

Mon 04/12/2023 11:41

Lisa Roberts [REDACTED]

OFFICIAL Application for the Review of a Premises Licence under the Licensing Act 2003 - Wolstanton Social Club, Pitgreen Lane, Wolstanton, Newcastle-under-Lyme, Staffordshire, ST5 0DQ.

To licensing licensing@newcastle-staffs.gov.uk

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OFFICIAL

Dear Licensing,

Application for the Review of a Premises Licence under the Licensing Act 2003 - Wolstanton Social Club, Pitgreen Lane, Wolstanton, Newcastle-under-Lyme, Staffordshire, ST5 0DQ.

In respect of the above application received on the 7th November 2023, Staffordshire Police respectfully request that the below information is included in the agenda pack:

On the **25th August 2021**, Staffordshire Police Licensing Officers accompanied Claire Ryles, Licensing Enforcement for Newcastle-under-Lyme Borough Council, for a meeting at Wolstanton Social Club. The reason for the visit was as a result of a complaint about urination, a lack of control of patrons and noise outside. In addition a general compliance check was conducted. Below is a copy of the notes following the visit compiled by Claire Ryles, Licensing Enforcement, Newcastle-under-Lyme Borough Council:

Premises: Wolstanton Social Club, Pitgreen lane

Date: 25/08/2021

Officers attending:

- Claire Ryles, Licensing Enforcement, Newcastle Under Lyme Borough Council
- Lisa Roberts, Police Licensing
- Clive Cooper, Police Licensing

Club representatives:

- (redacted) secretary
- (redacted) Committee
- (redacted) President

Email address for the Club:

Reason for visit: complaint of urination, control of patrons/noise outside, general compliance check

Urination

- The Club were advised that we had received CCTV footage of someone urinating under the street light, on the public highway adjacent to the Club, and opposite the complainant's house.
- We were unsure whether we could show the footage to the Club as the video does not appear to be available on the public area of you tube?
- If we are satisfied that the video can be shown to the Club then the Club have confirmed that they will seek to identify the male and take the necessary action against him.

- In a previous case they reviewed the membership of a person who was identified as urinating in public.

Control of patrons outside / noise

- The Club said that because of the complaints, they are not having ticketed music night at the moment (for which they would have put TENS in).
- The Club have banned all 18th and 21st Birthday parties
- The Club are running 'low key' at the moment and will see how things go
- We discussed the control of patrons and the club said if they were to have any events on (in the future) then they would hire SIA door staff through a company to control patrons outside waiting for taxi's etc.

Complaint of outer door to Club not closing properly

- There was an issue with the outer door not closing properly
- The complainant was made aware that the issue had been identified and they were going to carry out the necessary work to get this fixed
- In the meantime it appears that the complainant reported this issue to the Council
- The door has now been fully replaced and fitted by the Club

Mediation

- The club would welcome a mediation session with the complainant
- The Club did do their own community mediation and 7 residents attended.

Issues raised at the community meeting were:

- When the men's toilet window was open, faces could be seen through the open window, in response the Club have installed a roller blind in the toilets
- A van was being parked on the Club car park. In response the Club asked the van to park in a different place. The Club think that the complainant didn't like the van being there because that meant recording of the clubs activities were obstructed.
- Small car park of the Club could be dangerous, in response the Club introduced a one way system on the car park
- Urination in the alleyway opposite, in response the club have offered to pay for the alleyway to be gated
- Complaint that the dray men come at 7am and this is too noisy. In response the club pointed out that this is no earlier that the Council come to empty the bins in the street but still they changed to day of their beer delivery to a Monday so that they could get a slot which is one hour later. This doesn't really suit the Club as the delivery is on Monday and it's difficult to know what stock they will need due to it being so close to a Monday which is their busiest day. Even so they have changed their beer delivery day at their own inconvenience to try and make things better for the local residents.

Previous remedies that the club have put in place

- Secondary glazing installed in the lounge to assist with noise prevention
- New blinds installed in the lounge to assist with light reduction (from discos etc.)
- Concrete wall built on the boundary of the premises to assist with privacy for the neighbours and noise reduction
- Smoking shelter moved from front of premises to the rear of the premises (to reduce noise nuisance from people smoking at the front of the premises)
- Foyer built at the front of the premises to assist with noise reduction by introduction of a lobby and to stop people smoking under the canopy (which has also been a previous complaint)

General Compliance

- Club is used by members and guests only with a 2:1 member to guest ratio
- There is also a limit of the number of times one guest can be signed in before they are expected to apply for a membership
- Details of all Committee members provided
- All Committee members have been elected by the Club members
- All Committee are aged over 18
- AGM was being held the evening of our visit (delayed due to COVID19)
- The purchase of alcohol is controlled by the Committee who liaise with the bar manager
- All new membership applications are advertised in the Foyer of the Club for 7 days and will then be decided at the next Committee meeting
- The Club has approx. 375 members and the register is held electronically
- The Club have a signing in book which was present and checked during the inspection
- Upon request, any member of the club can see the finances for the Club and these were also to be disclosed at the AGM meeting that evening
- Club rules have been shared with the Council but there is one pending amendment around lady members which was being dealt with by (redacted) who has now sadly passed away. New Secretary to order amended rule books from the CIU and once this has been done they will share this with the Council.
- The Club have introduced new membership cards and will soon have a swipe card system on the front door for gaining access to the Club

Club Gaming Machine Permit

- CGMP needs renewal but this is a Borough wide issues and not specific to this Club.
- Claire Ryles to liaise with the Club to get this reissues on fast track indefinite permit

CCTV surveillance of the Club

- The Club raised a concern that the complainant is recording all activities of the Club with regards to the front door of the Club and car park and who is arriving and leaving
- The Club feel that residents domestic CCTV should not cover the Clubs property and would like this to be reviewed by the ICO/Police

Overview of findings

- The Committee were positive and helpful and open to mediation with complainant(s)
- Both recently and historically, the club have taken positive action, going above and beyond expectations to remedy any problems, often at a substantial expense to the club
- No breaches of Club Premises Certificate identified during visit
- Authorities needs to decide how to tackle the urination incident bearing in mind that the video does not appear to be available publicly on you tube AND the Club do not feel that the complainants CCTV should be monitoring their Club 24/7

On the **12th April 2023**, a meeting was arranged by Darren Walters, Environmental Health Team, Newcastle-under-Lyme Borough Council, with the Committee of the Wolstanton Social Club. This was regarding noise complaints received from a local resident living opposite. Licensing Officer Clive Cooper attended on behalf of Police Licensing, no licensing issues were identified in relation to crime and disorder or protection of children from harm licensing objectives.

Section 1 Email sent by Detective Sergeant Kramer Caldwell dated 10th November 2023 outlying the local policing perspective.

If you have any queries, please do not hesitate to contact me,

Kind regards, Lisa.

Sent on behalf of PC 4995 Kevin Perry, Licensing Officer.

9456 Lisa Roberts

Licensing Officer



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