were closed voluntarily by ***** and ***** was instructing *** on the phone to get the doors open.

There are a number of repeated breaches of licence conditions since the club reopened in July 2021 post Covid that undermines the promotion of the licensing objectives which I will list as follows:

- Repeated failure to provide CCTV to police within 48 hours of request.
- Repeated failure to provide CCTV at all and crucial evidence lost.
- Staff training records not presented to police/council on request. This includes a blatant lie that they were handed in at the police station when in fact they hadn't been. This makes it impossible to check refresher training every six months.
- No accredited alcohol retail training provided.
- Inconsistency around every customer being searched on entry/re-entry.
- Despite a condition that all patrons leaving the premises as soon as practicable and in any case 30minutes, customers leaving en masse between 0630 and 0700
- Inconsistency around ID scanner being used.
- Doubts whether there is at least one member of staff with personal licence when open.
- No documentation made available to authorised officers showing the CCTV has been serviced in a three-month period.
- No Risk Assessment to determine how many door supervisors are necessary to authorised officers.
- Inconsistency around counting devices being used.
- Failure to have at least one door supervisor in the external smoking area
- Inconsistency around door supervisors wearing body cams.
- Staff member not specifically tasked with monitoring CCTV.
- Inconsistency around door supervisors wearing hi-vis at all times on active duty.
- Written policies around drugs available for inspection on request.
- Lack of posters declaring a zero-tolerance policy in respect of drugs.
- Insufficient signage that CCTV is in use
- DPS or representative never attends local Pubwatch scheme.
- Failure for a representative to contact Lancashire Constabulary Licensing Unit on a weekly basis.
- Inconsistency around designated welfare officer being used.

Although the club has a substantial amount of conditions, these are realistic given years of issues at the club. In my opinion, they are practical and not difficult to enforce.

One of the biggest concerns is failure to provide CCTV for police investigations in a timely manner. This has led to cases being lost:

(Log number is LC-YEAR/MONTH/DAY-INCIDENT NO)

LC-20220904-1516. The victim sustained four fractures to eye socket. The investigating officer DC ***** was upset that this undermined the case for the victim of a serious assault, with ** the manager claiming not to have received later emails despite receiving and responding to previous emails. The CCTV was not made secure and wiped.

LC-20220902-0235 – PC ***** did not get CCTV for a victim who had jaw broken in four places. PS **** spoke with ***** regarding this. Said *** has been too busy and file too big. Promised to sort but officer still didn't receive it.

LC-20220827-0406 – Ambulance calling stating female hit and possibly broken nose. Hospital attendance. Management failed to provide CCTV despite numerous requests and crucial ID evidence lost.

LC-20220605-0287 – Male at A&E having had ear bitten off outside Mode. Awaiting surgery to reattach. Officer has struggled to obtain CCTV.

LC-20211211-0969 – Report of male being kicked in the jaw, causing fracture and surgery required to fractured jaw. No suspect identified. Management failed to provide CCTV and crucial ID evidence.

LC-20211107-0686 – Female had large deep cut that needed plastic surgery after assault in smoking area. The officer PC ***** was messed about with the CCTV which should have been a straightforward process.

I recently requested for footage for suspected licensing breaches. The message was seen by ** and I spoke with ***** but I still do not have that footage. My colleague ** **** also requested some at a similar time – still not received.

This is worrying behaviour. Given the number of incidents at the club I would expect full compliance with their obligations.

There are many regular breaches however ***** has been adamant that *** has been in regular contact with the licensing department. This is not the case as ***** , licensing assistant states:

I can confirm that *** ***** has not regularly been in touch with the Licensing Team in Burnley. *** Premises Licence conditions state that *** needs to contact the Licensing Team weekly and this has not been adhered to.**

******* may argue that he has not been involved in the running of the venue – leaving it all to ***** however:**

Log LC-020230501-0254 refers to door staff leaving early after ***** had allegedly racially abused one of them. However the club remained open. A doorman from another venue was concerned as a fight broke out and found no door staff on.

When ** has questioned it, ***** has said “WHAT THE FUCK DOES IT MATTER TO YOU? FUCK OFF”, while manager ** said: “WHAT ARE WE SUPPOSED TO DO?” The signing-in books from that morning show that doorstaff left at 0530hrs.

Log LC-20211031-1055 refers to a 17YO ** reporting being assaulted by ***** and . States ** was working in Projekt until 0430 and went to Mode and was allegedly punched and headbutted by ***** and door staff had to stop it. The victim did not wish to pursue a course of complaint for fear of repercussions.

I also have concerns about *** own personal conduct and professionalism and *** suitability to be a licence holder.**

Licensing officers have been contacted by other operators in Burnley Town Centre regarding ***** being threatening and intimidating towards them. This has included threats to damage a car, building and themselves. This has caused distress and have had to make alternative arrangements of travel to work.

Also there was viral footage on social media from an incident in May 2022 showing ***** throwing punches with another male on HAMMERTON STREET in full view of night-time revellers. The other party had to attend hospital to receive treatment for cuts and bruises.

Log LC-20191116-0030 refers to a male alleging assault by ***** in Burnley Town Centre, pushing him against a wall and swinging for his face.

And in January 2018, Log LC20180128-0392 refers to a licensing check where ***** was extremely aggressive and abusive towards officers and warned repeatedly about *** behaviour.

We also see a poor dispersal from doorstaff from the area. In Summer 2022, specific patrols on Operation Grip were tasked intermittently with policing Mode between 0500 and closing time. When police were present, doorstaff encouraged people away from the area in a reasonable manner. Since then, CCTV installed on HAMMERTON STREET in September 2022 which shows no effort to disperse which has knock-on effect to regular traffic in the area passing the venue.

Around September 2022, a council CCTV was installed on Hammerton Street which captures the front of the club. As such, this has captured people leaving well after the agreed closing time of 06:30am.

Poor management has failed to deal with a male who was eventually arrested for two GBH incidents at the club. This male was continued to be allowed in after two extremely violent offences which management were well aware of. One of which caused a male to lose sight in one eye. This individual also has links to drug dealing in Burnley. He was only stopped from entering after imposition of bail conditions not to enter the club.

In addition, police had a worrying intervention in which I suspect management were trying to harbour an offender for a violent crime:

Log LC-20221120-0255 also refers to CCTV HAVE CREATED A LOG TO STATE THAT THERE HAD BEEN AN ASSAULT OUTSIDE OF MODE. A LARGE SET ASIAN MALE HAD PUNCHED A MALE TO THE FACE KNOCKING HIM TO THE FLOOR.

OFFICERS HAVE ATTENDED THE LOCATION AND CCTV HAVE STATED THAT OFFENDER HAD WALKED AROUND THE SIDE ALLEY OF MODE TOWARDS THE PARKED CARS. HAVING GONE TO THE SIDE DOOR IN THE ALLEYWAY WHICH IS THE ONLY WAY OUT OF THE ALLEYWAY STAFF STATE THAT THERE WAS NO WAY THIS MALE WOULD HAVE ENTERED THROUGH THIS DOOR AS IT WAS A STAFF AREA AND THEY WOULD HAVE NOTICED HIM.

OFFICERS CONDUCTED A WALKTHROUGH AND SEARCHED THE PREMISE AND LOCATED THE SUSPECT IN THE STAFF AREA HAVING A CIGARETTE. OFFENDER IS CONFIRMED BY CCTV HAVING REMOVED HIM FROM THE PREMISE.

PC **** REQUESTED ***** TO REVIEW THE CCTV AT THE SCENE TO ESTABLISH IF THE SUSPECT HAD REENTERED THE STAFF AREA AND *** STATED *** COULDN'T AS *** WAS BUSY AND WOULD ONLY BE ABLE TO RESPOND TO A NICE REQUEST. A NICE REQUEST HAS BEEN SENT GIVING THEM 48HRS TO RESPOND AS PER THE LICENCE. IT IS WORTH NOTING THAT THIS OCCURRED OUTSIDE THE DOORS AND DOOR STAFF HAVE DONE NOTHING TO INTERVENE OR CONTACT POLICE REGARDING A BLATANT ASSAULT. 04/193056/22

There are reports which are more minor in nature/do not cause any major concerns however many of the incidents reported involve more serious allegations of criminality and disorder – including regular reports of violence and assault both inside and in the immediate vicinity of the premises. **A considerable number of these are reported to have resulted in hospital attendance and, in some cases, serious injury. A summary of seriousness can be summarised as follows:**

LC-20230108-0294 – NWS reporting victim assaulted in toilet and was unconscious in cloakroom. Facial injury and coughing up blood. Taken to hospital. Victim could not say who had assaulted him.

LC-20221204-0318 – Report from NWS of 25YO knocked unconscious outside at 0703.

LC-20221204-0786 – Father reporting male assaulted by doorstaff and sustaining a broken eye socket with permanent loss of sight in right eye. Doorman interviewed and a customer interviewed. We initially had issue with staff refusing to give statements which was sorted with a call to door company management. Case with CPS.

LC-20220918-0301 – Off duty doorstaff from another venue has punched victim to face causing S18 injuries. ***** has also failed to provide adequate copy of CCTV via NICE and hasn't been helpful. Case with CPS.

LC-20220904-1516 – Female assaulted by four people – punched and kicked. Four fractures to eye socket and displacement. Case with CPS.

LC-20220814-0503 – Five Asian males assaulted informant outside Mode. Went back inside to get cleaned up before getting him a taxi home. Needs stitches to face.

LC-20220807-0773 – Male states assaulted in smoking area by three males and phone taken so robbery allegation. No doorstaff assisted. Male attend hospital and has broken arm and laceration above eye.

LC-20220617-0233 – Male has tongue injury following assault and attends A&E. Jaw badly broken in two places requiring surgery and pins. Same alleged offender as incident above with male sustaining blindness. Case with CPS.

LC-20220607-1115 – Report of Rape and spiking. Suspect identified through forensics (semen in underwear)

LC-20220521-0334 – Report of assault with glass bottle used as weapon. Male arrested.

LC-20220211-0201 – NWAS reporting female injured after fight in smoking area.

LC-20211120-0306 – NWAS report of male punched on dancefloor and jaw broken in two places. No offender identified.

LC-20211113-0232 – NWAS report of male attacked and serious head bleeding.

LC-20210723-0194 – NWAS report of male stating that he has injury after glass thrown at his face. Victim did not wish to pursue complaint.

In addition to violence, the incidents reported include allegations of other forms of criminality occurring on the premises – including reports of sexual assault:

LC-20210926-0358 – Female believed spiked and digitally penetrated, however un-cooperative victim

There are multiple reports relating to drug use and/or drug dealing on the premises, several of which allege the activity is occurring with staff knowledge or even involvement:

Intel Report 04/121419/21 - Named male dealing cocaine in smoking area of Mode

LC-20220204-0102 - Report that doormen tried to sell cocaine

LC-20220204-0540 - Report that door staff involved in drug supply inside Mode

Intel Report 04/66891/22 - Named male dealing cocaine and door staff aware

Intel Report 04/82902/22 - Report that ***** and ***** allowing drug dealers into the premises

LC-20221009-0280 - Officers observe signs of drug use in toilets during walk through.

LC-20230205-0301 – Plain clothes officers see female laid out on floor and taken back inside. Ambulance arrived.

Intel 04/108636/22 – Male found with remnants of ketamine in snapbag. Said he paid £20 for it of the Asians in Mode at an event.

LC-20221002-0033 – Female on floor outside. Has taken MDMA. Ambulance called.

LC-20220917-0312 – Officer with male who has taken something, vomited and became unconscious. States he was kicked out by bouncer.

Several of the incidents involve children under 18:

LC-20230604-0289 refers to an extremely intoxicated female, aged 17, who has been drinking in Mode and Projekt. She was dressed in furry slippers, appeared extremely young and vulnerable. She stated that she goes drinking in Projekt and Mode on a regular basis. The officer dealing stated: “I CANNOT BELIEVE THAT (female) WOULD BE ALLOWED ENTRY WITH HOW YOUNG SHE LOOKED”. arranged a taxi for the female to get home in the early morning but ended up at police station due to payment issues. Officer stated that the girl had no ID on her.

LC-20211106-0254 - Report of 16-year-old male assaulted. Victim could not remember so no co-operation.

LC-20220227-0300 – NWS report of 17-year-old female being spiked.

LC-20220114-0468 - Report from social worker involving a looked after child working behind bar.

Intel entry 04/80797/22 – 17YO care home resident reported missing. When spoken to on return said he had been working in Projekt (sister bar) doing promotional work then went to Mode with friend of same age.

On 9th March 2023, an email was received from social worker concerned that a 15YO is gaining access to Mode.

On 7th March 2023, intel that an underage 16YO male gained entry and spent most of night there but not challenged by staff. Male even disclosed this to local CBM.

In addition to these, ***** has already outlined plans to hold U18 dance music nights at the venue. ** has given notice of six events already, starting in August. Burnley Town Centre is already experiencing issues with youth anti-social behaviour and these events will undoubtedly create more – as seen at previous events held a few years ago. The fact that we are concerned about violent crime, protection of children and drugs at this venue makes us believe this is a reckless move.

There are also concerns over welfare of people at the club:

LC-20230506-0362 – Report from CCTV at 06:59 of male collapsed outside Mode. 4hr wait for ambulance and male gets up and walks away.

LC-20230408-0184 – Request for ambulance, male on floor semi-conscious after apparently taking a load of ketamine.

LC-20230407-0263 – CCTV reporting female unconscious outside and ambulance called.

LC-20230204-0317 – Officer came across 18YO collapsed conscious and breathing but came round at 0615hrs.

The police believe that ***** has a total disregard of the premises licence and ability to successfully promote the four licensing objectives.

The reality is that management/ownership has not changed over the course of years and two review hearings.

APPENDIX A

Action Plan and result.

Mode Night Club, Burnley

Meeting: Tuesday 24 January 2023 @ 1100hrs

Attendees: PS **** * - Lancashire Constabulary (**)
***** - Licensing, Burnley Borough Council (***)
***** - DPS, Mode Night Club (**)

This meeting was called in relation to Mode Night Club to discuss incidents and current issues with the Premises. There have been two reviews on the Premises in the past 6 years and there are still problems/issues. Over the past 12 months Mode has made it to the top of the list of problem Premises in East Lancashire, by quite a large margin.

During the meeting the Licence Conditions were discussed in length following compliance issues. Actions have been discussed and agreed by all parties to ensure that they will be implemented.

Conditions of Licence

CCTV

Are there signs displayed advising CCTV is in use?

** - Yes

Are the checks of CCTV made to make sure CCTV is working and documented prior to every occasion the premises carries on licensable activity?

** - No

1. Action: Checks to be made and documented

Is CCTV serviced every 3 months and documented?

** - Yes, held by CCTV company who have copies

2. Action: Copies to be shown to **

Whenever licensable activities are taking place at the premises there shall be a member of staff on duty who has been trained in relation to CCTV who can access the systems and provide downloads/

** - Yes

Door Supervisors

Prior to each occasion that licensable activities are taking place at the premises a risk assessment will be carried out

** - Yes, this is a generic RA that is altered depending on the event

Door supervisors will use clear visible counting devices at all times when the premises are open

** – Yes

** – this is not the case – it is inconsistent and haphazard on visits

** – visited on Saturday and no one had counters. On the past two visits recently, they have not been used

3. Action: ** to make sure counting devices are used every time premises is open

Whenever door supervisors are utilised at least one door supervisor will be positioned to monitor the external smoking area

** – there is inconsistency in this as they don't always stay

where posted

** – has a meeting with Security Company on 25.01.23

4. Action: ** to ensure Security Company stay in locations where they are posted and in accordance with licence conditions

All door supervisors will be equipped with body cam cameras when on active duty

** – Yes, they are – problem is getting them to turn them on

** – marked improvement in past few visits

5. Action: Security Company to make sure body cam is on and running when incidents occur

All door supervisors are provided with a radio which allows communication with other door supervisors and at least one member of the premises management

** – Yes

At all times that licensable activities are being carried out, one member of staff will be specifically tasked with monitoring the CCTV.

** – Yes, the person who runs the front desk monitors the CCTV

** – this needs to be monitored consistently – preferably this is office led so that someone is monitoring all of the cameras at all times. The person on front desk has other jobs to perform and cannot watch the screen all the time. It needs to be a permanent staff member watching all the cameras

** – supports suggestion

6. Action: ** to nominate a member of staff to monitor CCTV in office

A record shall be kept on the premises by the DPS of every person employed on the premises as a door supervisor. The record shall be available for inspection on demand

** – These records are not meeting the criteria – information is missing and records are not completed properly. The SIA book needs to reflect the licence conditions

7. Action: ** to make sure records are kept in accordance with Premises Licence

Drugs and Search Policy

The premises licence holder shall have a written policy in relation to drugs and will be available for inspection on demand

** – Yes – The club have a zero-tolerance policy with drugs.

Searching is a condition of entry. When drugs are seized, they are kept in the safe and the police are contacted on 101 but there is no policy to record this

** – need to be accountable for what happens to the seized

drugs

8. Action: ** to forward the policy to ** to be reviewed with possible alterations

Posters will be displayed in prominent positions at the premises advising patrons that there is a zero-tolerance policy in respect of drugs

** – there should be a sign in the front entrance

9. Action: ** to check and confirm with ** that the sign is in place

Every customer entering the premises will be searched on entry and re-entry

** – Yes

** – this is not happening. It was not happening on the recent

Bounce night. On the most recent visit this only started happening when the Police and Council turned up. This was not happening prior to our arrival.

Need strong management to ensure this is happening

** – This is extremely inconsistent. The foyer is extremely

chaotic and there is the need to tighten up how people get in and queue. Suggested barriers on busy nights

10. Action: ** to ensure everyone is searched on entry and re-entry

Closing times and facilitating the safe passage home of patrons/Dispersal Policy

There is a clear customer dispersal policy in place

Premises to link in with a least one local private hire/taxi service to provide a taxi Freephone to assist booking of vehicles

** – Link in with ** **** who give a discount to customers. They won't park on the main street, but we ring them up for a taxi

** – has spoken to ** **** who state they advise customers to walk to the taxi rank. The dispersal policy needs looking at as the licence states a dedicated number is needed for a taxi company

11. Action: ** to look at Freephone number for a taxi rank and confirm what the is agreement with **** ****

Dispersal Policy

All staff to be trained in this policy

** – all door staff have been given the policy to read and are aware of the policy. However, there is no record to show this

12. Action: ** to create a register detailing the full names, SIA Badge Number and the date that a copy of this Policy has been read. The Door Supervisor is to endorse this log with his/her signature detailing that this Policy has been read.

All staff are compelled to comply with and actively implement this dispersal policy

** – only myself and manager ** are responsible during dispersal

It is the responsibility of DPS to ensure policy is enforced and to update the policy to meet the requirements of the business

** – Is present at every dispersal and supervise/oversee the dispersal

All conditions relating to dispersal will be enforced and relevant staff trained in these conditions. All licensable activity to cease at 0600hrs and all patrols to have vacated premises by 0630hrs

** – Most weekends the doors are not closed until 0645hrs.

Police have bodycam footage of shot girls selling after 0600hrs. Has seen footage of door staff not actively moving people on, but just standing around watching.

** – Aware of 3 incidents that have been reported past 0600hrs and on one occasion the door did not shut until 0700hrs

Door supervisors to control the level of intoxication of patrons throughout the night and acting appropriately

** – Yes

** – this is not always the case. A CID officer attended last week at 0300hrs and voiced concerns regarding the very drunken people who were being allowed entry to the premises. Need to identify early on in the evening of people's behaviour and intervene early on

Encourage patrons to leave gradually via the appropriate exits at the end of the night

** – Yes – at 0600hrs the music changes to chilled music and the volume it turned down

Remind people who are leaving to do so quietly and direct their attention to the signs displayed

13. Action: ** to check there are signs in the Foyer and confirm signage in place

Protection of Children

Incident log to be kept on site and maintained to record all challengers and refused sales

** – there is a log to show all refusals in the incident book

** – this is not always adhered to. There have only been 2 incidents since March 2022

14. Action: Log to be maintained

Electronic ID scanner to be utilised and operational at all times. In the event of scanner failing the Police and Licensing Authority will be immediately notified

** – Yes

** – Need to remember to advise Council as well as Police, as LA were not notified last time

** – Asked re YOTI app where people can upload their ID onto the app to save taking it out with them – Can it be accepted as proof of age

** – Not as proof of age of alcohol sales – needs to be physical proof

At least one member of staff is conversant with operation of ID scanner

** – Every door supervisor is aware

Staff Training

** – Is currently missing about 40% of staff records. ** (manager) delivered them to the Police Station and has not had them back.

** – confirmed that the Police did not receive them – the front desk was checked and nothing was booked/handed in

15. Action: ** to check with ** when she brought the records to the Police Station so that it can be investigated. Records to be produced to Police when located

All staff who are involved in sale of alcohol will receive training and will receive refresher training at intervals. Training will be documented and made available

** – Yes – has monthly staff training on various issues. Last training date was 20.12.22. There is a folder per staff member and it is signed off and dated when they attend training

16. Action: ** to provide ** with copies of all the staff training records for the previous 3 month period (from 1st November 2022.) up to the current date (27th January 2023.)

Within one month of commencing their employment any staff directly involved in sale of alcohol will have received accredited responsible alcohol retailing training and shall receive refresher training every month

** – this has not been done. Completely forgot that it should be accredited. There are about 7 staff that need this training

17. Action: ** to arrange accredited responsible alcohol retailing training asap for any staff involved in sale of alcohol as per licence conditions

General

At least one approved medic who has been trained will be on duty whenever the premises is carrying on licensable activities

** – Yes and going to get more staff trained up

Premises is complete glass free

** – Yes

Whenever licensable activities are being carried on at the premises there shall be at least one member of staff on duty who holds a personal licence

** – Yes. Will be putting three members of staff through their personal licence training

** – there was no personal licence holder on at the weekend when I visited

18. Action: ** will confirm when staff have attained their personal licences

When the premises is engaged in any licensable activity there shall be on duty a person nominated as a welfare officer

** – the medic and welfare officer are the same person.

** – ** was on duty at the weekend when I visited and was seen working behind the bar. When ** spoke to him, ** identified ***** as bar staff but was also a Welfare officer. The welfare officer must be their sole role and they should not be doing any other role when nominated as welfare officer. ** did not seem clear about what his role consisted of and probably needs training

** – there is an empty room in the foyer area that is not used. Is thinking of converting it into a rest and recovery room for people to chill out in

19. Action: ** to ensure that the role of Welfare Officer abides by licence conditions and is not used as a dual role

An Incident Register will be maintained at the premises which will deal with any incidents that occur

** – there is no incident book on the premises and the keeping of records is not completed fully/correctly by staff. The records were seen strewn all over the enquiry desk on my recent visit

20. Action: ** to ensure incident book is kept on premises and completed correctly

At least one occasion each week the DPS (or nominated representative) will contact Lancashire Constabulary Licensing Department to inform of any relevant incidents or issues and to enquire whether Lancashire Constabulary have any current areas of concern

** – this does not happen

21. Action: ** to ensure contact is maintained weekly with Licensing Department – Can ring on 01282 *****

Conclusions

** concluded that the main issues seem to be around the door supervisors. ** was reminded that despite this, as DPS, *** is ultimately responsible as *** employs them.

Irresponsible drinks promotions were mentioned and ** confirmed that the only promotion/offer at the moment is BOGOF on Friday

** stated that the Police are still getting lots of reported incidents since the last review (2 years ago).

** mentioned that there are issues in collecting CCTV and that licensing are often having to intervene between officers and club in getting/requesting it.

** stated *** has issues with NICE and the file sizes and states officers are still requesting this on the incorrect email address.

22. Action: ** to look into this as it was requested that the email address be changed on NICE months ago.

Below is a list of the required start and completion dates for the actions highlighted and detailed in the above Action Plan:

With Immediate Affect

1, 3, 4, 5, 6, 7, 10, 14, 19, 20, 21

12 noon on Thursday 2nd February 2023

15,

12 noon on Thursday 9th February 2023

2, 8, 9, 12, 13, 16,

12noon on Thursday 16th February 2023

11,

12 Noon on Friday 31st March 2023

17, 18,

I agree that the above notes are a true and accurate record of the minutes for the above meeting:

Signed

..... PS **** **** *****

Dated

..... ***** (Burnley Borough Council Licensing)

Dated

..... (DPS – Mode)

Dated

I agree with the above record and agree that all the identified actions and documentation will be completed by the specified time and date.

I am aware that this document can or may be presented and used as evidence in the event of any non compliance or in any future Review Of The Premises Licence.

Signed

..... PS **** * * * * *

Dated

..... * * * * * (Burnley Borough Council Licensing)

Dated

..... (DPS – Mode)

Dated

PremisesMODE / VOGUE - BURNLEY

Reference

Date and Time28/04/2023 00:05

Description: JOINT VISIT MADE WITH BURNLEY BOROUGH COUNCIL (****) AND FOUR TRADING STANDARDS OFFICERS. THIS WAS TO CHECK PROGRESS ON ACTION PLAN ISSUED IN JANUARY WITH AN OVERALL DEADLINE OF COMPLETION BY 31 MARCH. THIS WAS JUST TO ENSURE FAILINGS AROUND LICENSING COMPLIANCE. TRADING STANDARDS TESTED SPIRITS FOR COUNTERFEITING BUT THEY PASSED THE TEST. VISIT RECORDED ON BODYCAM.

TWO DOORSTAFF ON, A HANDFUL OF STAFF AND DPS PRESENT, ALONG WITH MANAGER **.

CHECKED CCTV SYSTEM DUE TO FAILINGS AROUND PROVIDING CCTV AND IT RECORDS FOR 39 DAYS IN TOTAL.

NUMEROUS FAILINGS RECORDED FROM ACTION PLAN WHICH IS VERY DISAPPOINTING GIVEN THEY WEREN'T DIFFICULT TO COMPLY WITH IN THE TIMESCALE GIVEN. FAILURES AS FOLLOWS:

1. NO DOCUMENTATION SHOWING THAT CCTV IS WORKING PRIOR TO EVERY OCCASION THE VENUE CARRIES ON LICENSABLE ACTIVITY.
 2. DESPITE DPS STATING IN JAN THAT SIGNS ARE AROUND STATING CCTV IN USE, I ONLY SAW ONE WHICH STATED THAT CCTV IS MONITORING THE PREMISES. ADVICE GIVEN WHY THIS WAS UNSUITABLE.
 3. NO DOCUMENTATION STATING THAT CCTV IS SERVICED EVERY THREE MONTHS AVAILABLE AND NONE FORWARDED TO **.
 4. PREMISES WAS OPEN AND DOORSTAFF DID NOT HAVE COUNTING DEVICES AVAILABLE - HAD TO BE RETRIEVED FROM CAR.
 5. NO DOOR SUPERVISOR IN EXTERNAL SMOKING AREA. TWO DOORSTAFF WERE IN MAIN BUILDING.
 6. DOOR SUPERVISORS HAD BODYCAMS BUT WERE IN POCKET AT TIME OF VISIT AND NOT WORN.
 7. SIA BOOK NOT COMPLETE - FAILURE TO RECORD FULL NUMBERS OF SOME DOORSTAFF.
 8. DRUGS POLICY NOT AVAILABLE FOR INSPECTION NOR FORWARDED TO **.
 9. NO SIGNS UP STATING ZERO TOLERANCE TO DRUGS.
 10. UNCLEAR WHETHER INCIDENT BOOK BEING COMPLETED FULLY - PERCEIVED LACK OF INCIDENTS.
 11. STAFF TRAINING RECORDS UNAVAILABLE FOR INSPECTION. THE DPS/** PREVIOUSLY LIED BY STATING THEY HAD BEEN HANDED INTO BURNLEY POLICE STATION WHEN PUSHED THEY HAD NOT BEEN HANDED IN, NOR SUBMITTED TO POLICE AFTER THIS. TWO MEMBERS OF STAFF ASKED ABOUT TRAINING AND WERE VERY VAGUE ABOUT WHAT THEY HAD RECEIVED - WITH ONE STATING IT WAS CH21 INSTEAD OF THE EXPECTED CH25.
 12. NO TRAINING ORGANISED FOR STAFF INVOLVED FROM ACCREDITED TRAINING.
 13. ** STILL HAS NOT OBTAINED PERSONAL LICENCE DESPITE BEING LEFT IN CONTROL OF VENUE AT TIMES.
 14. WELFARE OFFICER ASKED TO PROVIDE TRAINING DETAILS FROM ST JOHN AMBULANCE AS HE SEEMED SKETCHY AROUND HIS ROLE AND RESPONSIBILITIES.
 15. REP FROM CLUB STILL NOT CONTACTING POLICE WEEKLY.
- VERY DISAPPOINTING VISIT WHICH UNDERMINES THEIR OBLIGATIONS TO LICENSING CONDITIONS.

APPENDIX B – Police Innkeeper records

PremisesMODE / VOGUE - BURNLEY

Reference

Date and Time08/08/2021 00:30

DescriptionATTENDED AND CLUB WAS JUST OPENING AS DJ WAS RUNNING LATE. FOUR DOORSTAFF ON INCLUDING THE LONGSTANDING HEAD DOOR**** '*****' WHO I WAS SURPRISED TO SEE. ***** (SIA ACCREDITED) STILL HAVE THE DOOR AND ***** IS NOW EMPLOYED BY THEM WHICH DIDN'T SIT RIGHT GIVEN THE PREVIOUS ISSUES

THAT FORMED PART OF THE REVIEW. DPS TURNED UP SHORTLY AFTER AND CONFIRMED THAT ***** WERE TAKING OVER FROM NEXT WEEK SO PROTECT AND ***** WILL BE NO MORE AT THE CLUB.

ID SYSTEM CHECKED AND SEEMS A GOOD PIECE OF KIT FOR MONITORING FOR FAKE AND BORROWED ID WHICH SHOULD STAND THEM IN GOOD STEAD SO LONG AS THEY USE IT AS PER LICENCE. *** HAS A LOAD OF SEIZED ID WHICH WAS PICKED UP BY THE SCANNER WHICH *** WILL HAND TO US AT SOME POINT.

PremisesMODE / VOGUE - BURNLEY

Reference

Date and Time14/11/2021 00:05

Description JOINT VISIT WITH SGT **** FOLLOWING HIS CONCERNS RE HOTSPOT LOCATION FIGURES. DPS CAME UP APPEARING A BIT STRESSED OUT. SEEMED SURPRISED THERE WERE SIX INCIDENTS REPORTED BUT STATES THEY ARE STILL HAVING TEETHING ISSUES WITH SECURITY FIRM AND ASKED THAT WE BEARED WITH THEM TO GET IT RIGHT. STATES THEY ARE GETTING MORE UNDESIREABLES WHO SECURITY ARE LETTING IN AS THEY DON'T KNOW THEM UNLIKE PREVIOUS DOOR COMPANY. *** STATED MORE ASIAN LADS CAUSING BOTHER WHICH *** WOULD HAVE KNOWN. STATES *** WILL KEPP IN REGULAR CONTACT WITH PC ***** TO DISCUSS ONGOING ISSUES BUT DOESN'T WANT ANOTHER REVIEW. DISCUSSED PROJEKT SPIKING FALLOUT. *** STATES THE TWO DOORSTAFF NO LONGER WORK THERE AND MANAGER RELIEVED OF POSITION. ADMITTED IT WAS COMPLETELY UNACCEPTABLE DESPITE THEIR PROTESTATIONS ON SOCIAL MEDIA. DISCUSSED CAMERA AT ***** POINTING AT THEIR DOOR. REITERATED THAT VULNERABILITY WAS THE MAIN ASPECT AND TO GET IT RIGHT.

PremisesMODE / VOGUE - BURNLEY

Reference

Date and Time27/11/2021 22:30

Description VISIT MADE FOR THE INFAMOUS SOPRANOS BOUNCE EVENT. SOME CLEAR BREACHES OF CONDITIONS. THREE DOORSTAFF POSITIONED AT THE FRONT ENTRANCE - NONE DISPLAYING SIA BADGES. ONLY ONE HAD HI-VIS TABARD. NONE HAD BODYCAM. ***** OR DPS NOT AROUND. PROMOTER DJ ***** WAS TAKING TICKETS ON THE DOOR. LITTLE SEARCHING TAKING PLACE - MERELY A CURSORY METAL WANDING. NOBODY ENTERING WAS HAVING ID SCANNED. THIS WAS POINTED OUT TO THEM AND THEY CLAIMED THEY ARE A NEW COMPANY (*****) AND DID NOT KNOW THE RULES. EXPLAINED THERE WAS A SURGE IN INCIDENTS AND THE CONDITIONS WERE ON FOR A REASON. SUGGESTED THAT THEY GET TO GRIPS WITH THE CONDITIONS AND BRIEF ANY NEW STAFF AROUND THESE IMPORTANT MATTERS. DPS EVENTUALLY TURNED UP EXASPERATED OFFERING APOLOGIES AND TO WORK WITH THEM. STATED THEY WERE STILL HAVING ISSUES WITH THE FIRM. EXPLAINED THAT I COULD BE WELL WITHIN MY RIGHTS TO GET THEM TO CLOSE DUE TO THE ISSUES BUT THAT WOULD CAUSE MORE ISSUES FOR EVERYONE GIVEN THE NUMBERS. INTERESTINGLY, THE FIRM BOSS ***** WAS WORKING INSIDE AND PRESENT WHICH MAKES THE SAGA WORSE. ***** TURNED UP TOO. WALKED ROUND INSIDE AND WAS HALF FULL - MEANING ALL THESE PEOPLE HAD NOT BEEN ID SCANNED. AT TIME OF VISIT WAS A DECENT ATMOSPHERE INSIDE. DPS STATED **** HAD A WELFARE OFFICER HOWEVER THEY ALSO DOUBLED AS BAR STAFF - ANOTHER BREACH WHICH WAS POINTED OUT. INTERACTIONS CAPTURED ON BODYCAM. STAYED FOR A BIT AFTER TO NATTER WITH ALL PARTIES. NOT ONE DRUG HAD BEEN SEIZED OFF ANYONE - GIVEN THE NATURE OF THE NIGHT THIS RAISES QUESTIONS ABOUT SEARCH POLICY. SAID THEY NEED TO MAKE THE DOOR ISSUE WORK AND TO SPEAK WITH US IN THE NEW YEAR - IF FURTHER ACTION NOT FORTHCOMING PRIOR TO THIS. EIGHT DOORSTAFF ON IN TOTAL WHO HAD UPPED THEIR GAME AND SORTED OUT WHAT THEIR OBLIGATIONS WERE BY THE TIME I LEFT. UNSURE WHETHER THEY ALL HAD RADIOS AS ***** CERTAINLY DIDN'T HAVE ONE.

PremisesMODE / VOGUE - BURNLEY

Reference

Date and Time09/01/2022 00:20

DescriptionCHAT WITH ***** RE CCTV AND TO GET SIGNED UP TO NICE. *** SAID CID HAS COLLECTED ALL NECESSARY CCTV. DOORSTAFF ON WITH MAIN DOOR *** HIDING *** BADGE - TWO GIRLS CAME IN AND HAD ID SCANNED BUT THEY FORGOT TO CHECK FOR COVID PASSES. THIS WAS POINTED OUT AND THE GIRLS REFUSED. EMBARRASSED FACES.

PremisesMODE / VOGUE - BURNLEY

Reference

Date and Time06/02/2022 00:30

DescriptionSUMMARY FOLLOWING CHAT WITH *****, *** AND DOORSTAFF AT A BIRTHDAY BASH AND NUMEROUS BREACHES WHICH I HAVE EXPRESSED DISPLEASURE:

- ID SCANNER NOT BEING USED CONSISTENTLY. HAVE ASKED FOR RECORDS OF ID SCAN.
- ONE DOORMAN NO HI VIS AS NO TABARD BIG ENOUGH!
- NOBODY BEING SEARCHED ON ENTRY/REENTRY
- DESPITE A SMOKING AREA, PEOPLE LEAVING WITH OPEN CONTAINERS TO SMOKE OR LOITER.
- PEOPLE INHALING NITROUS OXIDE BALLOONS OUTSIDE THEN BEING LET IN
- AT LEAST TWO DOORSTAFF WITHOUT BODYCAMS
- ALL DOORSTAFF NOT REGISTERED IN BOOK
- STILL NOT REGISTERED ON NICE AND ISSUES AROUND POLICE OBTAINING CCTV
- NO STAFF TRAINING RECORDS ON SITE SO NOT AVAILABLE FOR ME TO INSPECT
- AMBIGUOUS SYSTEM OF MONITORING NUMBERS
- CHAOTIC ENTRY SYSTEM
- ***** UNAWARE OF THE TWO 17YO ***** WHO HAD SUPPOSEDLY BEEN WORKING THERE
- DOES ***** OR ANOTHER CONTACT US EACH WEEK TO DISCUSS ISSUES?

PremisesMODE / VOGUE - BURNLEY

Reference

Date and Time07/05/2022 05:30

DescriptionVISIT MADE AS PART OF OP GRIP. *****, ***** AND ** ALL PRESENT. CLUB NOT OVERLY BUSY. ALL DOOR STAFF WEARING HI VIS AND CAMERAS. SIX ON DUTY. MEDIC ON DUTY IN DIFFERENT TABARD WHO WAS TREATING VICTIM OF ASSAULT. GOOD DISPERSAL, TAXIS PARKED ON ONE SIDE OF ROAD. DOORSTAFF WERE ENCOURAGING PEOPLE POLITELY TO LEAVE AREA ALONG HAMMERTON STREET. POLICE PRESENCE HELPED. MUSIC OFF AT 6AM AND CLUB EMPTY JUST BEFORE 630. SOME VERY INTOXICATED PEOPLE HOWEVER WITH A FAIR AMOUNT OF GURNING.

PremisesMODE / VOGUE - BURNLEY

Reference

Date and Time12/06/2022 01:00

DescriptionVISIT MADE. DODGY CAR PARKED UP OUTSIDE - BLACK RENAULT SCENIC XXXXX. OCCUPANT SEEMED SPOOKED BY ME PULLING UP AND A MALE LEFT CLUB QUICKLY WITH MANBAG, GOT IN CAR AND WENT. CHECKED VEHICLE AND IS SHOWING IN TRADE WITH NO CURRENT KEEPER... INSURED TO A ***** CALLED XXXXXX. ONLY 10 PEOPLE IN CLUB BUT BAR SERVING GLASS BOTTLES TO MY DISPLEASURE - VK, KOPPERBERG AND CORONA. BOTTLES FELT BY MYSELF AND FELT LIKE GLASS RATHER THAN POLYCARB. HEAD BAR *** SAID ** DIDN'T KNOW THEY NEEDED SERVING IN PLASTIC/POLYCARB AND UNCONVINCINGLY SAID IT WAS TONIGHT ONLY. EXPLAINED SITUATION. SPOKE TO ***** AND ***** IN TOWN. ***** SLIGHTLY BELLIGERENT AND TOLD *** I HAVE HEARD THEY HAVE BEEN SERVING BOTTLES IN MAIN AREA FOR A WHILE. THIS WAS DENIED. ***** WAS ADAMANT THE VK ARE POLYCARB BUT CONCEDED THE KOPPERBERG AND CORONA ARE GLASS. I TOLD THEM THE SAFEST THING WOULD BE TO DECANT ALL BOTTLES AS THEY SAID THE POLYCARB/GLASS BOTTLE

DELIVERIES WERE INCONSISTENT. TO AVOID CONFUSION, DECANT ALL AND SAVE MONEY! NOT HAPPY.

PremisesMODE / VOGUE - BURNLEY
Reference
Date and Time11/09/2022
DescriptionNEW CCTV CAMERA CHECKED.

SAT 10TH SEPTEMBER 22 CHECKED. PEOPLE STILL LEAVING CLUB AT 0700HRS. ROAD BECOMES STATE OF NORMALITY AROUND 0720.

SUN 11TH SEPTEMBER 22 CHECKED. AGAIN, LAST CUSTOMERS LEAVE AT 0700. ROAD BECOMES STATE OF NORMALITY AROUND 0715.

CLEARLY NOT STAFF DUE TO STATES OF INTOXICATION AND DRESS. STAFF CAN BE SEEN LEAVING LATER. ** PRESENT BOTH NIGHTS WITH SEVERAL REGULAR DOORMEN. NO EFFORTS MADE TO ASSIST WITH DISPERSAL. LOTS OF CONGREGATING OUTSIDE. COMPLETE CONTRAST TO WHENEVER POLICE ARE PRESENT AT THE CLUB.

PremisesMODE / VOGUE - BURNLEY
Reference
Date and Time18/09/2022 00:01
DescriptionSPOKE WITH ***** AND **. THEY WERE ONLY AWARE OF ONE INCIDENT LAST NIGHT WHICH WAS THE LAD x COLLAPSING. THEY SAID THAT HE HAD BEEN SEEN SNORTING FOUR LINES IN DLA. UNAWARE OF SECOND INCIDENT OF MALE BEING PUNCHED OUTSIDE AFTER CLOSED. I ASKED HOW THINGS WERE AND THEY SAID THAT EVERYBODY IS OUT BY 0630 AND THAT THEIR DOORSTAFF ARE STILL DISPERSING EVEN WHEN POLICE NOT AROUND. THIS IS IN CONTRAST TO WHAT I SAW ON CCTV FROM PREVIOUS WEEKEND. ***** EXPLAINED THAT PEOPLE MAY HAVE BEEN OUT A LITTLE AFTER 0630 THIS MORNING DUE TO AMBULANCE DEALING WITH x AND THIS WAS AGREED WITH POLICE ON SCENE?
THEY EXPLAINED ISSUES WITH NICE FOR RECENT CCTV REQUEST, THEIR ACCOUNT WAS RESET WHILE I WAS THERE AND THEY PLEDGED TO GET THE ASSAULT FOOTAGE FROM PREVIOUS WEEK UPLOADED TONIGHT.

PremisesMODE / VOGUE - BURNLEY
Reference
Date and Time24/09/2022 06:46
DescriptionCAMERAS WATCHED SHOWING FIGHT ON HAMMERTON STREET AROUND 620. CAMERA APPEARS TO HAVE LAST PUNTERS LEAVING AT 0646. NO EFFORTS BY DOORSTAFF TO DISPERSE.

PremisesMODE / VOGUE - BURNLEY
Reference
Date and Time25/09/2022 06:52
DescriptionCCTV CAMERA SEEN SHOWING LAST PUNTERS LEAVING AT 0652HRS. LACK OF DISPERSAL BY DOORSTAFF AND A GROUP OF LADS COMING TO BLOWS IN HAMMERTON STREET AT 0704, WITH A CAR LIGHT DAMAGED ON A WHITE AUDI Q7 AS PART OF THE MELEE.

PremisesMODE / VOGUE - BURNLEY
Reference
Date and Time12/10/2022 10:00
DescriptionCHAT WITH ***** RE LOGS 1516 OF 4TH SEPT AND 0235 OF 2ND SEPTEMBER AND CCTV ISSUES. RE 1516, ***** SAYS THAT CID GOT THE FOOTAGE AND WENT BACK FOR MORE BY WHICH TIME IT HAD WIPED AND THERE MAY NOT HAVE BEEN ANY IN THE AREA REQUESTED AS MOTION SENSOR????

RE 0235, ***** SAID IT MAY BE ON THE SYSTEM BACKED UP. I AM CONCERNED THE CCTV MAY BE LOST AND THIS IS A SERIOUS ASSAULT WITH NAMED OFFENDER FOR WHICH CCTV IS CRUCIAL.

I AM CONCERNED OVER THE LACK OF ORGANISATION BY ***** ** AROUND PROVIDING CCTV IN A TIMELY, ORGANISED MANNER. RE 0235, PC ***** HAD A USB ONLY TO FIND FOOTAGE FROM A SEPARATE INCIDENT AT PROJEKT. WITH CCTV REQUESTS ON A REGULAR BASIS AT THIS VENUE, IT IS NOT GOOD ENOUGH. THERE ARE CLEAR BREACHES OF LICENCE AS THESE ARE NOT BEING PROVIDED IN A TIMELY MANNER (48HRS). ALL THIS CONCERN DISCUSSED.

PremisesMODE / VOGUE - BURNLEY

Reference

Date and Time26/11/2022 23:00

DescriptionSOPRANOS VISIT. IN COMPANY WITH *****. SEVERAL DOORSTAFF ON BUT ID SCANNER NOT BEING USED AND NOBODY BEING SEARCHED ON ENTRY. ***** ARRIVED AND SHOWED ME AN EMAIL *** SENT TO US ON FRIDAY STATING SCANNER NOT WORKING. BIT DISAPPOINTING THAT THIS WASN'T SENT WHEN THE PROBLEM WAS NOTICED LAST WEEKEND BUT NOW DONE. EXPRESSED DISAPPOINTMENT RE SCANNER AND SEARCHES. THIS MEANT IT HAD TO BE INTRODUCED WITH 400 PEOPLE ALREADY INSIDE. THEY STARTED CHECKING ALL ID AND SEARCHING ON REQUEST. DOORSTAFF HAD HI VIS AND BODYCAM.

ONE DOORSTAFF HAD CLICKERS TO RECORD NUMBERS.

NO STAFF TRAINING RECORDS AVAILABLE. HAVE REQUESTED TO SEE THEM WEEK BEGINNING 5/12.

INCIDENT BOOK ONLY HAS TWO ENTRIES SINCE MARCH! ***** CLAIMS *****

***** MUST HAVE ANOTHER BOOK.

MEDIC WEARING GREEN VEST.

NO PERMANENT DOORMAN IN SMOKING AREA - STAFF MEMBER UNCLEAR THAT HE HAD TO BE THERE ALL TIME.

ONE GLASS BOTTLE OF ROSE WINE NOT IN VIP AREA, NEXT TO DANCEFLOOR BUT DRINKS GENERALLY IN PLASTICS.

DOOR SUPERVISOR BOOK SEEN AND ALL IN ORDER.

***** STATES *** HASN'T SENT THE FOOTAGE OF THE PREVIOUS WEEKEND VIA NICE AS IT HAS GONE TO THE WRONG EMAIL ADDRESS???

SPECIAL GUEST ***** ARRIVED WITH ENTOURAGE AND DJ *****

COLLECTING MONEY/TICKETS.

DOOR POLICY THE MOST DISAPPOINTING ASPECT GIVEN THE SCALE OF THE NIGHT. LENGTHY VISIT RECORDED ON BODYCAM.

** ADDED EMAIL FROM MODE RE SCANNER BEING OUT OF USE**

PremisesMODE / VOGUE - BURNLEY

Reference

Date and Time24/12/2022 00:30

DescriptionVISIT MADE. ZERO PEOPLE IN. FOUR DOORSTAFF ON. ID SCANNER NOT WORKING. TESTED IN FRONT OF ME. DOORMAN SAID A WIFI PROBLEM AS IT WAS FINE LAST NIGHT. SAID ***** WILL NEED TO CHECK. SHE WAS NOT IN AS NIPPED TO PROJECT FOR SOMETHING. ** NOT AROUND SO UNCLEAR IF PERSONAL LICENCE HOLDER PRESENT. SPOKE ABOUT XXXXXX AND I'M TOLD ** AND HIS CREW ARE NOW BARRED FOR LIFE. DOORSTAFF IN PROCESS OF PROVIDING STATEMENTS. THEY SAID ** STILL UNSURE AS *** IS FRIGHTENED AND LIVES IN TOWN. WHILE I EMPATHISE, *** MANAGES THE CLUB FREQUENTLY AND WONDER WHETHER *** HAS THE BACKBONE AND RESILIENCE TO STAND UP TO SUCH PEOPLE.

PremisesMODE / VOGUE - BURNLEY

Reference

Date and Time26/01/2023

DescriptionEMAIL TO MODE, SENT TO THE TWO EMAILS CONTAINED WITHIN:

GOOD MORNING *****,

FURTHER TO OUR DISCUSSIONS RE NICE ISSUES ON TUESDAY, I SPOKE WITH ***** – THE MAIN MAN WHO SAID YOU SHOULDN'T BE HAVING ISSUES AND THEY ARE STRAIGHTFORWARD.

AS SUCH, IF YOUR NICE ACCOUNT IS SET UP WITH THE *****_MODE ADDRESS THEN LOG ON AND ENSURE CCTV.***** IS ADDED AS THE PRIMARY ADDRESS.

SECONDLY, THERE SHOULD BE NO ISSUES WITH UPLOADS AS THERE IS A 50GB FILE LIMIT WHICH IS HUGE. IF THERE NEEDED TO BE ANYTHING BIGGER THEN SIMPLY SPLIT THE FILES ACCORDING TO TIMES OR CAMERAS.

IF YOU ENCOUNTER ISSUES, THEN ***** IS HAPPY TO TALK YOU THROUGH IT AS HE IS THE EXPERT. HE IS AVAILABLE IN THE DAYTIME ON x. HE HAS KINDLY PROVIDED A GUIDE WHICH IS ATTACHED. PLEASE CONTACT HIM IF STRUGGLING.

I THINK WE HAVE DONE WHAT WE CAN TO ALLEVIATE ANY POTENTIAL BLOCKERS. THE ONUS IS NOW ON YOU TO ENSURE EVERYTHING WORKS AND CCTV IS PROVIDED IN A TIMELY FASHION AS PER YOUR OBLIGATIONS. I DON'T THINK THERE CAN BE ANY ROOM FOR FAILURE MOVING FORWARDS AS THIS IS A KEY AREA OF BUSINESS.

KIND REGARDS

PremisesMODE / VOGUE - BURNLEY
Reference
Date and Time08/02/2023 09:23
DescriptionEMAIL TO *****:

GOOD MORNING *****,

SOME MATTERS IF ALL IS OKAY?

1. WHERE ARE THE TRAINING RECORDS WE ASKED TO SEE? THIS WAS AGREED TO HAVE BEEN CLARIFIED BY 12NOON ON THURSDAY 2ND FEBRUARY. YOU WERE TO ASK ** IF THEY WERE GENUINELY DROPPED OFF AT BURNLEY POLICE STATION AS I HAVE SERIOUS DOUBTS AS TO WHETHER THIS HAPPENED.
2. WHY HAS THE ACTION PLAN NOT BEEN SIGNED AND RETURNED?
3. PC **** ***** SENT A BUSINESS REQUEST – B12109379 – FOR CCTV ON 4TH FEBRUARY AT 0646. THIS IS CLEARLY NOW OVER THE 48-HOUR MARK AND, AS I PREVIOUSLY STATED, THE RESPONSIBILITY IS FOR YOU TO SORT, NOT FOR US TO KEEP CHASING ALL THE TIME.

PLEASE RESPOND AS PATIENCE IS WEARING THIN DESPITE A PRODUCTIVE MEETING WITH *****.

THANKS

PremisesMODE / VOGUE - BURNLEY
Reference
Date and Time30/04/2023 00:10
DescriptionOBSERVED CUSTOMERS ENTERING MODE. UNCLEAR WHETHER ID WAS GOING THROUGH THE SCANNER OR BEING SEARCH THEREFORE NICE REQUEST FOR CCTV BETWEEN 00:01 AND 00:40. BIZ111087 IS THE REFERENCE. MESSAGE ACCEPTED THAT CC HAD ACCESSED MY MESSAGE REQUEST AROUND 0110HRS ON SAME DAY.

020523: CCTV NOT UPLOADED. EMAIL SENT TO *** AND ***** AS A BREACH OF CONDITION AS FAILED TO PROVIDE WITHIN 48HRS

PremisesMODE / VOGUE - BURNLEY

Reference

Date and Time28/05/2023 00:30

DescriptionMET ***** IN TOWN CENTRE WHO TOOK ME UP TO MODE TO VIEW THE CCTV *** FAILED TO PROVIDE WITHIN 48HRS FROM 30/4. *** SENT ME AN EMAIL STATING NICE PROBLEMS LOGGING ON. *** SAID THIS WAS SORTED AS IT WAS REGISTERED TO *** EMAIL AND *** COULD LOG IN USING THIS. I REITERATED MY PREVIOUS EMAIL FROM JANUARY TO LOOK AT THE USER GUIDE I SENT *** AND TO CONTACT THE MAIN NICE PERSON AS RECOMMENDED. I ADVISED *** TO DO THIS IN ANY CASE TO MAKE IT MORE SUITABLE FOR *** NEEDS. *** WAS KEEN TO SHOW ME THE ANTI-DRUGS POSTERS AND CCTV SIGNS IN THE FOYER WHICH WEREN'T UP PREVIOUSLY. I VIEWED THE FOOTAGE FROM 30/4 (WHICH ***** SAID *** WOULD SEND VIA NICE). AS SUSPECTED, NOBODY WAS HAVING THEIR ID SCANNED NOR SEARCHED UPON ENTRY, I VIEWED FOOTAGE FROM VARIOUS PARTS FROM THE REST OF THE NIGHT AND THIS SHOWED THAT NOBODY WAS HAVING ID SCANNED NOR BEING SEARCHED. THIS INCLUDED PEOPLE LEAVING AND RE-ENTERING. THIS IS SHOCKING GIVEN THE AMOUNT OF VIOLENT CRIME WE HAVE AT MODE AND VULNERABILITY ISSUES FROM INTOXICATION THROUGH DRINK/DRUGS. I SUSPECT THIS LACK OF SEARCH/ID IS STANDARD PRACTICE AND UNDERMINES THE LICENSING OBJECTIVES. ALSO AT THE PEAK TIME AROUND 4AM, FOYER EXTREMELY CHAOTIC AND LACK OF GENERAL CONTROL BY DOORSTAFF - CONGREGATING AND MESSING ABOUT WHICH COULD HAVE BEEN MORE CONTROLLED (AS PREVIOUSLY ADVISED) WITH SEARCHES AND ID CHECKS. THIS IS CONCERNING AS THERE WERE QUITE A FEW YOUNG LOOKING PEOPLE WHO WERE GETTING IN UNCHALLENGED!! THE LAST PEOPLE EXITED THE CLUB AT AROUND 06:45 THAT MORNING, WITH DOORSTAFF OPENING AND CLOSING DOOR TO LET THEM OUT. WHILST STOOD ON THE DOOR AFTER CHECKING IT, TWO MALES TURNED UP TO GAIN ENTRY. IT APPEARED THEY WOULD BE LET IN WITHOUT SEARCH/ID UNTIL ***** REALISED AND SHOUTED AT DOORSTAFF TO DO IT. MALES TURNED AWAY AS ONE DIDN'T HAVE ID. I SUSPECT THIS WAS DONE BECAUSE I WAS THERE AS THE EXCHANGE DID NOT SEEM NATURAL.