



Evidence for the
Licensing Review of
Costcutter
Unit D1 – Ryland Street

RESTRICTED DOCUMENT



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Birmingham City Council, PO Box 17013, Birmingham, B6 9ES

**Application for the review of a premises licence or club premises certificate under the
Licensing Act 2003**

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the guidance notes at the end of the form.
If you are completing this form by hand please write legibly in block capitals. In all cases ensure
that your answers are inside the boxes and written in black ink. Use additional sheets if necessary.
You may wish to keep a copy of the completed form for your records.

I Chief Constable Of West Midlands Police

(Insert name of applicant)

**apply for the review of a premises licence under section 51 / ~~apply for the review of a club
premises certificate under section 62~~ of the Licensing Act 2003 for the premises described in
Part 1 below (delete as applicable)**

Part 1 – Premises or club premises details

Postal address of premises or, if none, ordnance survey map reference or description

Costcutter
Unit D1,
26 Ryland Street,
Birmingham.

Post town Birmingham

Post code (if known) B16 8FW

Name of premises licence holder or club holding club premises certificate (if known)

Mr Imran Saghir

Number of premises licence or club premises certificate (if known)

3602

Part 2 - Applicant details

I am

Please tick ✓ yes

1) an individual, body or business which is not a responsible
authority (please read guidance note 1, and complete (A)
or (B) below)

☐

2) a responsible authority (please complete (C) below)

☒

3) a member of the club to which this application relates
(please complete (A) below)

☐

①

(A) DETAILS OF INDIVIDUAL APPLICANT (fill in as applicable)

Please tick ✓ yes

Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other title
(for example, Rev)

Surname

First names

I am 18 years old or over

Please tick ✓ yes

☐

**Current postal
address if
different from
premises
address**

Post town

Post Code

Daytime contact telephone number

**E-mail address
(optional)**

(B) DETAILS OF OTHER APPLICANT

Name and address

Telephone number (if any)

E-mail address (optional)

(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

Name and address Chief Constable of West Midlands Police Supt Mat Shaer (duly authorised on behalf of Chief constable of West Midlands Police) Birmingham Central Police Station Lloyd House Birmingham
Telephone number (if any)
E-mail address (optional)

This application to review relates to the following licensing objective(s)

- 1) the prevention of crime and disorder
- 2) public safety
- 3) the prevention of public nuisance
- 4) the protection of children from harm

Please tick one or more boxes ✓

<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>
<input type="checkbox"/>

Please state the ground(s) for review (please read guidance note 2)

The premise is currently a 24 hour off licence and convenience store located on Ryland Street.

Ryland Street is located a couple of streets from Broad Street, and is heavily residential.

On the 5th September 2018 Birmingham Central Police Licensing Team were notified by the neighbourhood team that cover the premises that they were receiving significant complaints from residents about the premises, and the Anti-Social Behaviour that residents were suffering.

A review of the emails from residents and mobile phone footage indicated to the Licensing team that residents were suffering significant anti-social behaviour.

Footage showed, staff swearing at customers, loud music from cars parked outside the shop and people coming from the shop, people drinking outside the shop and contributing to the anti-social behaviour.

A meeting was arranged with the premise licence holder on the 14th September 2018, where he attended and met with a licensing officer and the neighbourhood team supervisor and officer.

At the meeting the concerns and evidence of the anti-social behaviour were put to the premise licence holder. At this point officers were satisfied that there was enough to seek either a closure notice under the Anti-Social Behaviour Act, and/or review of the licence.

The meeting was held to see what measures could be adopted to remedy the issues. At the meeting the premise licence holder came across plausible to the point that officers felt they would give him the opportunity to address the issues and not apply for a closure notice.

After the meeting on the 14th September 2018, the premises were put on an action plan which needed to be implemented immediately.

After the first meeting and the implementation of plans agreed by the premises complaints continued to be sent to the local Police neighbourhood team, relating to anti-social behaviour coming from the premises.

On the 28th September 2018 further intervention took place with the premise licence holder by way of email and phone as complaints had continued. Following a request from the Police licensing team, new operating hours were agreed, and slight amendments to the previous plan.

Through October 2018 several complaints were received by the local neighbourhood team, they attended the premises to obtain the CCTV to ascertain if there had been any further ASB linked to the premises. After several attempts to obtain the CCTV but being faced with excuses from staff as to why it was not available officers had no choice to seize the CCTV hard-drive (which is going to be reviewed).

Through the negotiations the Police were insistent that if the changes worked then there would be a requirement for a variation of the licence to ratify the changes made.

At the end of October officers were concerned that they were getting nowhere with the Premise licence holder, who was trying to change the plan and extend his hours. The premise licence holder was asked to seek legal advice and provide a plan of what they wanted to do.

During this period photographic evidence was proved to the Police around a bill board advertisement on Broad Street for a Costcutter advertising a 24 hour premises.

The premises were asked if they had any knowledge of the bill board, to which no reply has been received.

A plan has been received from the solicitor representing the licence holder, which seeks longer hours than currently agreed, states would not be paying for security and they would not seek to change the licence.

West Midlands Police have tried to work with these premises, but the response indicating that they wished to trade longer, would not provide security and that they were being penalised shows that the premises did not take seriously the concerns raised before.

As a result West Midlands Police feel that they need to seek to review this premise licence.

Please provide as much information as possible to support the application (please read guidance note 3)

Statement from officers will be provided

- Licensing team officers
- Neighbourhood team officers

Non - crime Anti-social behaviour log

Email complaints

CCTV from mobile phones

Emails from officers to premises

Emails from solicitor to West Midlands Police

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Have you made an application for review relating to the premises before

Please tick ✓ yes

☐ no

If yes please state the date of that application

Day			Month			Year		
1	1	1	1	1	1	1	1	1

If you have made representations before relating to the premises please state what they were and when you made them

West Midlands police made representations for the agreement of conditions, this was heard by a committee on 28th March 2011, and conditions were imposed as agreed with West Midlands Police by the licensing sub-committee

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Please tick ✓ yes

- I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate ☒
- I understand that if I do not comply with the above requirements my application will be rejected ☒

IT IS AN OFFENCE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION. THOSE WHO MAKE A FALSE STATEMENT MAY BE LIABLE ON SUMMARY CONVICTION TO A FINE OF ANY AMOUNT.

Part 3 – Signatures (please read guidance note 4)

Signature of applicant or applicant's solicitor or other duly authorised agent (please read guidance note 5). If signing on behalf of the applicant please state in what capacity.

Signature

DULY AUTHORISED ON BEHALF OF WEST MIDLANDS POLICE
Supt. MATTHEW SHARPE

Date

08/11/18

Capacity

BIRMINGHAM WEST Supt.

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 6)

Birmingham Central Police licensing team
Birmingham Central Police station
Lloyd House
Birmingham

Post town
Birmingham

Post Code
B4 6NQ

Telephone number (if any)

If you would prefer us to correspond with you using an e-mail address your e-mail address (optional)

Notes for Guidance

1. A responsible authority includes the local police, fire and rescue authority and other statutory bodies which exercise specific functions in the local area.
2. The ground(s) for review must be based on one of the licensing objectives.
3. Please list any additional information or details for example dates of problems which are included in the grounds for review if available.
4. The application form must be signed.
5. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
6. This is the address which we shall use to correspond with you about this application.



Public Register: Licence Report

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1. Licence

Summary of the licence certificate.

Application Reference	92786
Licence Holder Name	Mr Imran Saghir
Registered Company Number	
Licence Number	3602
Time Limited Start Date	N/A
Time Limited End Date	N/A



Issue Number	3
Issue Date	09/10/2015
Grant Date	12/04/2011
Granted By	SHALD YASSER
Status	Current
Representation Start Date	08/09/2015
Representation End Date	06/10/2015

2. Current Designated Premises Supervisor

A DPS is required wherever there is a licenced activity for the sale of alcohol for consumption on or off the premises.

Status	Assigned
Name	Mr Imran Saghir
Licence Number	8575
Issuing Authority	Birmingham
Start Date	09/10/2015

3. Premises Details

Details of the premises, the licensed activities and hours of operation.

Premises Name	Costcutter
Premises Type	CONVENIENCE STORE/OFF LICENCE
Premises Address	Unit D1, 26 Ryland Street, Birmingham, B16 8FW
Ward Name	LADYWOOD

3.1 Licensable Activities

A list of activities for which this premises is licensed.

Code	Description
M2	Sale of alcohol by retail (off the premises)

3.2 Activity Times

The times of day during which the activities listed in 3.1 are permitted. Where the start time is later than the end time, the period of activity spans mid-night. Where the start time is equal to the end time, the period licensed is 24 hours.

Days	Start Time	End Time	Licensed Activity Codes
Monday - Sunday	00:00	23:59	M2

3.3 Operating Hours

The hours of operation of the premises during the day. Where the start time is later than the end time, the period of operation spans mid-night. Where the start time is equal to the end time, the period of allowed operation is 24 hours.

Days	Start Time	End Time
Monday - Sunday	00:00	23:59

4. Conditions

4.1 Mandatory Conditions

Mandatory conditions attached to the licence.

Objective	Condition
N/A	No supply of alcohol may be made under the premises licence (a) at a time when there is no designated premises supervisor in respect of the premises licence, or (b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.
N/A	Every retail sale or supply of alcohol made under this licence must be made or authorised by a person who holds a personal licence.
N/A	The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol. The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy. The policy must require individuals who appear to be the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either (a) a holographic mark, or (b) an ultraviolet feature.

Objective	Condition
N/A	<p>(1) A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price. (2) In this condition:- (a) the permitted price is the price found by applying the formula $P = D + (D \times V)$, where:- (i) P is the permitted price, (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol; (b) the duty is to be construed in accordance with the Alcoholic Liquor Duties Act 1979; (c) the relevant person means, in relation to premises in respect of which there is in force a premises licence, (i) the holder of the premises licence, (ii) the designated premises supervisor (if any) in respect of such a licence, or (iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence; (d) the relevant person means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and (e) the value added tax means value added tax charged in accordance with the Value Added Tax Act 1994. (3) Where the permitted price would not be a whole number of pence, the permitted price shall be taken to be the price rounded up to the nearest penny. (4) Where the permitted price on a day (the first day) would be different from the permitted price on the next day (the second day) as a result of a change to the rate of duty or value added tax, the permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.</p>

4.2 Operating Conditions

Operating conditions attached to the licence and classified by objective:

- General
 - General conditions consistent with the operating schedule.
- Crime
 - Conditions consistent with, and to promote the prevention of crime and disorder.
- Safety
 - Conditions consistent with, and to promote public safety.
- Nuisance
 - Conditions consistent with, and to promote the prevention of public nuisance.
- Child
 - Conditions consistent with, and to promote the protection of children from harm.

Objective	Condition
GENERAL	No enforceable conditions identified from operating schedule.

Objective	Condition
CRIME	Images/data taken from the CCTV will be kept for at least 31 days and shall be made available to the responsible authorities upon request.
CRIME	When the DPS is not at the premises another person shall be nominated by them to be the responsible person to manage the premises.
CRIME	All staff will receive documented training in respect of their responsibilities under the Licensing Act 2003, including six monthly refresher courses. training records will be retained on the premises and will be available for inspection by the responsible authorities.
CRIME	Late night trading between 11pm and 6am will be via a security serving hatch only, located in the premises frontage.
SAFETY	No enforceable conditions identified from operating schedule.
CHILD	Any person who looks or appears to be under the age of 25 shall be asked to provide ID to prove that they are 18 years of age or over.
CHILD	The premises will keep and maintain a alcohol sales refusal book which will be signed off weekly by the Designated Premises Supervisor, the book will be available for inspection by the responsible authorities.

4.3 Committee Conditions

Conditions attached to the licence after a hearing by the licensing authority and classified by objective:

General

General conditions consistent with the operating schedule.

Crime

Conditions consistent with, and to promote the prevention of crime and disorder.

Safety

Conditions consistent with, and to promote public safety.

Nuisance

Conditions consistent with, and to promote the prevention of public nuisance.

Child

Conditions consistent with, and to promote the protection of children from harm.

Objective	Condition
GENERAL	N/A

Objective	Condition
CRIME	CCTV cameras shall be installed and operated at the premises to a specification satisfactory to the Police. If the CCTV is found not working, an engineer must be called straight away (unless it is out of hours)& the fault rectified within 3 working days. If the CCTV cannot be fixed within the first 2 hours then the Premises Licence Holder/Designated Premises Supervisor will inform the Licensing Authority & Police Licensing Department of this fact, and when they expect it to be fixed by (the CCTV must be fixed within 3 working days.) A detailed log will be made of any faults of the CCTV, which will be made available to the authorities on request. The Police will have the power to extend this 3 day period (to fix any faults of the CCTV) at their own discretion dependent upon circumstances. The CCTV will cover the alcohol which is on display and the monitor will be displayed near the till for staff to monitor.
SAFETY	N/A
NUISANCE	N/A
CHILD	N/A

5. Licence History

The history of variation and transfer applications since the initial application for grant or conversion.

Reference	Applicant Name	Application Type	Application Date	Status	Representation Dates	Variation Reason
92113	Mr Imran Saghir	Transfer	15/07/2015	Varied		
71994	Mr Mohammed Ali	New Application	09/02/2011	Transferred	08/02/2011 To 08/03/2011	

6. Designated Premises Supervisor History

A list of all Designated Premises Supervisors that have been responsible for sale of alcohol from the premises.

Start Date	Finish Date	Name	Licence	Issuing Authority
10/02/2011	09/10/2015	Mr Mohammed Ali	5908	Birmingham

7. Events

Other significant events recorded for this licence.

Date	Reference	Event Name
09/10/2015	92786	Designated Premises Supervisor Nominated
09/10/2015	92786	Issue
09/10/2015	92786	Licence Approval
09/10/2015	92786	Licensable Activities Added/Changed
08/09/2015	92786	Licensable Activities Added/Changed
08/09/2015	92786	Application Received (Variation)
03/08/2015	92113	Issue
03/08/2015	92113	Licence Approval
03/08/2015	92113	Licensable Activities Added/Changed
03/08/2015	92113	Licensable Activities Added/Changed
15/07/2015	92113	Application Received (Transfer)
22/04/2015	71994	Notice of loss of premises licence or summary (Section 25)
12/04/2011	71994	Issue
12/04/2011	71994	Licence Approval
28/03/2011	71994	Committee Decision
10/02/2011	71994	Licensable Activities Added/Changed
10/02/2011	71994	Licensable Activities Added/Changed
09/02/2011	71994	Application Received (New Application)

@ Birmingham City Council Licensing Section, P.O. Box 17013, Birmingham, B6 9ES
 Tel: 0121 303 9896
 Email: licensing@birmingham.gov.uk

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Google Maps 26 Ryland St

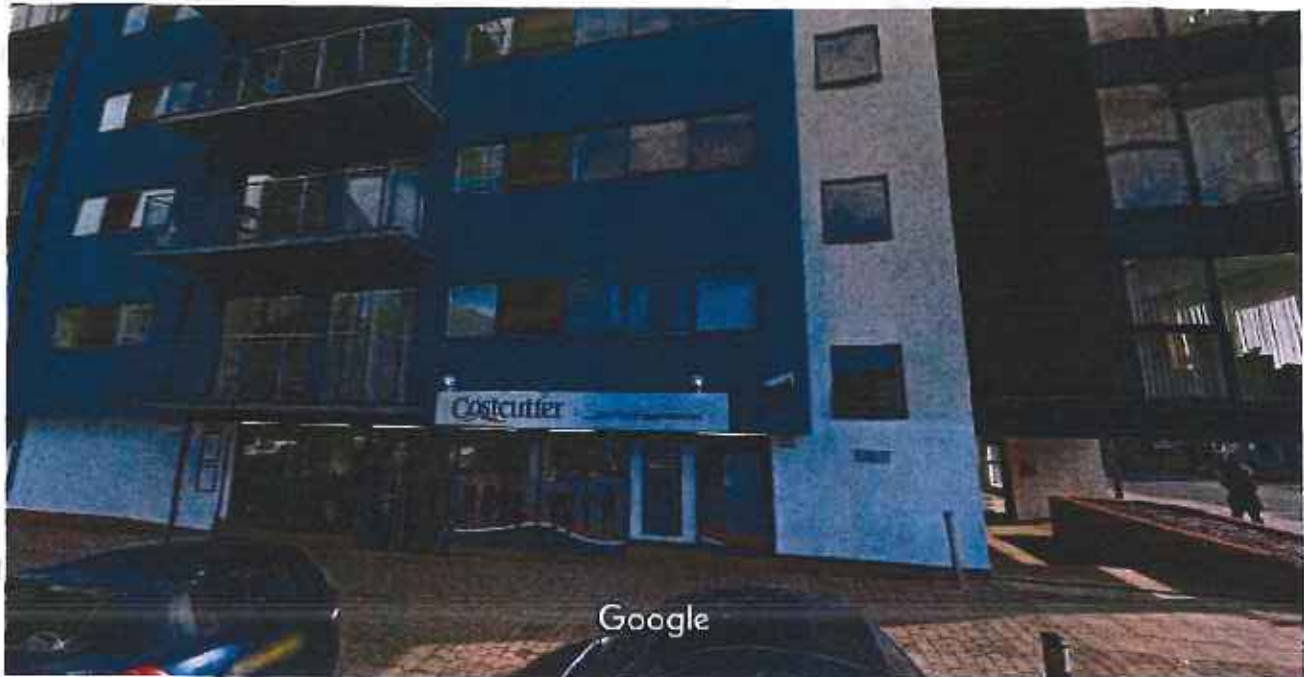



Image capture: Aug 2018 © 2018 Google

Birmingham, England

 Google, Inc.

Street View - Aug 2018



31/12/2018

26 Ryland St - Google Maps

Google Maps 26 Ryland St



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31/12/2018


24 Ryland St - Google Maps

Google Maps 24 Ryland St



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Street View - Aug 2018



WITNESS STATEMENT

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

Crime No. URN Statement of **Abdool Rohomon**

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

Occupation **Licensing Police Officer**

This statement (consisting of 8 page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false, or do not believe to be true.

Signature:

(witness) Date **2nd Jan 2019**

ck if witness evidence is visually recorded ☐ (supply witness details on rear)

I am the above named person currently a serving Police officer within West Midlands Police. For the last 16 years I have been a licensing officer covering Birmingham City Centre, I have qualifications in risk management, risk assessments, inspecting licensed premises, as well as extension experience of managing licensed premises within all spectrums of the Licensing Act 2003.

I also sit on the licensing subcommittee for the NPCC (National Police Chief Council), and we advise NPCC senior officers as well as the Home Office, and external bodies.

This statement is in relation to a premise called Costcutter, Unit D1, 26 Ryland Street, Birmingham. It is an off licence, which currently benefits from a 24 hour premise licence, which allows them to sell alcohol 24 hours a day, 7 days a week. The premise licence holder and DPS are one and the same, a Mr Imran Saghir.

The premises are located within a residential complex, which has a number of residential apartments above it and to the side. There is a church and open field directly opposite the premises, with further residential properties up Ryland Street towards Broad Street.

From Google maps the premises is approximately 200m away from the Five Ways end of Broad Street, where the largest nightclub is located for Broad Street and a number of other large Night time economy premises.

My involvement with these premises started around the 5th September 2018. I was contacted by the local neighbourhood Inspector (Insp Clem Samuels) who told me that there had been a number of Anti-Social behaviour complaints, sent to the Police from residents about the Costcutter.

I was sent a package which detailed the complaints and footage from a mobile phone from a resident. There were numerous clips of footage that I looked at, but there was one that caused me grave concern, showed a resident approaching the premises, which was open with people hanging around outside the

Signature Signature witnessed by 

03/2016

OFFICIAL – (when complete)



Crime No. URN

Statement of Abdool Rohomon

front.

The footage shows the resident challenge the member of staff around the behaviour and noise of the people outside the shop, it then continues to show the member of staff, shout and swear at the people on the street. This group who it can easily be said are heavily intoxicated then approach the resident and act in a way that the resident clearly feels intimidated and their safety compromised as she has to run away, screaming for the Police to be called. I could clearly hear in the voice of the resident how scared they were, I am aware that something was thrown at the resident which was crimed.

When officers have conducted enquiries they have reported that they were told by the premises that the CTV for the offence had been corrupted and so they had had to get a new hard drive system in which meant that the evidence had been lost.

On seeing the footage, I was of the opinion that the premises were complicit in the significant level of anti-social behaviour that was being suffered by residents. I was significantly concerned around this threat that my initial thoughts were that we should seek to look at using the powers under the Anti-Social Behaviour act, where we would issue a closure notice and then apply for a closure order through the courts.

I asked our legal department if they also believed we had enough evidence to go through the route of the closure notice and they confirmed to me that we did, if we so choose to go down that route.

There were other clips that I have seen that show the issues with the premises but it was the above footage that I found the most shocking.

Rather than go for a straight closure I decided to call the premise licence holder and invite him in for a meeting, to see if he would be agreeable to another plan I had considered which would mean a reduction in the operating hours of the premise.

Mr Saghir came in for a meeting on the 14th September 2018, which was the first date mutually agreeable. I also invited the local neighbourhood sergeant and officer as they had been dealing with all the complaints.

During the course of the meeting it was explained to Mr Saghir that his premises was causing significant concern in terms of anti-social behaviour to the point that we felt it was having a negative impact on the lives of the residents and that we were considering using our powers under the Anti-Social behaviour act. I asked Mr Saghir if he would agree to another course of action and reduce the hours of his shop opening, it was proposed to him that he should shut at 0000 hours during the week and then 0100 at the weekend.

Mr Saghir, who did come across as very plausible in the meeting stated that this would destroy his business as his main trading hours were later than the new proposed times, he asked if anything else

Signature

Signature witnessed by

03/2016

OFFICIAL – (when complete)

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Crime No. URN

Statement of Abdool Rohomon

could be offered that would allow him to trade later.

Due to the seemingly positive nature of Mr Saghir at this time, we all felt that we would offer him something else. It was agreed that we would not apply for a closure order on the basis that the premises did the following

- 2 x SIA doorstaff to be on duty from 2300-0700, 7 days a week, with one of them to have a working bodycam
- 1 member of staff working from 2300-0700 to have a BII personal licensing qualification (or equivalent)
- No single sales of beer or cider
- Premise licence holder to be on the premises Thurs/Fri/Sat until 4am

It was agreed that if any of the above could not be reached then the premises would trade until 0000 (Sun-Thurs) and 0100 (Fri-Sat).

All of the above was communicated to Mr Saghir in an email. The reason I decided to take this approach at this point was two-fold. I am aware that the licensing act encourages partnership to deal with issues, and if possible to use other measures to address the issues rather than to take enforcement action. Whilst I realise that the conditions could be considered significant they were necessary and proportionate in the face of the considerable ASB that the premises was causing, and my thought process was that if these worked and reduced the ASB then it would solve the problem.

The other reason was down to the response from Mr Saghir at the time, all of us felt he was plausible so we would see if the conditions would work.

Over the next couple of weeks I had further communication (email and telephone) with Mr Saghir and also from the neighbourhood team.

On the 15th September I received an email from Mr Saghir, where he stated that he was changing a few things and that he would be dropping his operating hours, as the financial constraints of the security were not viable for his business. He also asked around leaving the shop open until 4am, with people being able to access through the door and not use the night hatch.

I was surprised by this as there is a clear condition on his premise licence that sales after 2300 hours have to be made through the night hatch, there was no acknowledgement in the email that he realised it was a condition, it was more a question would it still be needed if he had security on. On the 19th September I

Signature 

Signature witnessed by

03/2016

OFFICIAL – (when complete)

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Crime No. URN

Statement of Abdool Rohomon

replied to Mr Saghir pointing out that to operate in this manner would be a breach of his licence and the potential penalties this could bring.

It was at this point that I began to feel that Mr Saghir did not quite understand the licensing implications of what was happening, and that if he wanted further advice he should seek that from a licensing solicitor.

On the 26th September I had a further email from Mr Saghir in which he detailed his new proposed operating hours, where he would trade until midnight (Sun-Wed) and then 4am (Thurs – Sat).

It was at this point that I was informed by the neighbourhood team that they were still receiving complaints about noise and ASB coming from the premises

On the 27th September I emailed Mr Saghir, stating complaints were still be received, and that I would like to see the cctv from the premises and the body worn camera so that I could assess to see if there was in deed further ASB, noise. At this point I wanted to assess what the CCTV showed against the nature of the complaints, this was the reason for the request that the door staff had body worn cameras as this would show a real time footage with sound of what was happening. None of this footage was ever produced to me to make that assessment.

On the same day I received another email from Mr Saghir, in which he stated he would now be closing earlier due to further complaints being received. His email was confusing in terms of his operating hours for the weekend as he had stated either 3am or 1am.

I then had a telephone conversation with Mr Saghir on the 28th September, I was beginning to feel that we were not getting to the bottom of the issues and so we made it clear to Mr Saghir what our requirements are, these were set out in an email sent to him but are detailed as

- Opening hours Sunday through to Wednesday closing at 12am
- Thursday through to Saturday closing at 1am
- Security on Sunday through to Wednesday to be dropped to 1
- Security on Thursday to Saturday to remain at 2, but staff working to be reduced to 2
- No single sales of cans of beer/cider
- No selling of single plastic cups

I also said that if these worked we would require the following

Signature 

Signature witnessed by

03/2016

OFFICIAL – (when complete)



OFFICIAL – (when complete)

MG11

Crime No.

URN

Statement of Abdool Rohomon

• If this works then we will need to see a variation in your licence to reflect the change to the operating hours and measures

• If this does not work then West Midlands Police have no other option to issue a closure notice as we will have exhausted all measures to address the problems. We will be constantly reviewing what is happening and if any further complaints come to us.

did receive a reply from Mr Saghir, acknowledging the new hours although he did request a relaxation of the security. I pointed out via email that I wanted to see if these measures worked first before reducing them further and that we had considered all the new conditions as we had already reduced the weekday security provision.

Mr Saghir did state that he was having a new CCTV system installed with audio, so he could provide good evidence that he was not creating any noise or ASB.

At the beginning of October I received a call from Mr Saghir, asking for a relaxation of the opening hours that had been previously agreed. I was not overly supportive of any such action but said I would look at his proposal if he sent it through to me in writing. He said he would do this before he went away, I was aware he was going away but cannot recall the dates.

I believe it was at this stage that I told Mr Saghir to seek legal advice and that I would want to see a proper written plan of what they proposed to do.

On the 25th October I received copies of emails from residents that showed that they were still experiencing ASB/noise issues from the premises. I was also aware that the neighbourhood team had been into the premises twice to obtain the CCTV so that they could again assess what the CCTV showed against the nature of the continued complaints.

I was told by officers that even though they had tried the CCTV was not being provided. This really concerned me, apart from there being a condition on the licence around providing CCTV if required, so the apparent lack of providing CCTV was a potential breach. My concern was that I had previously asked for CCTV and bodycam footage which had not been provided, I knew that Mr Saghir had stated that he had put new cameras with audio in, and yet when we tried to get it to either prove or disprove the complaints against the shop, the cctv was not being supplied.

Due to the continued complaints and the lack of willingness to provide the CCTV, I asked the

Signature 

Signature witnessed by

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Crime No. URN

Statement of Abdool Rohomon

neighbourhood officers to go and seize the CCTV hard drive.

I then sent an email to Mr Saghir on the 25th October indicating the frustration we now felt about how he was managing these issues. I feel that we had tried all avenues to support Mr Saghir, and that there are always two sides to everything, hence why we had made requested for CCTV so that we were not just relying on the information detailed in complaints, but even these attempts had been thwarted by Mr Saghir. It was at this point I felt we had more other option but to call a review of the premise licence, which was detailed in the email sent.

On the 29th October I got an email from a solicitor indicating that they had been instructed and requested a telephone call. Prior to me responding to this email I had another email from the neighbourhood Inspector which showed a photograph of a male, who had apparently been paid to stand on Broad Street, opposite Prism with a Costcutter sign and arrow indicating a 24 hour shop selling alcohol and cigarettes etc. As stated earlier these premises are approximately 200 meters away from Broad Street. On the 30th October I sent an email to both Mr Saghir and his solicitor, in my email I made no assertion that it was his business that had put the sign up, I merely asked him if he had any knowledge of it, and whether he was at the premises on that weekend.

I had done a search of the council licensing site to see where the locations of the Costcutters were taking into account that the sign was on Broad Street, although the Ryland Street location was the closest, I still do not make any assertions in the email that I sent.

I never received a response as to whether Mr Saghir had any knowledge of the sign, the response I did receive was from his solicitor.

Mr Saghir's solicitor communication was a surprise as it questioned my email stating my question was bordering on unlawful. I found this most strange as I had made no assertions to the location of the sign to the proximity of the premises and merely asked if he had any knowledge of it. As stated I have had no response as to whether Mr Saghir had any knowledge of the poster.

On the 30th October I sent an email to Mr Saghir and his solicitor asking for a response and also that we had asked for a formal plan to be submitted to us as to what they intended to do with the premises.

On the 31st October I backed this up with a further email.

On the 2nd November a plan was sent to us indicating how the premises intended to operate. The proposes plan was for the following

Operating hours: 0600-0200, Monday-Sunday

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Statement of Abdool Rohomon

- At least two staff members at all times
- No variation of the licence; but our client will exercise sensible discretion with regards to operating hours
- Our client does not wish to personally pay for security, as he does not feel that this is necessary, or that he should be responsible for this, when customers will not be entering his shop.

The proposed plan was significantly different to that what was in operation before to which complaints had continued to be received. I saw that the premises intended to trade later than previously agreed, without security and they would not be applying to vary their licence to reduce the hours permitted to sell, indeed it seemed they wanted discretion on the 2am closing.


By not agreeing to vary the premise licence it meant that the proposed hours would not be legally binding and the premises could trade as felt appropriate without any recourse. I have no confidence in the proposal; Mr Saghir has already shown that he was prepared to go beyond what was agreed, in terms of his operation of the premises which to me shows a disregard to the Licensing Act and the objectives.

Also contained within the email was a serious allegation surrounding my conduct in dealing with this premise. Mr Saghir solicitor alleges that my conduct has been highly inappropriate, causing anxiety and distress and bordering on abuse of process.

This was further enhanced in a response to an email I sent in reply to the plan and that a review was being sort. In this communication my conduct was classed as harassment and unreasonable behaviour.

I find these allegations against the way I have dealt with Mr Saghir and the issues as bewildering and I believe they are said without any basis of fact or truth. I have dealt with these premises in the fairest way possible, from my initial review of the package that I was sent I was clear that we could apply for an ASB closure notice (which was backed by our legal team). However having conducted a meeting with Mr Saghir I found him at that time plausible and so we tried to work with him, to eliminate the issues and at the same time keep his business open. I have never hidden what powers we have and what we were considering, this was to ensure total honesty and transparency.

I have to say that now I have no confidence on Mr Saghir as a premise licence holder, I have seen through his actions since my involvement that he tries to change things at all times to maintain his business opening all hours, actions which have been done without any agreement from us.

Signature 

Signature witnessed by

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OFFICIAL – (when complete)

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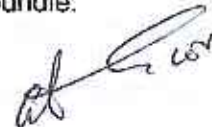
Statement of Abdool Rohomon

Indeed when we have asked for evidence so that we can make an assessment of the complaints received, we have either been ignored in the request or thwarted to the point where we have had to go and seize the hard drive. These are not the actions of a reasonable and responsible premise licence holder.

In terms of the CCTV from the hard drive that we had to seize, I am aware that limited sections of the system have been viewed by officers. In these sections it is clear that Mr Saghir was not operating as per the agreement with us, in that he was trading beyond his hours, was directing customers into his shop, when the outer hatch should have been utilised (as per the condition on his licence) and that he was smoking within his premises, which in itself is a criminal offence.

This footage has been downloaded but due to the size of the data it is contained with a Blue ray disc. Stills of the appropriate times indicated have been taken from the CCTV and are included within the bundle.

All emails referenced within this statement are contained within the evidence bundle.



Signature

Signature witnessed by

03/2016

OFFICIAL – (when complete)

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WITNESS STATEMENT

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

Crime No. 20BW/125020B/18

URN

Statement of Laura Robinson

Age if under 18 O/18 (if over 18 insert "over 18")

Occupation Police Sergeant

This statement (consisting of 6 page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false, or do not believe to be true.

Signature: 21986 Robinson (witness)

Date 25/09/2018

Tick if witness evidence is visually recorded ☐ (supply witness details on rear)

I am 21986 T/Police Sergeant Robinson of West Midlands Police currently based at Summerfield Police Station on Ladywood Neighbourhood Team. This statement is in relation to incidents that have recently occurred in relation to a Costcutter store on RYLAND STREET, LADYWOOD. This statement is being submitted to outline the effect that these issues are having on the West Midlands Police.

These issues first came to police attention in 17th October 2017, whereby a resident named [REDACTED] who lives nearby called the police in order to report ongoing issues with anti-social behaviour. On this date she stated that persons were regularly attending the shop to buy alcohol and as a result ending up hanging around outside, making lots of noise, playing loud music and littering. [REDACTED] also reported concerns that the staff in Costcutter were selling alcohol irresponsibly and therefore in breach of their licence. During this time police were finding it difficult to link the ASB with the store and therefore the matter was not taken further. An anti-social behaviour non-crime number was recorded however later filed.

The issue again came to police attention on the 2nd June 2018, when [REDACTED] rang the police via 101 to report that there were again numerous vehicles outside the location. Log 3120/02/06/2018 refers to [REDACTED] calling at 2240hours to report that vehicles were parking outside the Costcutter, purchasing alcohol from the store and acting in an anti-social manner. As a result a second anti-social behaviour non-crime number was recorded and is still open. A second resident was also spoken to in the days after this incident who corroborate the intelligence. In response to this call, staff at Costcutter were spoken to on the 5th June, who denied that they had noise outside, but if they did, they would ask people to turn it down.

Log 3148/15/06/2018: [REDACTED] again contacted the police on the 15th June 2018, to report that a white

Signature

Signature witnessed by

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landrover with several occupants inside were parked outside the shop, consuming Nitrus Oxide. The vehicle then drove off towards Ladywood, which potentially could have posed a great risk to the community with the driver driving under the influence of legal highs.

Log 56/27/07/2018: On the 27th July [REDACTED] called the police regarding vehicles again parking up outside the Costcutter store and inhaling Nitrus Oxide. [REDACTED] stated that the vehicles involved were frequent to the area and were causing recurring problems. The vehicle was also playing extremely loud music and causing a disturbance to the residents nearby.

Log 403/22/08/2018: On the 22nd August 2018 [REDACTED] called to the police at 0456hours to state that she had been down to the Costcutter store to speak to members of the public outside the Costcutter store and to the staff, asking them to turn music down. Footage of this incident has been provided to the police which details the staff member on duty at the time engaging in a friendly manner with persons stood outside the Costcutter shop drinking alcohol. When [REDACTED] informs the staff member that the police have been called, he responds by saying to the offenders "F OFF, QUICK F OFF THE POLICE ARE COMING." An unknown offender has then thrown a CD case at [REDACTED] which has smashed off of the wall and hit her on the back of the head. It can be heard in the footage that [REDACTED] was in clear distress at the time and has had to run away from the location, fearing for her safety. A crime number for assault was recorded at the time: 20BW/193496N/18. Having recently checked the crimes portal, the Costcutter store have alleged that they have had problems downloading the footage covering this incident as the harddrive was corrupt and has had to be replaced. It is abundantly clear in this footage that the offenders engaging in the anti-social and criminal behaviour outside the costcutter store knew the member of staff on duty and were there to spend time with him.

Log 151/27/08/2018: [REDACTED] called the police at 0117hours stating that again vehicles were parked outside the Costcutter after buying alcohol at the location, playing loud music and that she was again having trouble sleeping.

On the 9th September 2018 I received an email from another resident, who stated that she has had ongoing issues with anti-social behaviour ongoing outside the [REDACTED] apartments. She states that vehicles constantly meet outside the costcutter store and play loud music and drink alcohol, keeping her awake at

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Signature witnessed by

03/2016

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Statement of Laura Robinson

night. She states that this has affected her so badly that she has considered terminating her contract with her Landlord and became depressed due to lack of sleep.

On the 10th September I was sent an email by a third resident, stating that anti-social behaviour in the area was escalating and that drug use, loud music and drunkenness are all prominent problems in the area and that she does not feel secure living in her address anymore. She states that she has been racially abused and that these problems continue later into the night.

On the 11th September, I received an email from a fourth resident, stating that he was regularly experiencing occurrences of anti-social behaviour in Ryland Street. He stated that the noise mainly originates from vehicles stopping at the Costcutter store and is a combination of music and loud voices. He stated that the staff in the shop "make no attempt to quieten the noise. In fact they often join the offenders in the car park across the road to add to the general party atmosphere." He further argues that he has lived in the address for over six years however the problem is steadily becoming worse. This male also states that he is close to giving notice on his flat as this is impacting his work.

On the 12th September, I received an email from [REDACTED] at 2332hours, stating that the shop owner, who [REDACTED] has previously confronted, was "socialising with the group on the car park. This evening a car was revving its engine loudly, the group on the car park watched and filmed it, and were then joined by the shop owner immediately afterwards, who shook each of their hands."

On September 13th, I was sent an email from a fifth resident outlining problems that they were having living in the area. Whilst the Costcutter is not directly mentioned in this email, the resident outlines several issues that they are experiencing, including drugs, littering and noise.

A meeting was held with myself, PC 0804 DARTNELL and PC ROHOMON from licensing with the shop owner where the following conditions were put into place to try and solve the issues:

"2 SIA doorstaff on duty from 2300-0700, to include deployment outside and also for one to have a bodycam (working), this is 7 days a week

1 member of staff working from 2300-0700 to have the BII personal licence qualification (or equivalent)

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No single sales of beer or cider

Premise licence holder to be on the premises Thurs/Fri/Sat until 4am."

Since this meeting, I have had the following contact.

Log 148/15/09/2018: [REDACTED] called the police via 101 to state that there were issues ongoing in the street with 6 males surrounding a vehicle outside Costcutter playing loud music. She highlighted that the shop owner approached these males and engaged with them in a friendly manner, embracing them and remaining with them for an extended period of time talking. [REDACTED] also highlighted that there was only one member of door staff on duty that evening, despite conditions stating that there were supposed to be two.

On the 17th September 2018 I received an email from [REDACTED] at 0030hours stating that she could hear the doors to the Costcutter opening and closing, despite his licensing conditions stating that he has to serve via hatch during the night. [REDACTED] highlighted during this email how much she was struggling with the issues that were ongoing due to the length of time it has been happening.

On the 19th September 2018, I received an email from [REDACTED] at 0030hours. [REDACTED] states that at this time there were no door staff as directed. [REDACTED] states the following: "So in summary, within four days, the shop owner has: Only provided two hatch staff once whilst he is open between 11pm and 7am and I am not sure if they were actually there from 11am.

Not serving through the hatch-only past 11pm."

[REDACTED] then stated that [REDACTED] was struggling with the ASB ongoing and that it was greatly affecting [REDACTED] home and work life, with a lack of sleep and lack of work in turn.

On the 22nd September 2018 I received an email from [REDACTED] along with footage which shows a female who is presumably under the influence of alcohol and shouting and screaming in the street. At no point is she confronted by door staff who may or not be present at the location at that time.

On Sunday the 23rd September I received a video and still image of the shop owner who attended the meeting speaking to a male in a white vehicle parked outside the store. In his hand he is holding a clear glass bottle which I strongly believe to be a vodka bottle. He also clearly knows the males inside the vehicle

Signature

Signature witnessed by

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as he positively engages with him for over a minute.

In relation to the above calls and emails, this has had a huge impact on the West Midlands Police, specifically Ladywood Neighbourhood Team. The following actions have been taken to try and combat this issue:

1. Birmingham city council were contacted to ascertain if they would be able to assist in installing noise monitoring equipment, however because this is not a resident on resident issue they were not able to help.
2. Partnerships and the anti-social behaviour team have been contacted in relation to a community protection warning/notice. At the time officers were struggling to obtain evidence linking the Costcutter to the ASB at the time and therefore this was not issued.
3. Numerous patrols have taken place around the area, including shift changes for officers on Ladywood Neighbourhood team, whereby they have been working later into the night. This has included plain clothes patrols around the area to identify offenders.
4. We have liaised with the church to try and prevent vehicles from entering the car park however we are still awaiting a response.
5. Highways have been contacted to ascertain if there is anything they can assist with to prevent the anti-social driving that is taking place.
6. Conditions have been place on the shop owner to try and abate the problem however unfortunately despite these conditions I am stilll receiving up to four emails every day reference the unfortunate problems that [REDACTED] and other residents are suffering. This has meant that resources on the team have been pulled away from other issues which require police attention. Myself and my team have had to change shift patterns in order to ensure that this area is policed as other teams do not have the capacity to do so.
7. Warnings have been sent to vehicles who have been identified as engaged in anti-social behaviour to prevent them returning to the location and causing further issues.

Signature

03/2016

Signature witnessed by

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OFFICIAL – (when complete)

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8. A sig marker has been placed on the address to prevent [REDACTED] from having further issues when calling in, as [REDACTED] has been previously been told that the issues are not for police to deal with.

Despite all of the above taking place, these issues do not seem to have subsided. I currently have four PC's and two PCSO's that cover the whole of Ladywood. Because [REDACTED] and other residents are having such persistent problems with the Costcutter, I am receiving approximately four to five emails a day which I have to respond to. Unfortunately this means that other issues are neglected which need attention we are not able to provide.

As the local sergeant, I feel we have exhausted all other measures, and unfortunately I fear that if a closure order is not supported, there will be little else we are able to do to assist in these issues. Due to the current demand we are facing it is unlikely that the residents' calls will be seen to in the immediate instance, which is extremely unfair on the residents.

Signature

03/2016

Signature witnessed by

OFFICIAL – (when complete)



WITNESS STATEMENT

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

Crime No. URN

Statement of Laura Robinson

Age if under 18 0/18 (if over 18 insert "over 18")

Occupation Police Officer

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

Signature: 21986 Robinson (witness)

Date 03/12/2018

Tick if witness evidence is visually recorded ☐ (supply witness details on rear)

I am Police Sergeant 21986 Robinson of the West Midlands Police, based on Ladywood Neighbourhood Team at Summerfield Police Station. This statement is in relation to the issues that are continuing on RYLAND STREET, specifically related to the COSTCUTTER, convenience store.

A meeting was held with myself, PC ROHOMON, PC Dartnell and the owner of COSTCUTTER, Mr Saghir on the 14th September. During the course of the meeting the owner of the store showed what appeared to be genuine remorse for the behaviour that was ongoing in connection to his store. He came across as genuine and highlighte that he cared very much about the issues that were ongoing and was committed to eradicating them for the residents' benefit. Despite my initial intentions being to implement an immediate license review, due to the owner's demeanour it was decided by myself, PC Dartnell and PC Rohomon that instead, restrictions would be placed on the opening hours to allow Mr Saghir to continue to run his business.

The following restrictions were placed on the opening hours and regulations of the running of the store:

1. 2 x SIA security guards on site between whatever hours the store remained open between 2300hours until 0700hours.
2. No single sales of beer or cider and for the license holder to be present between Thursday and Saturday between 2300hours until 0400hours

Unfortunately, despite trying to find a balance and our good intentions, complaints were still being received to myself and via the 101 number and therefore the opening hours of the store had to be changed. This means that the shop is now due to shut at 2300hours Sunday through to Wednesday and 0100hours.

Signature

Signature witnessed by

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Again, despite this, complaints are still being reported to the police.

On the 21st September 2018 an email was sent to myself from [REDACTED] highlighting that [REDACTED] had witnessed staff members approaching customers outside the store on the pavement, having chats and greeting customers at times where, according to his license, the hatch should have been being used. This caused disturbance to not only [REDACTED] but to other residents.

On Saturday 22nd September I received an email from [REDACTED] stating that at 0100hours there were no security staff in place and that there was a woman outside on the pavement shouting loudly in the shop about drugs. This is supported by video evidence that has been submitted as evidence.

On Sunday the 23rd September I was sent a still image by [REDACTED] of the shop owner speaking to people in a vehicle parked outside of the store. In his hand he is holding what appears to be a vodka bottle, the origins of which are unknown. In her email [REDACTED] described the shop keeper as "treating the premises like a club, and he continues to personally greet his customers outside."

A second email was also sent on this date at 0111hours, stating that there were people outside shouting and screaming and that the security guard employed was doing nothing to prevent this. [REDACTED] also states that the shop owner had crossed over the road to ascertain whether or not [REDACTED] was recording and states that [REDACTED] feels personally targeted.

On Friday the 28th September I received an email at 0432hours from [REDACTED] stating that [REDACTED] had been woken up by a loud argument occurring with a member of the public and the shop owner. [REDACTED] believes that the argument was about drugs as words such as "half a G," "Whizz" and "good shit" were used during the conversation. [REDACTED] also stated in [REDACTED] email that the name "Imran" was also used during this conversation.

An email was received to myself on the 1st October 2018 at 1118 hours from [REDACTED] stating that [REDACTED]

Signature

Signature witnessed by

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Statement of Laura Robinson

had been woken up at 0400hours every day that week and " over last fortnight seen shop owner selling alcohol in plastic cups, keeping door open into night not using hatch, either couldn't see door staff/ if present only one that I could see and door staff behaving professionally only once. Couldn't see bodycams on them other than once, same occasion - first Saturday. On Thurs pm/Fri am a drug dealer was getting into arguments downstairs and asking for shop owner by name and nickname twice. Firework went off, I thought it was a gunshot." This was a worrying email to receive as a neighbourhood sergeant, especially considering the amount of restrictions already placed on the shop owner to try and deter these issues. [REDACTED] stated that the issues were so bad that [REDACTED] partner no longer wanted to stay at the address as [REDACTED] worried for the couple's safety.

On the 12th October I received an email from [REDACTED] at 0108hours stating that the store was still open, despite new restrictions stating that it should have shut at 0100hours. The following was also stated: "There are people that have turned up in cars playing loud music, being sold bottles of Vodka. They have been here for over 30 minutes. So, we've got the same ASB, just at defined times, because shop owner/ staff, still don't manage it properly. The shop owner /staff member is stood outside The hatch." This was also reflected in Log 94/10/2018.

On the 21st October 2018 I received an email from [REDACTED] at 0850 stating that [REDACTED] had not been able to get to sleep until very late as there were people outside the address shouting and yelling. A further email came in on this date at 2336hours stating that the shop was still open, despite the new restrictions stating that the store was supposed to shut at 2300hours. People were also entering the store as opposed to using the hatch as required in his license conditions and that cars were outside playing loud music, unchallenged.

On Wednesday the 24th an email was received by myself from [REDACTED] at 2345hours, highlighting that the store was still open and that people were going in and out of the doors, again against his license conditions.

On the 25th October 2018 I liaised with PC ROHOMON after asking staff twice to attend the store and view the CCTV to ascertain whether or not the shop was still abiding by it's conditions. Despite two officers attending the location, they were told that no one present was able to operate the cameras and therefore I was instructed to seize the hard drive. Allocating officers twice was extremely frustrating and took police off

Signature

Signature witnessed by

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Statement of Laura Robinson

the streets. Officers have further had to sit and view the cctv, book it into property and analyse it which took an entire day and removed an officer from front line policing.

Again on the 25th October 2018 I received an email from [REDACTED] stating that [REDACTED] had been kept awake by people coming into the store, with the store not closing until 2330hours. [REDACTED] stated that people were being directed towards the doors as opposed to using the hatch.

Again on the 25th October I received an email from another resident, [REDACTED] highlighted that issues were still ongoing despite the restrictions. [REDACTED] also stated that she had video'd some of the incidents however was not able to send these due to the size of the files.

On the 30th October I was sent a still image by [REDACTED], which highlighted a male holding a sign stating "COSTCUTTER, NOW 24 HOURS, 7 DAYS A WEEK. TOBACCO, WINES, BEERS, SPIRITS. The Costcutter is the only store in the vicinity of Broad Street, where the photo was taken. It was highlighting that it was still open for 24 hours a day despite the restrictions being placed on it.

On the 10th November I received an email from [REDACTED] stating that [REDACTED] had been disturbed at 0149hours playing loud music outside the location. The VRM highlighted in this email is a regular visitor to the store and it is believed by [REDACTED] that the occupants are relatives of the shop owner.

On the 11th November 2018 I received an email from [REDACTED] at 0140hours stating that the shop had only just closed. [REDACTED] stated that the security were inside the store and not outside and made no attempts to challenge the music being played. [REDACTED] further highlighted that the night before [REDACTED] had been repeatedly woken by loud music coming from cars.

On the same date I also received an email [REDACTED] stating that the noise level had gone down since the restrictions, but that there was still a prominent smell of drugs coming through the window on regular occasions.

The amount of time that these incidents have taken away from other issues in our area is substantial.

Signature

Signature witnessed by

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Statement of Laura Robinson

Despite all actions taken by West Midlands Police, the issues are still continuing and it is my firm belief that Mr Saghir is not able to ensure the licensing objectives are adhered to and does not represent the values of public safety. I have personally witnessed the CCTV of him smoking a cigarette in his own store whilst serving a member of the public which highlights the utter lack of respect he has for our joint partnership and for his customers.

Myself and my team have had to repeatedly change our shifts to try to ensure that the restrictions were being adhered to and that the issues were reduced. Officers are not able to respond to other members of the community in need because of the time dedicated to trying to ensure the area is peaceful. Other measures have been exhausted and unfortunately I firmly believe that revoking the alcohol license is the only way to ensure that residents are able to live the peaceful life they are entitled to.

Signature

Signature witnessed by

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WITNESS STATEMENT

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

Crime No. URN

Statement of Matthew DARTNELL

Age if under 18 O'18 (if over 18 insert 'over 18')

Occupation Police Constable 0804

This statement (consisting of 2 page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false, or do not believe to be true.

Signature:  (witness)Date 20th December 2018

☒ if witness evidence is visually recorded ☐ (supply witness details on rear)

This is a statement with regards to Anti-Social Behaviour (ASB) centred around the Costcutter, RYLAND TREET, BIRMINGHAM and licencing breaches at the same address.

I am PC 0804 DARTNELL of the West Midlands Police. I have been a police officer for the past 16 years of which the last 6 have been based at SUMMERFIELD POLICE STATION covering the LADYWOOD area of BIRMINGHAM in which the shop is located. I am aware of complaints made by several residents of the apartment block to which the Costcutter is part of. These complaints go back around 12 months and include numerous calls to the police regarding noise nuisance, general ASB and drug use. Myself and a colleague have previously taken statements from residents that outline many of the issues. I have personally viewed footage of incidents outside the shop which have included excessive noise from revving vehicles, loud music and loud customers. All of these can be attributed to the shop. On some occasions it appears that staff from the shop were complicit in this or at the very least unwilling to prevent it.

I attended an intervention meeting with TPS 21986 ROBINSON, PC 4075 ROHOMON (Licencing) and the shop licensee Mr Imran SAGHIR on 14th September 2018. During the meeting there was a general consensus from the police side that a closure order would be sought and the shop closed. It was only due to the plausibility of Mr SAGHIR and his willingness to make changes that we all looked at other options. Mr SAGHIR appeared very sincere and willing to do whatever he could to keep his business operational. An agreement was made to have 2 x SIA security on site from 2300 hrs until 0700 hrs (one with a body worn camera), no single sales of beer or cider and for the license holder to be on site on Thursdays to Saturday from 2300 hrs until 0400 hrs. Within days the complaints were still being made so the licensee decided to change his opening hours so that the shop closed at 2300 hrs on Sunday to Wednesday and then until 0100 hrs from Thursday to Saturday. Despite this the complaints still continued.

I attended the shop on both the 19th and 23rd of October 2018 to view the CCTV following reports of licencing breaches. On both of those occasions I have spoken to an elderly Asian male behind the counter

Signature Signature witnessed by 

03/2016

OFFICIAL – (when complete)

38

OFFICIAL – (when complete)

MG11

Crime No.

URN

Statement of Matthew DARTNELL

who has been the only person in the shop at the time. He has informed me on both occasions that he does not have access or the ability to view or download anything from the CCTV system. On the 25th October 2018 the hard drive for the CCTV was seized so that it could be properly viewed and possible breaches identified.

On Monday 19th November 2018 I viewed footage from the above mentioned CCTV footage. The footage on the CCTV was approximately 10 minutes behind the actual time and all times mentioned in this statement will be as per the footage. I only viewed 3 separate days from 1 hour prior to the agreed closing times. The footage from Friday 12th October 2018 (ref 59044/1156/081118(1) showed the shop closing at

51 hrs but only one security officer could be seen. The footage on Sunday 21st October 2018 (ref 59044/1156/081118(2) shows the shop remaining open until 2341 hrs when it was supposed to close at 2300 hrs. The licensee Mr SAGHIR can be seen in the shop after 2300 hrs where he is directing customer to enter via the main door when they originally come to the serving hatch. There is a steady stream of customers after 2300 hrs including what appears to be a group of acquaintances of Mr SAGHIR. At 2335 hrs Mr SAGHIR is seen to light and smoke a cigarette whilst behind the counter when the shop was still open and there was a customer at the till point. He leaves the burning cigarette on the counter while he does another task. The cigarette looks like it is above a waste paper bin. The footage from Wednesday 24th October 2018 (ref 59044/1156/081118(3) shows the shop remaining open until 2331 hrs when it was supposed to close at 2300 hrs. Mr SAGHIR is inside the shop and serving customers up until the shop was closed. He has spent quite a lot of time on his phone and has made no effort to close the shop at 2300 hrs as agreed. At several points, the shop has been empty, giving Mr SAGHIR and his staff ample opportunity close the shop which has not happened.



Signature

03/2016

Signature witnessed by

OFFICIAL – (when complete)

39

WITNESS STATEMENT

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

Crime No. [REDACTED]

URN [REDACTED]

Statement of [REDACTED]

Age if under 18 O'18 (If over 18 Insert "over 18")

Occupation [REDACTED]

This statement (consisting of 4 page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false, or do not believe to be true.

Signature: [REDACTED] (witness)

Date 25th September 2018Is if witness evidence is visually recorded ☐ (supply witness details on rear)

This is a statement with regards to Anti Social Behaviour (ASB) and Crime that I have been subject to that has been as a result of the COSTCUTTER on RYLAND STREET, BIRMINGHAM.

I have been a resident in a [REDACTED], BIRMINGHAM since September 2016 and have had problems with noise and ASB ever since 2017. My flat is directly above the shop and as a result I hear almost everything that happens on the street and in the shop. When I moved into the flat, I was fully aware of the Costcutter but was not aware that it had a 24 hour licence. I also knew that my flat was only a short distance from Broad Street which is the main area for night time economy and clubs in Birmingham. This did not bother me or effect me in a negative way for the almost a year but it all started to change around August 2017. The incidents consisted of numerous vehicles parked up with their windows open, parked up outside Costcutter, playing music really loudly and the occupants singing, shouting and liaising with staff inside the shop, speeding and taking nitrous oxide from balloons. It was almost as if they were all good friends. These incidents happened mainly overnight at any time from 11pm until 6am and it is often the same vehicles and the same occupants who are coming back to the shop. It is worse at the weekend but has been a problem on most days of the week.

I believe that the Costcutter is the focal point of the behavior because all the cars either park opposite, in the church car park (and walk over to the shop) or on the road, directly outside the Costcutter. The vehicles rev their engines, play loud music and beep their horns. The occupants also shout orders over to staff in the Costcutter who have been seen on occasion to bring items over to them as they are still sat in their vehicles. Staff members have been seen to lean on the customers cars and will shake hands, hug and have elongated conversations with them.

When the noise and ASB began to become more of a problem I began to record the incidents on my mobile phone. This was predominantly to record the loud music and registration plates but also captured other incidents over a long period of time. This came to a head on 22nd August 2018 when I was assaulted by two

Signature [REDACTED]

Signature witnessed by [REDACTED]

03/2016

OFFICIAL – (when complete)

40

Crime No. [REDACTED]

URN [REDACTED]

Statement of [REDACTED]

of the customers. I had put up with the loud music for what seemed like hours and there had been a steady stream of noisy customers. I had been in contact with BCC licencing for some time and they had said that my current evidence was not sufficient for them to take any action. I had gone down to onto Ryland Street at around 4am to record activities at street level. I was approached by one of the customers who was verbal abusive to me. He had also arrived in a vehicle that was playing very loud music and had been back to the shop on at least 2 other occasions that night. After speaking to staff, who were not helpful in any way, just telling the male to "F OFF, POLICE ARE COMING" I had a CD thrown at my head which bounced off the wall behind me which shattered and hit me in the top of my head. The original male threatened to box me in the face so I backed away. He followed me so I turned and ran, screaming for the police to send a car as I had been on the phone to 101 the whole time. I did not look back to see if he was following me. This matter was reported to the police and is currently being investigated.

I was aware that the police licencing had a meeting with the owner on 14th September 2018 and as a result, the owner of Costcutter had to abide by several new conditions. These included having two security guards on duty from 11pm until 7am every day that he is open and one of those has to wear a body cam. He can also only serve customers through the serving hatch after 11pm and the shop cannot be fully open to the public. The owner also had to personally be on site until 4am on Thursday through til Sunday morning. I was informed of the new conditions by the police following the meeting. The owner was already contravening these conditions on the night of the 14th September 2018 with loud music and the shop door opening and closing at regular intervals. The owner was even seen to walk over to the car park with a male where there was a car playing music.

As a consequence of the multiple ASB issues, I have felt completely debilitated by them. Every aspect of my life has been affected, as follows:

Health: I have experienced extreme sleep deprivation, which has intensified from April 2018 onwards. I am both woken up through the night and now have anxiety about going to sleep because I am in fear of being woken up/ losing sleep. I have increased generalised anxiety and the activities have at some points given me panic attacks - this even happened whilst I was on the phone to 101 reporting an incident. I suffer from anxiety and depression and the ASB issues have exacerbated this to a point that is very difficult. I have had instances in which I have felt as though I don't want to exist in this way any more and everything is pointless. It is the sleep deprivation that is the largest contributing factor to these dark thoughts. As I am aware that the shop owner has identified that I am recording him and knows from which window I am filming him (recorded on my phone), in addition to him only telling the police or Council Licencing that I'm the only

Signature [REDACTED]

Signature witnessed by [REDACTED]

03/2016

OFFICIAL – (when complete)

41

Crime No. [REDACTED]

URN [REDACTED]

Statement of [REDACTED]

one that 'has a problem', I have been increasingly concerned that I am going to be the victim of a retaliation. I now do not go past the shop if I can at all help it, enter my home increasingly through the car park entrance, in the hope that he thinks I have moved away as he won't see me. I will then spend time worrying about somebody trying to attack me or break into my home. Physically, I have experienced increased upset stomach, I am eating irrationally/ have developed poor dietary habits, I can't keep up with the gym as much, I feel very tired a lot of the time and I have withdrawn from a lot of friendships because I don't have the energy to invest in them.

work: The ASB has meant I have to turn away work, I've lost thousands of pounds to me personally and I've not been able to bid for £80,000 since April. Last week I left work crying because I was so tired and stressed by the ASB. I haven't been able to work for this company since June as I worried that I couldn't complete the work and would never be given work again due to poor performance. As a freelancer, I don't get sick pay or holiday pay and have not been able to generate any new sustained income for my business (and as part of that, myself) since April - I just about managed to struggle through work already booked in, but I couldn't do anything further. The quality of my delivery was not great - I missed emails, my work was at time particularly sloppy. I have suffered a major knock in confidence professionally. I now don't have any sustained work and some of my projects are making a loss. As I contract out work to other freelancers, it means that their income is also affected by it - some of them were quite reliant on this work to help with their families. Trying to get help from authorities and document the ASB so they can help me do something about it is draining and time consuming.

Personal Relationships:

I am extremely lucky that I have a very supportive family and friends network, but issues around ASB has put a considerable strain on my relationship with my boyfriend (long term). I have been lashing out (verbally) crying with high frequency and responding irrationally to comments he's made like 'be careful', I then got upset and exploded at him because that I need to be careful in my home, is ridiculous and it's comments like that that give me the realisation that what is happening is dangerous and is frightening. I realise that I am a single woman living by myself with this happening around me and I project into worst case scenarios, which end with me being extremely hurt. Most of the time, I try to disassociate and just focus on following the formal process required to stop the ASB. This put extreme stress and pressure on my relationship, which I fully believe would not have happened, had it not been for the ASB issues. I barely have time to see friends and I have also with high frequency over-reacted to problems, from which I have

Signature [REDACTED]

Signature witnessed by [REDACTED]

03/2016

OFFICIAL – (when complete)

42

OFFICIAL – (when complete)

MG11

Crime No. [REDACTED]

URN [REDACTED]

Statement of [REDACTED]

lost work and incredibly close friends over - we now don't speak.

Living safely: As outlined above, I don't feel safe in my home when it comes to the evening and increasingly I don't want to go out at night. I did not feel like this at all previously. I have lived in pretty rough areas, have nearly been mugged and had another serious incident, but I felt safer in those areas than I do here. It's mostly because the ASB issues have intensified, the shop owner now goes to the opposite side of the pavement and looks up at the flats to see who's in/ who's recording the ASB and his friends now park opposite the shop, smoking with lights dimmed so you can't see the reg. plates. Again, they appear to be watching the flats. I feel harassed. I hear them talking about me directly, not other residents who are also experiencing ASB and the shop owner has on more than one occasion asked authorities to pass his details to me, when he already knows, I do not want. Why is he not extending this offer to all of the residents?

The last year has felt like I have been on a torture programme. My quality of life has greatly reduced, I have difficulty enjoying things any more, I have felt isolated, upset, afraid, frustrated - feeling all of these emotions intensely on a daily basis, is debilitating. I am exhausted and have had to adopt a coping system where I don't think about anything more than a day in advance as it becomes overwhelming. I can't remember having feeling this impacted by a situation that has permeated every aspect of my life to this degree and I don't know how I have lasted this long with the issues taking place. If action is not taken to stop the ASB, I am worried about falling so low that the damage will be permanent. I will have lost everything I have spent over a decade working towards, loss of personal relationships and health so bad that I won't be able to recover. [REDACTED]

Signature [REDACTED]

Signature witnessed by [REDACTED]

03/2016

OFFICIAL – (when complete)

43

WITNESS STATEMENT

Crime Number [REDACTED]

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

URN [REDACTED]

Statement of: [REDACTED]

Age if under 18: over 18 (if over 18 insert 'over 18') Occupation: [REDACTED]

This statement (consisting of 6 page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it, anything which I know to be false, or do not believe to be true.

Signature: [REDACTED]

Date: 25/9/18Tick if witness evidence is visually recorded ☐ (supply witness details on rear)

I am making this statement in relation to the ongoing issues that are being caused by the 24 hour shop named COSTCUTTER that is situated below our address on RUAND ST, BIRMINGHAM and in relation to the anti social behaviour that is being caused by people who attend the shop who clearly are friends with the manager and staff. I have lived at my address since 2009 and when I chose my property I made the usual checks you do before purchasing a property such as the layouts what properties are around that could make an impact on your standard of living, parking etc. I was aware that BROAD STREET ran across the top which could

Signature: [REDACTED]

Signature witnessed by: [REDACTED]

(44)

potentially cause a few noise problems with music, higher levels of traffic late on weekends and noise off drunken people but this didn't bother me. I was aware there was a 24hr Tesco open right up the road and all the years I lived at my address there was never any added problems from the store. Underneath my address there was a large open void unit and was aware a commercial premises would be opened at some point. I think it was approximately 2017 when the units were turned into a COSTCUTTER and at first there were no problems it didn't have a 24hr license so once it shut for the night there was no added noise from people or cars or music except the normal over flow from BROAD STREET which I would consider as passing noise. However the license was

Signature: [REDACTED]

Signature witnessed by: [Signature]

Crime Number: [REDACTED]

Page No. 3 of 6

Continuation of Statement of: [REDACTED]

gradually extended to it becoming at 2x hour license and this is where the problems exsclulated. Most weekends especially the nicer weather times cars would gather outside the shop or park on the church car park opposite and groups would gather socialising, playing loud music and drinking alcohol whilst shouting and dancing in the street. They all would be going in and out of the CASTLETTRE and purchase their alcohol, its became very clear that they are friendly with the manager and the staff who on a few occasions I have seen cross from the shop and go over to Chat with the chives. They also show up to flash their cars and show off revving loud and pulling off at speed, doing the circuit and pulling up shop outside the shop.

The most rememorable incident

Signature: [REDACTED]

Signature witnessed by: [Signature]

Crime Number [REDACTED]

Page No. 4 of 6

Continuation of Statement of: [REDACTED]

happened on Wednesday 22nd August 2018 where we had had enough and called the police because there was a silver Mercedes registration [REDACTED] outside playing loud music, with the doors open and the 4x Asian males were dancing and shouting in the street. They were drinking alcohol in plastic cups that they had on the car roof. The car was parked outside the entrance to the COSTA LITTLE and they were doing and clearly going in and out of the shop. We recorded this incident on my boyfriend's phone as it was going on past 3am and they even returned and we filmed them at 04:00 hrs. This incident we saw a female resident come out of our block and confront them, we couldn't tell who she was but they chased her half way down the street and heard her screaming and as

Signature: [REDACTED]

Signature witnessed by: [REDACTED]

Crime Number: [REDACTED]

Page No. 5 of 6

Continuation of Statement of: [REDACTED]

my boyfriend was onto the police
we told them as we were worried
she had been injured by them.
I am currently 27 weeks
pregnant and I had to take half
a day off work because of this
incident. When friends and family
say they can't believe the noise
and problems the shop is causing
and I find it rather embarrassing.
Any opportunity we have to go
and visit people on the weekends
we take so we don't have to
put up with the problems. It was
hard when I first got pregnant and
trying to study for my exams.
Our sleep is disturbed which means
I can't function 100% and we are
really concerned as we are getting
closer to our due date and the
thought of bringing home a new
born baby to this noise and trouble
worries us both.
The past year has been a complete
nightmare and it's clear that the
manager and staff have no respect

Signature: [REDACTED]

Signature witnessed by: JFS 3248

Continuation of Statement of: [REDACTED]

for the community that lives around their shop and are rather selfish.

If I had known this trouble would have come due to the 24hrs license of this shop I would have took as much time as I could to try and fight for it to be refused and I don't think they deserve a license at all.

I am aware that a resident called [REDACTED] had also had enough of the ongoing noise problems from the shop and she had dropped a letter to residents. Due to this I have linked in with her and consider her brave to confront these people.

We are fed up and had enough of the whole thing and just want to enjoy peaceful evenings at home during the arrival of our first baby instead of being woken and having to spend time filming what's going on and having our standard of living effected by these people. [REDACTED]

Signature: [REDACTED]

Signature witnessed by: [REDACTED]



FOR POLICE USE ONLY
CRIME REFERENCE NO:
URN:

Witness Statement

(CJ Act 1967, s.9 MC Act 1980, ss.5A (3)(A) and 5B, MC Rules 1981, r.70)

Statement of Lewis James Adshead - 59044

Age If under 18 over 18 (if over 18 insert 'over 18'). Occupation Video Imaging Officer

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

Dated the 14th Day of November 2018

Signature *Lewis James Adshead*

Tick if witness evidence is visually recorded ☐ (supply witness details on rear)

I am employed as a Video Imaging Officer at West Midlands Police. I have a First class BSc (Hons) degree in Forensic Computing, over 3 years' experience in the field of digital forensics and extensive knowledge in exporting, converting and processing CCTV footage. Along with this I also have a clear understanding of the procedures and standards that must be followed in order to produce authentic and factual evidence.

On the 07/11/2018 at 13:08, I removed exhibit (Ref No MG/1) (Exhibit Number) from secure storage (SUB/18/230). The exhibit was found to be a Hikvision digital video recorder (DVR) with two (2) internal hard disk drives (HDD), 1 (one) 6TB HDD (S/N: ZAD4Y2A9) and one (1) 2TB HDD (S/N: Z523TRDZ).

At 13:28 on the 07/11/2018 the DVR was powered on and the system was found to be 49 minutes and 7 seconds faster than GMT.

At 13:58 on the 07/11/2018, as requested by 21986 Robinson, I initiated the process of exporting all available footage from all cameras for the times between 00:00 and 03:00 on the 12/10/2018, 2200 on the 21/10/2018 to 0100 on the 22/10/2018, and 2200 on the 24/10/2018 to 0100 on the 25/10/2018 to one (1) USB memory stick.

Once the export had finished I removed the USB memory stick from the DVR and checked the media to verify the footage had been downloaded successfully. Upon completion, the DVR was powered down and placed back into secure storage awaiting collection.

On the 08/11/2018 at 11:56, I burnt and verified all of the requested footage from the one (1) USB memory stick onto three (3) Blu-Ray dual layer (DL) data discs. All CCTV footage on the USB memory stick was then erased.

I can produce these discs as (Ref No 59044/1156/081118(1)) (Exhibit Number),
(Ref No 59044/1156/081118(2)) (Exhibit Number), and (Ref No 59044/1156/081118(3))
(Exhibit Number)

The completed exhibit(s) above were then placed into secure storage awaiting collection.

Signature

Lewis James Adshead

Signature Witnessed By

50

Dear [REDACTED]

I am writing to support your licence review of the Costcutter premises at 26 Ryland Street. I have been given your details by [REDACTED] I am [REDACTED] Landlord.

I have owned this flat since 2011 and this is the first time I have received a complaint about Antisocial Behaviour from a tenant. I regularly walk past the flat on my way to and from work and have seen for myself how activities relating to the Costcutter have impacted the area negatively.

There are many issues caused by the 24 hour sale of alcohol which affect the health and safety of residents and people coming to the area:

I see people buy alcohol from the shop, drink it in that area and then discard their empty bottles. In the morning, there are empty and smashed bottles of alcohol around the entrance way to Sinope, I see the cleaners for Mainstay having to clean it up in the morning. The litter also extends to the small green area and bushes opposite the shop and onto the Church's car park.

When people buy alcohol, they tend to stay in the area and are noisy. I have seen them asking homeless people for cigarettes, which encourages issues with homelessness in the area. I have seen the homeless living in the bin stores at Callisto and Sinope and doing drugs. This is not safe.

Before you put your Antisocial Behaviour control measures in place for the shop in September, I would often see cars parked in the middle of the street, go to the shop to buy alcohol (leaving them unattended) and then stay in their cars afterwards. Many of the cars also speed off which is dangerous. There always crashes on this road.

You also see cars stopping on the car park at the Church car park opposite to drink, play music loudly and talk loudly. This was happening regularly over the summer. It would be good if there could be a gate added to the car park to stop this activity.

I have also seen what looks like underage people drinking alcohol. An adult buys it for them and then they share it amongst the group.

I have noticed a difference since the shop has been closing earlier. There are not as many people, you can look up and down Ryland Street and there is nobody coming from Broad Street or from the flats – it's a very quiet and nice area. However, having the cash machine in the area is also a problem. I have seen people walk from Brindley place to Ryland Street just to use the cash point.

They use apps to do this – I don't think they would have any other reason to go there. Then they go to the shop and buy alcohol.

I am very keen to ensure the 24 hour alcohol licence is removed from the shop. It is not very pleasant for my tenant, I have had to spend a lot of time trying to help with this issue, it degrades the area and this will be reflected in increased service charge and reduced property value.

My tenant has said that you are gathering witness statements and I would be happy to provide one of these to you in addition to this email.

Kind regards,





WebOASIS

Incident 151 of 27/08/2018

URN	Date	Owner
151	27/08/2018 01:18	BVSP3
Initial Classification	Response	Last Updated
MISCELLANEOUS	P6 NEIGHBOURHOOD	07/09/2018

Reported by TELEPHONE CALL [REDACTED]
Brief Incident Details ASB - LOUD MUSIC COMING FROM VEHS OUTSIDE COSTCUTTER - CALLER ASSUALTED BY THEM WHEN SHE WENT TO RECORD THEM LAST WEEK

Location of Incident

Feature [REDACTED]
Street [REDACTED]
Area [REDACTED]
Postcode [REDACTED]
Beat BWJB
OSGR 405688,286380

Caller

Name [REDACTED] **Title**
House [REDACTED]
Street [REDACTED]
Area [REDACTED]
Telephone Number [REDACTED] x-Directory N

Warning Markers

Crime Number [REDACTED]

Log updates

Date	Time	User	Terminal	Text
27/08/2018	01:18	58783	LHCHF4	View Incident 2664,22/08/18
27/08/2018	01:18	58783	LHCHF4	View Incident 403,22/08/18
27/08/2018	01:21	58783	LHCHF4	Incident Brief Details Amended from :
27/08/2018	01:21	58783	LHCHF4	[ASB - LOUD MUSIC COMING FROM VEHS OUTSIDE COSTCUTTER
27/08/2018	01:21	58783	LHCHF4	- CALLER ASSUALTED LAST WEEK BY PEOPLE WHEN SHE



27/08/2018	01:21	58783	LHCHF4	CONFROTNEO THEM]
27/08/2018	01:21	58783	LHCHF4	THEY HAVE BEEN THEN FOR OVER 30 MINS
27/08/2018	01:21	58783	LHCHF4	..
27/08/2018	01:22	58783	LHCHF4	THERE ARE STILL PEOPLE DRINKING ON THE STREET - THE
27/08/2018	01:22	58783	LHCHF4	VEH MAY HAVE LEFT
27/08/2018	01:22	58783	LHCHF4	..
27/08/2018	01:22	58783	LHCHF4	VEH IS A GUN METLA GREY MERCEDES - [REDACTED]
27/08/2018	01:22	58783	LHCHF4	PNC - #VE
27/08/2018	01:22	58783	Apptmnts	Appointment 151 27/08/2018 1 created
27/08/2018	01:22	58783	Apptmnts	Name: [REDACTED]
27/08/2018	01:22	58783	Apptmnts	Tel: [REDACTED]
27/08/2018	01:22	58783	Apptmnts	Address of appt: [REDACTED]
27/08/2018	01:22	58783	Apptmnts	[REDACTED], BIRMINGHAM, WEST MIDLANDS
27/08/2018	01:22	58783	Apptmnts	Neighbourhood of appt: BWJB
27/08/2018	01:22	58783	Apptmnts	Date/time of appt: Mon [REDACTED]
27/08/2018	01:22	58783	Apptmnts	Booked resource: BWNH21
27/08/2018	01:23	58783	LHCHF4	NO TRACE OF VRM
27/08/2018	01:23	58783	LHCHF4	Incident Transferred by terminal LHCHF4 to BVSUPP
27/08/2018	01:23	58783	LHCHF4	FOR HOLDING PLEASE
27/08/2018	01:23	58783	LHCHF4	Incident Transfer
27/08/2018	01:24	58783	LHCHF4	Incident Switch - Abandoned
27/08/2018	01:24	58783	LHCHF4	_IS
27/08/2018	01:25	58783	LHCHF4	Incident Switch to Terminal
27/08/2018	01:25	58783	LHCHF4	BWR1,BWR2,BWR3,CCTV1,BWR4,BWR5,BWRA
27/08/2018	01:25	58783	LHCHF4	FOR OBS
27/08/2018	01:25	58783	LHCHF4	Incident Switch
27/08/2018	01:25	58783	LHCHF4	View Incident 151,27/08/18
27/08/2018	01:28	52628	BVSP1	Incident Transfer Accepted by terminal BVSP1
27/08/2018	01:28	52628	BVSP1	NNOTED
27/08/2018	01:34	0054	BWR1	Incident Switch Accepted By BWR1
27/08/2018	01:50	0054	BWR1	Defer to BVSP3 Date 27/08/18 Time 0200
27/08/2018	02:00	Syscon	SYSCON3	Defer Time Reached
27/08/2018	06:57	58843	BVSP3	Incident Deferral Accepted by terminal BVSP3
27/08/2018	06:59	58843	BVSP3	Defer to BVSP3 Date 02/09/18 Time 0800
27/08/2018	06:59	58843	BVSP3	FOR UPDATES
02/09/2018	08:00	Syscon	SYSCON3	Sunday 02 Sep 2018
02/09/2018	08:00	Syscon	SYSCON3	Defer Time Reached
02/09/2018	09:22	1994	BVSP3	Incident Deferral Accepted by terminal BVSP3

02/09/2018	09:23	1994	BVSP3	DUE FOR UPDATE FOR TODAY.
02/09/2018	15:23	Syscon	SYSCON3	Overdue Time Reached
02/09/2018	15:59	59333	BVSP3	AWAITING UPDATE
02/09/2018	22:00	Syscon	SYSCON3	Overdue Time Reached
02/09/2018	22:48	52925	BVSP3	Defer to BVSP3 Date 06/09/18 Time 1800
06/09/2018	18:00	Syscon	SYSCON3	Thursday 06 Sep 2018
06/09/2018	18:00	Syscon	SYSCON3	Defer Time Reached
06/09/2018	20:42	56160	BVSP3	Incident Deferral Accepted by terminal BVSP3
07/09/2018	02:43	Syscon	SYSCON3	Friday 07 Sep 2018
07/09/2018	02:43	Syscon	SYSCON3	Overdue Time Reached
07/09/2018	04:52	57776	BVSP3	NOTED
07/09/2018	09:47	58670	BVSP3	View Street Index For Incident
07/09/2018	09:47	58670	BVSP3	RELEVANT NHT ON LATES
07/09/2018	09:47	58670	BVSP3	Defer to BVSP3 Date 07/09/18 Time 1400
07/09/2018	09:47	58670	BVSP3	FAO NHT SPVN
07/09/2018	14:00	Syscon	SYSCON3	Defer Time Reached
07/09/2018	14:09	58670	BVSP3	Incident Deferral Accepted by terminal BVSP3
07/09/2018	14:09	58670	BVSP3	View Street Index For Incident
07/09/2018	14:14	58670	BVSP3	VOICEMAIL ON ATTEMPT TO CONTACT 21986
07/09/2018	14:14	58670	BVSP3	WILL EMAIL
07/09/2018	14:38	21986	WebOASIS	PLEASE ALLOCATE PCSO DAN MEESE
07/09/2018	14:39	3263	BVSP4	21986 Automatic STM notification generated
07/09/2018	14:39	3263	BVSP4	21986 Allocated to Incident
07/09/2018	14:58	21986	WebOASIS	PLEASE ATTACH PCSO 31486
07/09/2018	15:12	52939	BVSP1	Incident Deferral Enquiry
07/09/2018	15:12	52939	BVSP1	31486 Automatic STM notification generated
07/09/2018	15:12	52939	BVSP1	31486 Allocated to Incident
07/09/2018	16:07	31486	WebOASIS	THE CALLER CURRENTLY HAS A NON CRIME NUMBER FOR
07/09/2018	16:07	31486	WebOASIS	ON-GOING ASB ISSUES, THE LADYWOOD TEAM IS AWARE OF
07/09/2018	16:07	31486	WebOASIS	THESE ISSUES AND IS A ONGOING MATTER. I AM IN REGULAR
07/09/2018	16:07	31486	WebOASIS	CONTACT WITH THE CALLER. [REDACTED] IS THE NON
07/09/2018	16:07	31486	WebOASIS	CRIME NUMBER. PLEASE CLOSE THE LOG.
07/09/2018	16:11	52939	BVSP1	All Resources Leave Scene/Dispatch Cancelled etc
07/09/2018	16:11	52939	BVSP1	Incident Allocation - Processing abandoned
07/09/2018	16:12	52939	BVSP1	Incident Closed By Terminal BVSP1
07/09/2018	16:12	52939	BVSP1	Incident End (Result / Close)



Incident Response THRIVE+ Assessments

Grade	Date	Time	Operator	Terminal
Original, Current	P6 NEIGHBOURHOOD Decision 27/08/2018	01:18:02	58783	LHCHF4
	THRIVE+ Assessment 27/08/2018	01:24:41	58783	LHCHF4

ONGOIGN ISSUE OF ASB - PEOPLE DRINKING IN THE STREET, BEING LOUD AND BLASTING MUSIC - CALLER HAS PREV BEEN ASSUALTED BY THESE PEOPLE AND COUNCIL ARE NOT LOOKING TO DO ANYTHING

Resources

Rank	Name	Collar No	Dispatched	Arrived	Left	Cancelled	Informed	Informed Cancelled	Dealt With	Call Sign
PC	ROBINSON	<u>21986</u>					14:39	15:04		21986
PCSO	MEESE	<u>31486</u>					15:12	16:11		31486

PNC Results

No PNC checks have been made against this incident

Vehicle Recovery System

No Elvis records are associated with this incident

Incorrect use of this facility may be an offence under the Computer Misuse Act 1990 and the data displayed is subject to the provisions of the Data Protection Act 1998.

For further information please see the WebOASIS Help page.

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WebOASIS

Incident 148 of 15/09/2018

URN	Date	Owner
148	15/09/2018 01:02	BVSP3
Initial Classification	Response	Last Updated
MISCELLANEOUS	P6 NEIGHBOURHOOD	21/09/2018

Reported by TELEPHONE CALL [REDACTED]

Brief Incident Details ASB: ONGOING ISSUES WITH YOUTHS PLAYING MUSIC, SHOUTING IN THE STREET.

Location of Incident

Feature [REDACTED]
Street [REDACTED]
Area LADYWOOD, BIRMINGHAM, WEST MIDLANDS
Postcode [REDACTED]
Beat [REDACTED]
OSGR 405688,286380

Caller

Name [REDACTED] **Title** [REDACTED]
House [REDACTED]
Street [REDACTED]
Area [REDACTED]
Telephone Number [REDACTED] Ex-Directory N

Warning Markers

Crime Number

Log updates

Date	Time	User	Terminal	Text
15/09/2018	01:03	59125	Apptmnts	Appointment 148 15/09/2018 1 created
15/09/2018	01:03	59125	Apptmnts	Name: [REDACTED]
15/09/2018	01:03	59125	Apptmnts	[REDACTED]



15/09/2018	01:03	59125	Apptmnts	Address of appt: [REDACTED]
15/09/2018	01:03	59125	Apptmnts	[REDACTED] BIRMINGHAM, WEST MIDLANDS
15/09/2018	01:03	59125	Apptmnts	Neighbourhood of appt: [REDACTED]
15/09/2018	01:03	59125	Apptmnts	Date/time of appt: Sat 15/09/2018 0900-0930
15/09/2018	01:03	59125	Apptmnts	Booked resource: BWNH21
15/09/2018	01:04	51952	WBSC	F
15/09/2018	01:05	59125	WBCHC5	.
15/09/2018	01:06	59125	WBCHC5	SHE WANTS AN OFFICER CALLED LAURA DEALING WITH THIS.
15/09/2018	01:06	59125	WBCHC5	NOBODY ELSE.
15/09/2018	01:06	59125	WBCHC5	.
15/09/2018	01:07	59125	WBCHC5	GROUO OF VEHICLE WITH 6 PEOPLE ROUND IT, SHOUTING
15/09/2018	01:08	59125	WBCHC5	AND JUMPING AROUND, WALKING OVER TO COSTCUTTER TO
15/09/2018	01:08	59125	WBCHC5	GET DRINK, THEY ARE SELLING THEM TO THIS MALE.
15/09/2018	01:08	59125	WBCHC5	.
15/09/2018	01:08	59125	WBCHC5	CALLER HAS TAKEN VIDEOS.
15/09/2018	01:09	59125	WBCHC5	View Street Index For Incident
15/09/2018	01:09	59125	WBCHC5	ONGOING ASB.
15/09/2018	01:09	59125	WBCHC5	Incident Switch to Terminal BVSP2,BVSP1,BVSP3,BVSP4
15/09/2018	01:09	59125	WBCHC5	FOR APP PLS
15/09/2018	01:09	59125	WBCHC5	Incident Switch
15/09/2018	01:10	54199	BVSP1	Incident Switch Accepted By BVSP1
15/09/2018	01:10	54199	BVSP1	NOTED - PLEASE ROUTE THE LOG
15/09/2018	01:10	59125	WBCHC5	CALLER WANTED ME TO READ EXCATLY WHAT I HAD WROTE IN
15/09/2018	01:10	59125	WBCHC5	THE LOG TO MAKE SURE I HAD GOT IT ALL CORRECT, SHE
15/09/2018	01:10	59125	WBCHC5	STATED IT WAS IMPORTANT BECAUSE WE DO JUST WORK IN A
15/09/2018	01:10	59125	WBCHC5	CALL CENTRE. I HAVE ADVISED HER THIS HAS BEEN LOGGED
15/09/2018	01:10	59125	WBCHC5	AND PASSED TO NIT TO LEAVE.
15/09/2018	01:11	59125	WBCHC5	.
15/09/2018	01:11	59125	WBCHC5	SHE IS FED UP OF POLICE TREATING THIS LIKE A FRESH



15/09/2018	01:12	59125	WBCHC5	CASE SO WOULD LIKE LAURA WHO IS AWARE OF THIS
15/09/2018	01:12	59125	WBCHC5	ONGOING ISSUE. SHE STATES SHE NEEDS DETAILED
15/09/2018	01:12	59125	WBCHC5	INFORMATION FOR CALL HANDLERS THAT DEAL WITH HER
15/09/2018	01:12	59125	WBCHC5	BECAUSE CALL HANDLERS HAVE PREV REFUSED TO LIVE HER
15/09/2018	01:12	59125	WBCHC5	A LOG. I DID TRY AND EXPLAIN IF SHE MENTIONS A PARTY
15/09/2018	01:12	59125	WBCHC5	WE DO NOT DEAL AND IT IS ENVIRONMENT HEALTH. CALLER
15/09/2018	01:12	59125	WBCHC5	DIDNT APPEAR TO ME AS THOUGH SHE WANTED MY ADVICE.
15/09/2018	01:13	59125	WBCHC5	RE THIS, I DID TRY AND EXPLAIN.
15/09/2018	01:13	59125	WBCHC5	.
15/09/2018	01:13	59125	WBCHC5	View Incidents Attached To A Location
15/09/2018	01:13	59125	WBCHC5	View Incidents Attached To A Location
15/09/2018	01:16	59125	WBCHC5	Incident Transferred by terminal WBCHC5 to BVSUPP
15/09/2018	01:16	59125	WBCHC5	FOR APP PLS
15/09/2018	01:16	59125	WBCHC5	Incident Transfer
15/09/2018	01:16	22068	BVSP4	Incident Transfer Accepted by terminal BVSP4
15/09/2018	01:18	22068	BVSP4	THERE HAS BEEN AN APPT BOOKED AND EITHER THE CALLER
15/09/2018	01:18	22068	BVSP4	GETS WHICHEVER OFFICER AVAILABLE FOR THE APPTS, OR
15/09/2018	01:18	22068	BVSP4	WE ATTEMPT TO LOCATE THE NAMED OFFICER. WILL DEFER AS
15/09/2018	01:18	22068	BVSP4	CALL HANDLER HAS MADE APPT AND AWAIT UPDATE
15/09/2018	01:18	22068	BVSP4	Defcr to BVSP4 Date 15/09/18 Time 0800
15/09/2018	01:18	22068	BVSP4	FOR APPT
15/09/2018	06:59	9404	BVSP4	Incident Deferral Enquiry
15/09/2018	08:00	Syscon	SYSCON3	Defer Time Reached
15/09/2018	09:39	9404	BVSP4	Incident Deferral Accepted by terminal BVSP4
15/09/2018	15:40	Syscon	SYSCON3	Overdue Time Reached
15/09/2018	17:45	59072	WebOASIS	OPEN SHOUT ON TG90 TO ASCERTAIN WHO WAS COVERING THE
15/09/2018	17:45	59072	WebOASIS	NPU DIARY APPOINTMENT - NO RESPONSE. I CANNOT

15/09/2018	17:45	59072	WebOASIS	ALLOCATE OFFICER TO LOG
15/09/2018	17:45	Syscon	SYSCON3	Overdue Time Reached
15/09/2018	18:14	59072	BVSP4	SAME AS LAST
15/09/2018	22:30	53625	BVSP4	Defer to BVSP4 Date 20/09/18 Time 2100
15/09/2018	22:30	53625	BVSP4	FOR NHT UPDATE
16/09/2018	19:29	57931	BVSP4	Sunday 16 Sep 2018
20/09/2018	21:00	Syscon	SYSCON3	Thursday 20 Sep 2018
20/09/2018	21:00	Syscon	SYSCON3	Defer Time Reached
20/09/2018	21:00	55998	BVSP4	Incident Deferral Accepted by terminal BVSP4
20/09/2018	21:01	55998	BVSP4	Defer to BVSP3 Date 20/09/18 Time 2103
20/09/2018	21:03	Syscon	SYSCON3	Defer Time Reached
20/09/2018	21:52	53123	BVSP3	Incident Deferral Accepted by terminal BVSP3
20/09/2018	21:53	53123	Apptmnts	Appointment 148 15/09/2018, 2 created
20/09/2018	21:53	53123	Apptmnts	Name: [REDACTED]
20/09/2018	21:53	53123	Apptmnts	Tel: [REDACTED]
20/09/2018	21:53	53123	Apptmnts	Address of appt: [REDACTED]
20/09/2018	21:53	53123	Apptmnts	[REDACTED] BIRMINGHAM, WEST MIDLANDS
20/09/2018	21:53	53123	Apptmnts	Neighbourhood of appt: BWJB
20/09/2018	21:53	53123	Apptmnts	Date/time of appt: Fri 21/09/2018 0800-0830
20/09/2018	21:53	53123	Apptmnts	Booked resource: BWNH21
20/09/2018	21:53	53123	BVSP3	Defer to BVSP3 Date 22/09/18 Time 2000
20/09/2018	21:53	53123	BVSP3	FOR NHT UPDATE
21/09/2018	01:45	1994	BVSP1	Friday 21 Sep 2018
21/09/2018	01:45	1994	BVSP1	Deferral Removed
21/09/2018	01:46	1994	BVSP1	Defer to BVSP3 Date 21/09/18 Time 0147
21/09/2018	01:47	Syscon	SYSCON3	Defer Time Reached
21/09/2018	04:09	1994	BVSP3	Incident Deferral Accepted by terminal BVSP3
21/09/2018	08:03	21986	WebOASIS	OFFICERS ARE AWARE OF THIS ONGOING ISSUE AND HAVE
21/09/2018	08:03	21986	WebOASIS	BEEN IN CONTACT WITH [REDACTED] THERE IS A CURRENT
21/09/2018	08:03	21986	WebOASIS	CRIME NUMBER IN PLACE FOR ASB [REDACTED] WHICH
21/09/2018	08:03	21986	WebOASIS	WILL BE UPDATED ACCORDINGLY. PLEASE CLOSE THE LOG.
21/09/2018	08:09	8812	BVSP1	No Resources Attached to this Incident
21/09/2018	08:09	8812	BVSP1	Incident Deferral Enquiry

21/09/2018 08:10 8812 BVSP1 Incident Closed By Terminal BVSP1
21/09/2018 08:10 8812 BVSP1 Incident End (Result / Close)

Incident Response THRIVE+ Assessments

Grade	Date	Time	Operator	Terminal
Original, Current P6 NEIGHBOURHOOD Decision	15/09/2018	01:02:42	59125	WBCHC5
THRIVE+ Assessment	15/09/2018	01:11:07	59125	WBCHC5

ONGOING ASB - SUITABLE FOR NEIGHBOURING OFFICERS.

Resources

There are no resources associated with this incident

PNC Results

No PNC checks have been made against this incident

Vehicle Recovery System

No Elvis records are associated with this incident

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**Incident 3120 of 02/06/2018**

URN	Date	Owner
3120	02/06/2018 22:41	BVSP3
Initial Classification	Response	Last Updated
P4 NPU	P6 NEIGHBOURHOOD	05/06/2018

Reported by TELEPHONE CALL [REDACTED]**Brief Incident Details**

ASKING TO SPEAK TO OFFICERS WITH REGARDS TO ASB ISSUES WITH PERSONS OUTSIDE THE COSTCUTTER WHICH IS UNDER [REDACTED] - PERSONS TURN UP IN THEIR VEHICLES & BUY ALCOHOL & DRIVE AWAY MAKING LOTS OF NOISE & ALSO HANGING AROUND....COSTCUTTER STAFF HAVE BEEN SPOKEN TO WHO WERE UNHELPFUL

Location of Incident

Feature [REDACTED]
Street [REDACTED]
Area [REDACTED] BIRMINGHAM, WEST MIDLANDS
Postcode [REDACTED]
Beat [REDACTED]
OSGR 405688,286380

Caller

Name [REDACTED] **Title** [REDACTED]
House [REDACTED]
Street [REDACTED]
Area [REDACTED] BIRMINGHAM, WEST MIDLANDS
Telephone Number [REDACTED] **Ex-Directory** N

Warning Markers

Crime Number [REDACTED]

Log updates

Date	Time	User	Terminal	Text
02/06/2018	22:41	52641	WBSH2	

Date	Time	Incident ID	Terminal	Description
02/06/2018	22:41	52641	WBSH2	VEHICLES & BUY ALCOHOL & DRIVE AWAY MAKING LOTS OF NOISE & ALSO HANGING AROUND....COSTCUTTER STAFF HAVE BEEN SPOKEN TO WHO WERE UNHELPFUL
02/06/2018	22:42	52641	Apptmnts	Appointment 3120 02/06/2018 1 created
02/06/2018	22:42	52641	Apptmnts	Name: [REDACTED]
02/06/2018	22:42	52641	Apptmnts	Tel: [REDACTED]
02/06/2018	22:42	52641	Apptmnts	Address of appt: [REDACTED]
02/06/2018	22:42	52641	Apptmnts	[REDACTED], BIRMINGHAM, WEST MIDLANDS
02/06/2018	22:42	52641	Apptmnts	Neighbourhood of appt: BWJB
02/06/2018	22:42	52641	Apptmnts	Date/time of appt: Mon 04/06/2018 1500-1600
02/06/2018	22:42	52641	Apptmnts	Booked resource: BWGN4
02/06/2018	22:43	52641	WBSH2	Incident Transferred by terminal WBSH2 to BVSUPP
02/06/2018	22:43	52641	WBSH2	HOLD TA
02/06/2018	22:43	52641	WBSH2	Incident Transfer
02/06/2018	22:48	20992	BVSP1	Incident Transfer Accepted by terminal BVSP1
03/06/2018	00:01	20992	BVSP1	Sunday 03 Jun 2018
03/06/2018	00:01	20992	BVSP1	Defer to BVSP3 Date 03/06/18 Time 0100
03/06/2018	00:01	20992	BVSP1	APPT
03/06/2018	01:00	Syscon	SYSCON3	Defer Time Reached
03/06/2018	04:14	30227	BVSP3	Incident Deferral Accepted by terminal BVSP3
03/06/2018	04:15	30227	BVSP3	Defer to BVSP4 Date 04/06/18 Time 1300
03/06/2018	04:15	30227	BVSP3	APPT FOR BWGN4
04/06/2018	13:00	Syscon	SYSCON3	Monday 04 Jun 2018
04/06/2018	13:00	Syscon	SYSCON3	Defer Time Reached
04/06/2018	13:17	58905	BVSP4	Incident Deferral Accepted by terminal BVSP4
04/06/2018	13:18	58905	BVSP4	Defer to BVSP4 Date 04/06/18 Time 1500
04/06/2018	13:18	58905	BVSP4	LATES DIARY APPT
04/06/2018	14:03	20993	WebOASIS	I HAVE REVIEWED THIS LOG AND UNSURE WHY THIS LOG HAS BEEN RECORDED AS A P4. THIS IS A REPORT OF ONGOING ASB AND SHOULD THEREFORE HAVE BEEN RECORDED AS A P6

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04/06/2018	14:03	20993	WebOASIS	FOR LOCAL NHT INTERVENTION. THERE ARE NO IMMEDIATE
04/06/2018	14:03	20993	WebOASIS	THREATS/RISK/HARM. PLEASE REGRADU.
04/06/2018	14:37	58743	BVRES13	Deferral Removed
04/06/2018	14:37	58743	BVRES13	Graded Response changed from P4 SCHEDULED INV to P6
04/06/2018	14:37	58743	BVRES13	NEIGHBOURHOOD
04/06/2018	14:38	58743	Apptmnts	Appointment 3120 02/06/2018 2 created
04/06/2018	14:38	58743	Apptmnts	Name: [REDACTED]
04/06/2018	14:38	58743	Apptmnts	Tel: [REDACTED]
04/06/2018	14:38	58743	Apptmnts	Address of appt: [REDACTED]
04/06/2018	14:38	58743	Apptmnts	[REDACTED], BIRMINGHAM, WEST MIDLANDS
04/06/2018	14:38	58743	Apptmnts	Neighbourhood of appt: BWJB
04/06/2018	14:38	58743	Apptmnts	Date/time of appt: Tue 05/06/2018 1000-1030
04/06/2018	14:38	58743	Apptmnts	Booked resource: BWNH21
04/06/2018	14:39	58743	BVRES13	Defer to BVSP3 Date 05/06/18 Time 0930
04/06/2018	14:39	58743	BVRES13	FOR UPDATES ON APPT
04/06/2018	15:29	2273	BVSP4	Deferral Removed
04/06/2018	15:29	2273	BVSP4	THIS IS P6 APPT
04/06/2018	15:29	2273	BVSP4	Defer to BVSP3 Date 04/06/18 Time 1535
04/06/2018	15:35	Syscon	SYSCON3	Defer Time Reached
04/06/2018	16:02	58695	BVSP3	Incident Deferral Accepted by terminal BVSP3
04/06/2018	16:03	58695	BVSP3	Defer to BVSP3 Date 11/06/18 Time 2000
04/06/2018	16:03	58695	BVSP3	FOR UPDATE FROM NHT
05/06/2018	14:30	52143	WebOASIS	Tuesday 05 Jun 2018
05/06/2018	14:30	52143	WebOASIS	FROM CST - ASB NON CRIME NO [REDACTED] - OIC
05/06/2018	14:30	52143	WebOASIS	31483
05/06/2018	14:30	52289	BVSP2	Deferral Removed
05/06/2018	14:30	52289	BVSP2	Incident Closed By Terminal BVSP2
05/06/2018	14:30	52289	BVSP2	Incident End (Result / Close)

Incident Response THRIVE+ Assessments

Grade	Date	Time	Operator	Terminal
Original P4 SCHEDULED INV Decision	02/06/2018	22:41:22	52641	WBSH2
THRIVE+ Assessment	02/06/2018	22:41:44	52641	WBSH2
NO IMMEDIATE ISSUES NO THREATS POTENTIAL RISKS - NO HARM KNOWN				

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Grade	Date	Time	Operator	Terminal
Current P6 NEIGHBOURHOOD Decision	04/06/2018	14:37:06	58743	BVRES13
THRIVE+ Assessment	04/06/2018	14:37:06	58743	BVRES13

T/H/R TO CALLER - LOW - ASB IN LOCAL AREA, NO THREATS MADE TO CALLER.
FOR P6 APPT.

Resources

There are no resources associated with this incident

PNC Results

No PNC checks have been made against this incident

Vehicle Recovery System

No Elvis records are associated with this incident

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**Incident 3148 of 15/06/2018**

URN	Date	Owner
3148	15/06/2018 23:06	BWR13
Initial Classification	Response	Last Updated
MISCELLANEOUS	P2 PRIORITY RESP	15/06/2018

Reported by	CALL 999 [REDACTED]
Brief Incident Details	PEOPLE OUTSIDE IN VEHICLES ARE CURRENTLY DOING NITROUS OXIDE- (LAUGHING GAS) CALLER IS CONCERNED THEY ARE ABOUT TO DRIVE

Location of Incident	
Feature	[REDACTED]
Street	[REDACTED]
Area	[REDACTED] BIRMINGHAM, WEST MIDLANDS
Postcode	[REDACTED]
Beat	BWJB
OSGR	405688,286380

Caller	
Name	[REDACTED] Title
House	
Street	
Area	
Telephone Number	[REDACTED] -Directory

Warning Markers
Crime Number

Log updates

Date	Time	User	Terminal	Text
15/06/2018	23:08	58583	LHCHD5	CLI data: 02, 07970186075
15/06/2018	23:08	58583	LHCHD5	405683, 286372, 30, 30, 95, 0, OSGB36
15/06/2018	23:08	58583	LHCHD5	**

15/06/2018	23:08	58583	LHCHD5	NO VRMS AT PRESENT -
15/06/2018	23:09	58583	LHCHD5	**
15/06/2018	23:09	58583	LHCHD5	3 CARS OUTSIDE THE LOCATION AT PRESENT
15/06/2018	23:09	58583	LHCHD5	**
15/06/2018	23:09	58583	LHCHD5	LARGE LAND ROVER- CONTAINING 3 OCCUPANTS-
15/06/2018	23:09	58583	LHCHD5	ALL ASAIN MALES ARE CURRENTLY DOING NITROUS OXIDE
15/06/2018	23:09	58583	LHCHD5	**
15/06/2018	23:09	58583	LHCHD5	Incident Routed to Radio Operators
15/06/2018	23:09	58583	LHCHD5	Route To All Operators
15/06/2018	23:09	58583	LHCHD5	**
15/06/2018	23:10	58583	LHCHD5	ONE VEHICLE HAS JUST MADE OFF-TOWARDS LADYWOOD
15/06/2018	23:10	58583	LHCHD5	MIDDLEWAY
15/06/2018	23:10	58583	LHCHD5	**
15/06/2018	23:10	58583	LHCHD5	CALLER HAS GOT VIDEO EVIDENCE OF THIS
15/06/2018	23:10	58583	LHCHD5	**
15/06/2018	23:10	58583	LHCHD5	CALLER IS CONCERNED MALES CONCERNED ARE ABOUT TO
15/06/2018	23:10	58583	LHCHD5	DRIVE UNDER THE INFLUENCE OF THIS DRUG
15/06/2018	23:10	58583	LHCHD5	**
15/06/2018	23:11	58583	LHCHD5	AN OFFICER FROM BROAD STREET ATTENDED LAST WEEK AND
15/06/2018	23:11	58583	LHCHD5	ITS IN FACT THE SAME MALE
15/06/2018	23:11	57716	BWR13	Incident Transfer Accepted by terminal BWR13
15/06/2018	23:36	57716	BWR13	OBS TG90
15/06/2018	23:37	57716	BWR13	Incident Closed By Terminal BWR13
15/06/2018	23:37	57716	BWR13	Incident End (Result / Close)

Incident Response THRIVE+ Assessments

Grade		Date	Time	Operator	Terminal
Original,	P2 PRIORITY RESP	15/06/2018	23:08:32	58583	LHCHD5
Current	Decision				
	THRIVE+ Assessment	15/06/2018	23:11:23	58583	LHCHD5

ASB BEHAVIOUR - CONCERNS FOR SAFETY AS MALES ARE TAKING NITROUS OXIDE WHICH MAY IMPAIR THEIR ABILITY TO DRIVE A VEHICLE- CONCERNS FOR OTHER ROAD USERS. FOR OFFICERS ATTENDANCE TO REDUCE ANY RISK



WebOASIS

Incident 403 of 22/08/2018

URN	Date	Owner
403	22/08/2018 04:56	BVSP4
Initial Classification	Response	Last Updated
DISORDER	P5 INITIAL INV	24/08/2018

Reported by TELEPHONE CALL [REDACTED]
Brief Incident Details I HAVE GONE TO NEIGHBOURS TO ASK THEM TO TURN DOWN THE MUSIC - THEY HAVE THROWN A CD AT MY HEAD, CALLER DISTRESSED AND STARTED SCREAMING AT THEM

Location of Incident

Feature [REDACTED]
Street [REDACTED]
Area [REDACTED] BIRMINGHAM, WEST MIDLANDS
Postcode [REDACTED]
Beat [REDACTED]
OSGR 405688,286380

Caller Name [REDACTED]
House [REDACTED]
Street [REDACTED]
Area [REDACTED] BIRMINGHAM, WEST MIDLANDS
Telephone Number [REDACTED] Ex-Directory

Warning Markers
Crime Number [REDACTED]

Log updates

Date	Time	User	Terminal	Text
22/08/2018	04:56	58153	WBCHG6	THEM
22/08/2018	04:56	58153	WBCHG6	Routed To Radio Operator(s)
22/08/2018	04:56	58153	WBCHG6	



				REQUIRES ATTENDANCE TO PREVENT ESCALATION
22/08/2018	04:57	58153	WBCHG6	ADVISED CALLER TO COME AWAY FROM THE ADDRESS
22/08/2018	04:57	58153	WBCHG6	THE OFFENDERS ARE IN A CAR OUTSIDE ADDRESS
22/08/2018	04:57	58153	WBCHG6	View Street Index For Incident
22/08/2018	04:58	58153	WBCHG6	CALLER REPORTED VEHICLE FOR NOISE NUISANCE EARLIER
22/08/2018	04:58	58153	WBCHG6	ON, THIS IS NOT THE NEIGHBOURS THIS IS RANDOM PEOPLE
22/08/2018	04:58	58153	WBCHG6	THAT COME IN VEHICLE AND PARK UP OUTSIDE
22/08/2018	05:00	20289	BWRA	Incident Transfer Accepted by terminal BWRA
22/08/2018	05:00	20289	BWRA	Incident Routed to Radio Operators
22/08/2018	05:00	20289	BWRA	Route To All Operators
22/08/2018	05:01	58902	BWR5	Defer to BWR3 Date 22/08/18 Time 0503
22/08/2018	05:01	58902	BWR5	.
22/08/2018	05:03	Syscon	SYSCON3	Defer Time Reached
22/08/2018	05:03	58573	BWR3	Incident Deferral Accepted by terminal BWR3
22/08/2018	05:03	58769	WBCHG5	FURTHER CONTACT FROM CALLER -
22/08/2018	05:04	58769	WBCHG5	SHE DIDNT APPROACH NEIGHBOUR..
22/08/2018	05:04	58769	WBCHG5	SHE APPROACHED THE SHIPOWNER AND PERSONS IN THE
22/08/2018	05:04	58769	WBCHG5	VEHICLE WHO WERE CREATING THE NOISE NUISANCE
22/08/2018	05:04	58769	WBCHG5	...
22/08/2018	05:05	58769	WBCHG5	THREATS WERE ALSO MADE TO "BOX" CALLER IN THE FACE
22/08/2018	05:05	58769	WBCHG5	TOO
22/08/2018	05:05	58769	WBCHG5	CALLER HAS RECORDED ALL OF THIS ON HER PHONE
22/08/2018	05:05	58769	WBCHG5	..
22/08/2018	05:05	58769	WBCHG5	THEY HAVE SINCE DRIVEN OFF
22/08/2018	05:05	58573	BWR3	NOTED, HOWEVER AT PRESENT THERE IS ABSOLUTELY NO
22/08/2018	05:05	58573	BWR3	CAPACITY TO RESOURCE THIS DUE TO OUTSTANDING P1
22/08/2018	05:05	58573	BWR3	DEMAND
22/08/2018	05:05	58769	WBCHG5	..
22/08/2018	05:05	58769	WBCHG5	NOTED ABOVE WILL ADVISE

22/08/2018	05:05	58573	BWR3	View Incident 56,27/07/18
22/08/2018	05:05	58769	WBCHG5	THEY WERE IN VEH - [REDACTED]
22/08/2018	05:06	58769	WBCHG5	PNC - #VE [REDACTED]
22/08/2018	05:06	58769	WBCHG5	*** PNC screen captured - 1 to Log
22/08/2018	05:06	58769	WBCHG5	*** PNC screen captured - 2 to Log
22/08/2018	05:06	58769	WBCHG5	CALLER DESCRIBES IS AS GREY/ROSE GOLD - SHE DOESNT
22/08/2018	05:06	58769	WBCHG5	KNOW MAKE/MODEL
22/08/2018	05:07	58573	BWR3	MATCHED WITH 401 (22/08/18) - REASON AS BELOW :-
22/08/2018	05:07	58573	BWR3	SAME ..
22/08/2018	05:06	58769	WBCHG5	..
22/08/2018	05:07	58769	WBCHG5	THIS VEHICLE CAME ROUND ABOUT 2 THEY WERE BEING
22/08/2018	05:07	58769	WBCHG5	NOISY AND WENT TO SHOP ..
22/08/2018	05:07	58769	WBCHG5	THEY THEN CAME BACK ABOUT 3 - WHERE SHE CALLED US -
22/08/2018	05:07	58769	WBCHG5	352 REFERS
22/08/2018	05:07	58769	WBCHG5	THEN THEY RETURNED AGAIN - PROMPTING HER TO APPROACH
22/08/2018	05:07	58769	WBCHG5	THEM ON THIS OCCASION - WHEN DOING SO THEY CAME OUT
22/08/2018	05:07	58769	WBCHG5	WITH ALCOHOL IN HAND AND WERE VERBALLY ABUSIVE .
22/08/2018	05:08	58769	WBCHG5	WHILST MAKING THREATS AND THROWING A CD AT HER HEAD
22/08/2018	05:08	58769	WBCHG5	..
22/08/2018	05:08	58769	WBCHG5	THE SHARP BIT HIT HER ON HER HEAD AS IT CRASHED INTO
22/08/2018	05:08	58769	WBCHG5	THE WALL BEHIND HER
22/08/2018	05:09	58769	WBCHG5	..
22/08/2018	05:09	58769	WBCHG5	IT WAS TWO DIFFERENT PEOPLE - THAT MADE THREAT AND
22/08/2018	05:09	58769	WBCHG5	THREW THE CD
22/08/2018	05:11	58769	WBCHG5	..
22/08/2018	05:12	58769	WBCHG5	EXPLAINED THE SITUATION IN RELATION TO GRADING AND
22/08/2018	05:12	58769	WBCHG5	DEMAND - CALLER ALSO ADVISED IF THEY RETURN AND SHE
22/08/2018	05:12	58769	WBCHG5	FEARS FOR HER SAFETY TO CALL US AGAIN AND WE WILL.

22/08/2018	05:12	58769	WBCHG5	THEN RECONSIDER AN IMMEDIATE RESPONSE
22/08/2018	07:39	55460	BVSD9	Graded Response changed from P2 PRIORITY RESP to P5
22/08/2018	07:39	55460	BVSD9	INITIAL INV
22/08/2018	07:45	55460	Apptmnts	Appointment 403 22/08/2018 1 created
22/08/2018	07:45	55460	Apptmnts	Name: [REDACTED]
22/08/2018	07:45	55460	Apptmnts	Tel: [REDACTED]
22/08/2018	07:45	55460	Apptmnts	Date/time of appt: Fri 24/08/2018 1100-1200
22/08/2018	07:45	55460	Apptmnts	Booked resource: INIT3
22/08/2018	07:47	55460	BVSD9	TEXT SENT ADVISING OF PHONE APPT
22/08/2018	07:47	55460	BVSD9	Defer to BVSP3 Date 22/08/18 Time 0748
22/08/2018	07:48	Syscon	SYSCON3	Defer Time Reached
22/08/2018	08:00	58938	BVSP3	Incident Deferral Accepted by terminal BVSP3
22/08/2018	08:02	58938	BVSP3	Defer to BVSP3 Date 24/08/18 Time 0800
22/08/2018	08:02	58938	BVSP3	APPT TODAY
22/08/2018	21:45	57404	BVSD11	View Incident 56,27/07/18
22/08/2018	21:45	57404	BVSD11	View Incident 56,27/07/18
22/08/2018	21:45	57404	BVSD11	View Incident 403,22/08/18
23/08/2018	10:32	58941	LHCHI5	Thursday 23 Aug 2018
23/08/2018	10:39	58941	LHCHI5	FROM :58941
23/08/2018	10:39	58941	LHCHI5	IP HAS AN APPOINTMENT TOMORROW FOR SOMETHING ELSE SO
23/08/2018	10:40	58941	LHCHI5	WILL NEED TO BE CALLED AT 0800 SHARP PLEASE FOR IIR
23/08/2018	10:40	58941	LHCHI5	WITNESS STATEMENT TO BE TAKEN - THANK YOU
23/08/2018	10:40	58941	LHCHI5	FROM :58941
23/08/2018	17:46	59072	BVSP3	Deferral Removed
23/08/2018	17:46	59072	BVSP3	Defer to BVSP4 Date 24/08/18 Time 0700
24/08/2018	07:00	Syscon	SYSCON3	Friday 24 Aug 2018
24/08/2018	07:00	Syscon	SYSCON3	Defer Time Reached
24/08/2018	09:42	4669	WebOASIS	1ST CALL AT 09:41, NO REPLY, MESSAGE LEFT.
24/08/2018	11:23	22020	WebOASIS	FROM BWS28- PLEASE BE AWARE OF THE ON-GOING ASB NON
24/08/2018	11:23	22020	WebOASIS	CRIME AT THE LOCATION
24/08/2018	11:25	22020	WebOASIS	[REDACTED]



24/08/2018	11:25	22020	WebOASIS	[REDACTED]
24/08/2018	11:25	22020	WebOASIS	[REDACTED] THIS ASSAULT WILL BE LINKED DIRECTLY TO
24/08/2018	11:25	22020	WebOASIS	THAT.
24/08/2018	16:27	52000	BVSP4	Incident Deferral Accepted by terminal BVSP4
24/08/2018	19:11	59209	WebOASIS	CONTACTED [REDACTED] IC1, [REDACTED]
24/08/2018	19:11	59209	WebOASIS	CONFIRMED THAT SHE HAD BEEN HAVING ASB ISSUES AT THE
24/08/2018	19:11	59209	WebOASIS	LOCATION FOR SOME CONSIDERABLE TIME, AS SHE LIVES
24/08/2018	19:11	59209	WebOASIS	NEXT TO A 24HR COSTCUTTER SELLING ALCOHOL, A CAR
24/08/2018	19:11	59209	WebOASIS	ATTENDED ON 3 OCCASIONS, ON THE THIRD OCCASION SHE
24/08/2018	19:11	59209	WebOASIS	FELT OBLIGED TO GO DOWN AND VIDEO WHAT THEY WERE
24/08/2018	19:11	59209	WebOASIS	DOING, AN ASIAN MAN FROM THE CAR WHO HAD ALCOHOL IN
24/08/2018	19:11	59209	WebOASIS	HIS HAND CAME RIGHT UP TO HER FACE. SHE TOLD HIM THAT
24/08/2018	19:11	59209	WebOASIS	HIS BEHAVIOUR AMOUNTED TO ASB. THE MAN SAID HE HAD A
24/08/2018	19:11	59209	WebOASIS	HIRED A DRIVER, THE SHOP WAS OPEN AND HE COULD GET AS
24/08/2018	19:11	59209	WebOASIS	DRUNK AS HE LIKED. HE THEN STARTED DANCING IN THE
24/08/2018	19:11	59209	WebOASIS	STREET. CALLER WENT TO THE SHOP AND ASKED THEM TO
24/08/2018	19:11	59209	WebOASIS	TELL THE PEOPLE TO GO AS SHE WAS TRYING TO SLEEP. THE
24/08/2018	19:11	59209	WebOASIS	MAN IN THE SHOP SHOUTED OUT TO THE GROUP WITH THE
24/08/2018	19:11	59209	WebOASIS	CAR, "POLICE ARE COMING. F OFF" THEN SOMEONE IN THE
24/08/2018	19:11	59209	WebOASIS	CAR THREW A CD TOWARDS CALLER WHICH SMASHED ON THE
24/08/2018	19:11	59209	WebOASIS	WALL BEHIND HER AND A PART OF IT STRUCK HER CAUSING
24/08/2018	19:11	59209	WebOASIS	NO INJURY. THEN THE ORIGINAL ASIAN MALE CAME TOWARDS
24/08/2018	19:11	59209	WebOASIS	

HER SAYING," GET THAT CAMERA OUT OF MY FACE OR I'LL
 BOX YOU IN THE FACE. " HE THEN MADE A MOVE FOR THE
 CALLER WHO SCREAMED AND RAN AWAY. THIS MAN IS ASIAN,
 AGED LATE 20'S TO 30'S WITH CLOSE SHAVED HEAD WEARING
 A RED TRACKSUIT TOP AND BLACK SHOES.
 Appointment 403 22/08/2018 1 amended
 Appointment marked as completed
 CRIME REF 20BW/193496N/18
 Incident Closed By Terminal BVSP4
 Incident End (Result / Close)

Incident Response THRIVE+ Assessments

Grade	Date	Time	Operator	Terminal
Original P2 PRIORITY RESP Decision	22/08/2018	04:56:34	58153	WBCHG6
THRIVE+ Assessment	22/08/2018	04:56:55	58153	WBCJIG6
PREVENT ESCULATION CALLER COMING BACK TO HER PROPERTY				
Current P5 INITIAL INV Decision	22/08/2018	07:39:25	55460	BVSD9
THRIVE+ Assessment	22/08/2018	07:39:25	55460	BVSD9
SUITABLE FOR CRIMING OVER THE PHONE				

Resources

There are no resources associated with this incident

PNC Results

Warning: the PNC information shown here represents the information extracted from PNC at the time of the check, and should be used only as a record of the information available at that time. The information may now be out-of-date, and consideration should be given to making a new check to obtain up-to-date information.

☐ Check / Uncheck All

☐ PNC - # [REDACTED] Page 1

☐ PNC - # [REDACTED] Page 2

Show PNC Results

Vehicle Recovery System



Laura Robinson

From: Clement Samuels
Sent: 10 September 2018 10:01
To: [REDACTED]
Cc: Laura Robinson
Subject: RE: Anti social behaviour - jupiter

Hi [REDACTED],

Thanks for your email.

One of my sergeants, namely Laura Robinson, is now managing this situation, and will be attending a meeting later this week, with the owner of Cost Cutters and our licencing department. Are you able to send us the video evidence that you have?

Thanks

em

T/Insp 9495 Clem Samuels
Ladywood West Constituency Manager
Summerfield Police Station
Birmingham West NPU
101, Ext. 862 6065
Email: c.samuels@west-midlands.pnn.police.uk

From: [REDACTED]
Sent: 09 September 2018 00:25
To: Clement Samuels
Cc: [REDACTED]
Subject: Anti social behaviour - [REDACTED]

Hi Clement,

Hope you are well. My neighbour [REDACTED] passed on your details so I could report issues I've been having with anti social behaviour outside my apartment ([REDACTED]). Although I am only just writing now, I have called up the police previously to log particularly bad instances, and have been recording/photographing incidents whenever I can.

I know [REDACTED] has probably outlined the main issues to you so just want to reiterate how bad it has been. I only moved here in June and have been shocked at how bad it is considering it's a relatively affluent area. Every single night of this summer, I have been kept awake by loud music, drunken behaviour, fights, cars doing donuts and shouting outside my window on the car park opposite the Costcutter. I have videos of some of the events and can recognise the cars of repeat offenders. It seems they go to Costcutter to get alcohol and then all collect on the car park.

I'm only a renter so will be able to move away next year, but I feel sorry for those who have bought apartments here and now the ASB is ruining our sleep and daily wellbeing. Especially in the middle of summer, I was becoming depressed due to lack of sleep and was seriously considering attempting to terminate my contract with my landlord. I have had conversations with several other residents about how

awful the ASB has been all summer, and I'm sure they would back up these statements if you were to ask anyone with windows facing the street.

It would be great if the police and community to come together to change this dire situation - whether that's a no-alcohol zone, putting a barrier on the car park at night, removing Costcutter's 24 hour license (which seems ridiculous anyway considering it services a residential area and is literally in an apartment block), or more regular police presence in the area. The thing that is so frustrating as well, is that the people causing all the disruption are not homeless people or people with nowhere else to go - they have expensive cars and seemingly only come here to meet friends (who I assume are connected with the costcutter, otherwise the location is very random for constant meetings).

I appreciate your time in reading this and would be happy to meet with or write to any other authorities who can be involved.

Best,



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Laura Robinson

From: Clement Samuels
Sent: 10 September 2018 16:28
To: [REDACTED]
Cc: Laura Robinson
Subject: RE: ASB in ryland street

Hi [REDACTED]

Thanks for your email.

We will contact you in the week.

One of my sergeants, namely Laura Robinson, is now managing this situation. If you have any other information that can support the action we are trying to take can you please let Sergeant Robinson know.

Thanks

Clem

T/Insp 9495 Clem Samuels
Ladywood West Constituency Manager
Summerfield Police Station
Birmingham West NPU
101. Ext. 862 6065
Email: c.samuels@west-midlands.pnn.police.uk

From: [REDACTED]
Sent: 10 September 2018 15:23
To: Clement Samuels
Subject: ASB in ryland street

Hello Inspector, I just received a note from a neighbour asking around if someone else was affected by ASB. I'm so happy not to be alone anymore! For sure I didn't expect this area to be like that, I couldn't sleep for nights, the music is loud all the time, people are shouting in the night because they are drunk, There is a bench just down where people come to take drugs, or to shout at 4 am almost every nights when the weather is clement. Young people comes to jump in the plants which are around they make dirt on the walls as well, they listen to music with their speakers. Even one month ago, one of the resident organised a party, they were so drunk, they shout racism sentences, until 3 am in the morning, everybody was awake, happily a security man went to see the flat to stop it, it was a shame...you can smell drugs everywhere in the street. Personally I don't feel secure in this area, and there are no policeman around, never. So I hope this message will help other people like me. Have a good day.

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Laura Robinson

From: Clement Samuels
Sent: 12 September 2018 13:25
To: [REDACTED]
Cc: Laura Robinson
Subject: RE: Ryland Street ASB

Hi [REDACTED]

Thanks for your email, which is very useful.

One of my sergeants, namely Laura Robinson, is leading on the work around this location and she will contact you in the next week. Can you please forward any further information you have to her.

Thanks

Clem

T/Insp 9495 Clem Samuels
Ladywood West Constituency Manager
Summerfield Police Station
Birmingham West NPU
101. Ext. 862 6065
Email: c.samuels@west-midlands.pnn.police.uk

From: [REDACTED]
Sent: 11 September 2018 22:51
To: Clement Samuels
Subject: Ryland Street ASB

Hi Clement

I'm a resident of [REDACTED] – living above the Costcutter store

I am experiencing regular occurrences of Anti-social behaviour in the street outside my flat

During the recent hot weather I was unable to leave my windows open most nights due to the noise from the street.

The noise mainly comes from cars stopping at Costcutters and is a combination of loud music and voices.

The voices are people talking to each other in the cars and with the people in the shop. The noise often lasts for 10s of minutes – far longer than you would expect for anyone making a simple purchase.

On a number of occasions I've been woken in the early hours and had to come to the balcony to find out what was going on.

The people in the shop appear to make no attempt to quieten the noise. In fact they often join the offenders in the car park across the road to add to the general party atmosphere.

These flats are well insulated – I never hear noise from the adjoining properties. The only noise is from outside.

I've been here over 6 years and have always accepted the general background noise due to the proximity to Broad Street – that's never been a problem, but this is getting steadily worse.

I'm on the brink of giving notice on my flat as the constant disturbances are beginning to impact my work.

I appreciate your consideration of my situation

Kind regards

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Laura Robinson

From: Clement Samuels
Sent: 12 September 2018 14:21
To: Laura Robinson
Subject: FW: Antisocial Behaviour 18th July 2018, 26 Ryland Street

Laura,

As discussed.

Thanks

Clem

T/Insp 9495 Clem Samuels
Ladywood West Constituency Manager
Summerfield Police Station
Birmingham West NPU
101. Ext. 862 6065
Email: c.samuels@west-midlands.pnn.police.uk

From: [redacted] [mailto:[\[redacted\]](mailto:[redacted])]
Sent: 11 September 2018 22:22
To: Clement Samuels
Subject: Fwd: Antisocial Behaviour 18th July 2018, 26 Ryland Street

----- Forwarded message -----

From: [redacted]
Date: Sat, Aug 18, 2018 at 11:32 PM
Subject: Antisocial Behaviour 18th July 2018, 26 Ryland Street
To: Nathan Legend <n.legend.22020@west-midlands.pnn.police.uk>, April Lacey <a.lacey@west-midlands.pnn.police.uk>, Kath Hartley <[\[redacted\]](mailto:[redacted])>, Albert Bore <[\[redacted\]](mailto:[redacted])>

This evening and yesterday evening there was antisocial behaviour taking place on the car park opposite the Shop.

Yesterday evening there was ASB until 2 am, on the Church Car Park Opposite. TBC end time of ASB for this evening.

This evening and yesterday the shop owner was socialising with the group on the car park. This evening a car was revving its engine loudly, the group on the car park watched and filmed it, and were then joined by the shop owner immediately afterwards, who shook each of their hands. Ergo, they are all friends, they are all linked to the activity.

I will upload the video I have to drive, but perhaps you can also request footage from the camera which points directly to the shop to confirm also.

As my witness account, from recent dialogue I have had from the license department, does not seem to be sufficient for you.

Regards,

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Laura Robinson

From: [REDACTED]
Sent: 15 September 2018 01:35
To: Laura Robinson
Subject: Log no. 148

Hi Laura,

The shop owner needs to try harder.

It's really quite noisy - I can't sleep and I need to be at work tomorrow.

I've logged loud music asb, shouting and then using Cost Cutter by a group parked on Grosvenor Street West outside church unitarian entrance. They were there for a decent period of time and despite obviously doing ASB, were then served when they came over to Cost Cutter. This is the same group of men (I'd say late teens early 20's) that we're there last week- on the video uploaded.

Can you please tell the shop owner, that the requirement for him to use the hatch only after 11pm still stands. I shouldn't be hearing the door going constantly - there's an alarm and it slams due to lack of a functioning closer. This is really grating.

I think you might also need to mention that if a member from a group hanging out on car parks, with a series of cars, one of which is playing loud music, approaches you with outstretched arms, if you then hug him, walk back across to the car park and have continued hugs and chats for a good length of time with him and others in the car (I recorded them, sorted some things, had a shower and then went back to see if he'd gone, and he was still there) then this might be considered encouraging ASB. And if he does make a choice to go over there, he might ask them to turn the music down (in his defence this might have been the car behind where he was).

It's an off licence - he's not supposed to be acting like a pub landlord off to greet friends and punters.

You will also notice he's wearing the same jumper that I referenced in previous videos.

I have only seen one door staff, I assume he had difficulty filling the other role at short notice.

Your note on the 101 system did not work. The woman on the phone tried to tell me what I was reporting was not a police issue. I tried to explain the circumstances and she still didn't budge in her opinion, but did agree to give me a crime number. I don't think your note shows up.

Need to upload other videos to Drive have uploaded some will do tomorrow pm,

Many thanks,

[REDACTED]

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Laura Robinson

From: [REDACTED]
Sent: 17 September 2018 00:57
To: Laura Robinson
Cc: Kath Hartley
Subject: Sunday 16th September

Hi Laura,

It's 00:30

No hatch staff.

People going in and out of the shop (with a high frequency, assuming due to concert finishing), door is banging and beeper going. Because everything else is quite quiet, this is disturbing me.

I don't understand the shop keepers logic - why would he ignore an instruction from the police (hatch only, past 11pm, door staff after 11pm) ending in licence removal, which you've made quite clear? It's not give a token gesture and carry on exactly as you did before.

He will be more than aware that myself and other residents will be telling you how the weekend has gone, in addition to his own CCTV recording the activity as well? I appreciate that you've said a court will look to not remove his licence immediately due to loss of livelihood, but his actions for the past year mean that as of October 2018 I have no work, my not for profit engages other freelancers so it's stopped income for them, I've had to stop running a program for Asylum Seekers and Refugees as I wasn't able to bid for further funding due to these issues, other projects are stagnating and my health has been damaged. His actions demonstrate disregard to both you and residents - this is exactly why I don't want him being put in contact with me in any way or coming anywhere near me - he lies. He's already lied to BCC Council Dep about a conversation him and I, in fact, myself and the police, were supposed to have had (which of course exonerated him) that never happened, which your officers were present and my video confirm, never happened. This evening, it's not like he can say his staff have ignored his instruction - he is on site. Or at least was here about 11:30pm.

There's also a weird car on the car park with two people smoking and looking over at the flat's - it's creepy.

There were hatch-staff there yesterday, dressed differently to the Friday hatch staff. I did hear yesterday's staff tell a car to turn the music down, but I was still disturbed by the car coming in the first place. A lesser of two evils, but the hatch staff were a little loud and chatty. I appreciate manning a hatch is an unusual one and they probably don't have to be mindful of speaking loudly where they usually work, but it's a like having people congregating, without the alcohol.

Kath by copy, do you have any update from [REDACTED] Having the door open past 11pm is breaking his Alcohol Licence. Laura, I'm not sure if you were cc'd into earlier emails, but Kath is requesting an alcohol licence review as councillors. I assume having the two approached running concurrently is most logical.

With sincerity I appreciate your support but I'm really struggling with this now,

Many thanks,

[REDACTED]

Laura Robinson

From: [REDACTED]
Sent: 19 September 2018 00:18
To: Laura Robinson
Subject: ASB Issues _Ryland Street_ Tues 18th Sept

Hi Laura,

I'm emailing you via the residents email so I can CC. The other residents in for their awareness.

I've just come back from London and decided to record activities at the shop whilst walking down Ryland Street, to show the shop was open (people coming in and out of main doors) and no door staff. What I ended up recording was a Costcutter customer walking down the street and past me, holding a plastic cup filled with alcohol.

So in summary, within four days, the shop owner has:

Only provided two hatch staff once whilst he is open between 11pm and 7am and I am not sure if they were actually there from 11am.

Not serving through the hatch-only past 11pm

Selling single measures of alcohol in plastic cups (which I thought was not permitted full stop- has to be in contained bottles)

So he's broken every term you've put in place.

If my video evidence is not sufficient, would you be able to request the CCTV from the shop itself. The terms of his alcohol licence is that he must keep it for 31 days and make it available to you on request.

I do understand that the police may feel you need to give some time to see if things improve, but I can't really see this happening if he's failed fully by day 4. On a personal level, I really can't endure it any more - the meeting I had in London was for a once in a lifetime project that has been damaged because I've not been able to prepare for the project. These issues, all fed by the shop being open 24 hours have permeated and damaged absolutely every aspect of my life. Emails sent to me by other residents, speak of similar impact - to protect myself and them, I would request that, if possible, for the police to make the move on licence forfeiture. For us, we have been negatively impacted by this ongoing issue for over a year.

Again I, and I am sure the other residents, appreciate how active you have been since joining the Ladywood team a few weeks ago,

[REDACTED]

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Laura Robinson

From: [REDACTED]
Sent: 22 September 2018 00:59
To: Laura Robinson
Subject: ASB 26 Ryland Street_ No hatch staff_ 22nd Sept

Hi [REDACTED]

No hatch staff that I can see.

The hatch staff are a forever requirement, not just a one night affair?

At least this shouting woman says no to drugs.

Have uploaded to drive.

I have work tomorrow and this is really stressing me out.

Thanks,

[REDACTED]

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Laura Robinson

From: [REDACTED]
Sent: 22 September 2018 01:27
To: Laura Robinson
Subject: Re: ASB 26 Ryland Street_ No hatch staff_ 22nd Sept

Hi Laura,

I've been disturbed again and can see that there is somebody in a yellow jacket, but I don't think this is a proper door staff person- I think it's the same person that turned up last week, and put on a yellow jacket. They are bantering with each other (group in the car in shouting woman video, who were chatting with owner are now in front of the shop.

From looking at the reflection, I'd hazard a guess that they've negated the door slamming by just having it wide open - you can see on the reflection on the car people going in and behind the group and into the shop.

Anyway, you can confirm all of this through either requesting body cam imagery from door staff (there should be two anyway) proof of booking with your agency or the shops cctv.

This is really stressing me out, I'd appreciate being able to discuss what happens next with you at some point tomorrow (I'll be running a youth group from 10:30-2:30pm

Many thanks,

[REDACTED]
On Sat, 22 Sep 2018 at 00:59, [REDACTED] wrote:
Hi Laura,

No hatch staff that I can see.

The hatch staff are a forever requirement, not just a one night affair?

At least this shouting woman says no to drugs.

Have uploaded to drive.

I have work tomorrow and this is really stressing me out.

Thanks,
[REDACTED]

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Laura Robinson

From: [REDACTED]
Sent: 22 September 2018 16:10
To: Laura Robinson
Subject: Re: ASB 26 Ryland Street_ No hatch staff_ 22nd Sept

Hi Laura - apologies, I was out sorting the youth group when you called and didn't get chance to call you back.

Thank you for emailing - and keeping me in the loop. I think because there have been so many stop-starts with the police, when I'm disturbed by the ASB, tired and have work the following day, I just get a bit worried that we're going to find ourselves at a bit of a dead end, again and panic. The opposite has been happening since you've come on board, but a year of different authorities saying eyewitness accounts, videos and impact statements isn't enough - it gets overwhelming. I mean it's been a month since I got assaulted and I don't really know what the status of that is. And I do fully understand why we are doing it this way, but I just feel an injustice that a court would consider his loss of income as more weighty than the loss of all the people he's affecting, particularly when to earn that income, he's breaking the law/ his licence. ...s just wrong.

I think it would be really useful to know what timescales we are working with - I think part of the issue is that Mainstay can neither confirm or deny it/ when they taking the shop to court, the Council (elected) have said they are triggering a review, but then haven't yet done so and haven't articulated what they are waiting for and then with the police, it's a similar thing - at what point is there enough evidence to trigger a review/ removal/ reduction in hours - hopefully you'll be able to fully confirm what the position is on Monday. The licensing department, I don't even know where to begin with them

I just want to be clear that it's not being upset/ frustrated/ angry/ desperate/ fed up - whatever is the best way to describe having to experience this issue at you, I think it's a consequence if both having to live the issue but that until I spoke to Clement all the systems (across different agencies) in place to protect communities were not working be this due to the system itself, resource or people.

Thanks so much again,

[REDACTED]

On Sat, 22 Sep 2018 at 08:58, Laura Robinson <L.Robinson@west-midlands.pnn.police.uk> wrote

Hi [REDACTED]

Just tried to call you but didn't want to push it unless you are still asleep.

I just wanted to you know that I am receiving you emails and completely understand your frustration and upset. I am making it a priority to meet with [REDACTED] on Monday to discuss where we go from here. The videos are great evidence so I thank you for that. I will forward all of your evidence to the licensing officer so that he can make the ultimate decision as to where to go from here, I will be led by him.

I know it is easier said than done but please try not to worry, this will be sorted.

Kind regards

Laura

From: [REDACTED]
Sent: 22 September 2018 01:27
To: Laura Robinson
Subject: Re: ASB 26 Ryland Street No hatch staff_ 22nd Sept

Hi Laura,

I've been disturbed again and can see that there is somebody in a yellow jacket, but I don't think this is a proper door staff person- I think it's the same person that turned up last week, and put on a yellow jacket. They are bantering with each other (group in the car in shouting woman video, who were chatting with owner are now in front of the shop.

From looking at the reflection, I'd hazard a guess that they've negated the door slamming by just having it wide open - you can see on the reflection on the car people going in and behind the group and into the shop.

Anyway, you can confirm all of this through either requesting body cam imagery from door staff (there should be two anyway) proof of booking with your agency or the shops CCTV.

This is really stressing me out, I'd appreciate being able to discuss what happens next with you at some point tomorrow (I'll be running a youth group from 10:30-2:30pm)

Many thanks,

[REDACTED]

On Sat, 22 Sep 2018 at 00:59, [REDACTED] wrote:

Hi Laura,

No hatch staff that I can see.

The hatch staff are a forever requirement, not just a one night affair?

At least this shouting woman says no to drugs.

Have uploaded to drive.

I have work tomorrow and this is really stressing me out.

Thanks,

[REDACTED]

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Laura Robinson

From: [REDACTED]
Sent: 23 September 2018 00:15
To: Laura Robinson
Subject: ~~ASB~~ 23rd Sept

Hi Laura,

Will upload video, can't see if bouncers are there, from reflection on parked cars, door is wide open.

He's treating it like he's a club owner now, I actually think that the fact he's got bouncers is giving him (in his eyes) a sense of prestige. He continues to personally greet his punters. Please See video. I can't see whether the bottle is a spirit bottle or water bottle. When cars park like this, other road users start beeping to tell them to move, which is disturbing.

Just having the shop open is a problem. There hasn't been a significant reduction in noise, I'm still not able to get to sleep until 1/2am every night.

emailed me today and he used the word 'peaceful' to describe what the area was previously like.

Thanks

Thanks,

[REDACTED]

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Abdool Rohomon

From: [REDACTED]
Sent: 29 September 2018 12:22
To: Laura Robinson
Subject: Fwd: ASB Issues _Ryland Street _Tues 18th Sept

----- Forwarded message -----

From: [REDACTED]
Date: Wed, 19 Sep 2018 at 08:41
Subject: Re: ASB Issues _Ryland Street _Tues 18th Sept
To: [REDACTED]

[REDACTED] thanks.

I was woken up last night by shouting and screaming in the area of Costcutter.

As you say, the owner is completely ignoring the restrictions, and in my view the alcohol licence should be revoked entirely.

Have you copied Albert Bore in on this?

Regards
[REDACTED]

Sent from my Samsung Galaxy smartphone.

----- Original message -----

From: [REDACTED]
Date: 19/09/2018 12:18 am (GMT+00:00)
To: [REDACTED]
Subject: ASB Issues _Ryland Street _Tues 18th Sept

Hi Laura,

I'm emailing you via the residents email so I can CC. The other residents in for their awareness.

I've just come back from London and decided to record activities at the shop whilst walking down Ryland Street, to show the shop was open (people coming in and out of main doors) and no door staff. What I ended up recording was a Costcutter customer walking down the street and past me, holding a plastic cup filled with alcohol.

So in summary, within four days, the shop owner has:

Only provided two hatch staff once whilst he is open between 11pm and 7am and I am not sure if they were actually there from 11am.

Not serving through the hatch-only past 11pm

Selling single measures of alcohol in plastic cups (which I thought was not permitted full stop- has to be in contained bottles)


So he's broken every term you've put in place.

91

If my video evidence is not sufficient, would you be able to request the CCTV from the shop itself. The terms of his alcohol licence is that he must keep it for 31 days and make it available to you on request.

I do understand that the police may feel you need to give some time to see if things improve, but I can't really see this happening if he's failed fully by day 4. On a personal level, I really can't endure it any more - the meeting I had in London was for a once in a lifetime project that has been damaged because I've not been able to prepare for the project. These issues, all fed by the shop being open 24 hours have permeated and damaged absolutely every aspect of my life. Emails sent to me by other residents, speak of similar impact - to protect myself and them, I would request that, if possible, for the police to make the move on licence forfeiture. For us, we have been negatively impacted by this ongoing issue for over a year.

Again I, and I am sure the other residents, appreciate how active you have been since joining the Ladywood team a few weeks ago,



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Abdool Rohomon

From: [REDACTED]
Sent: 12 October 2018 01:08
To: Clement Samuels; Laura Robinson
Subject: Asb Costcutrer - Log94 12th October (am)

Dear Laura,

The shop is open. It should have shut at 11pm.
Thursday is a weekday.

There are people that have turned up in cars playing loud music, being sold bottles of Vodka. They have been here for over 30 minutes. So, we've got the same ASB, just at defined times, because shop owner/staff, still don't manage it properly.

The shop owner /staff member is stood outside The hatch.

ee videos uploaded to Drive.

I really don't understand how many more transgressions he has to make for you to formally do something about his licence? It's been a month and there are still the same issues.

I also believe I overheard the shop worker tell people the shop was open until 11:30pm during the week. There is a chance I misheard this, but I am pretty sure.

I've also received an unsatisfactory email about my assault yesterday. Apparently, the shop owners cctv hard drive is corrupted. That's both convenient and a breach of his existing licence.

Thanks,

[REDACTED]

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Abdool Rohomon

From: [REDACTED]
Sent: 18 October 2018 00:33
To: Laura Robinson
Subject: Fwd: Asb Costcutrer - Log94 12th October (am)

----- Forwarded message -----

From: [REDACTED]
Date: Thu, 18 Oct 2018 at 00:20
Subject: Re: Asb Costcutrer - Log94 12th October (am)
To: [REDACTED]
Cc: Kath Hartley [REDACTED]

Hi Laura,

will upload what I can to drive when I am able. I have a deadline this week that is the culmination of a years work, which I can not compromise.

As I have relayed, my boyfriend stayed late Sept from 24th Sept, actually he was supposed to stay for a fortnight but leaved early because of ASB issues. He was very upset with everything I've experienced over the last few months and does not like me going to the window to record issues. I had to try and find us somewhere else to stay w/e 29th Sept. He feels it puts me at risk going to the window and becoming visible and does not understand why the police are not obtaining footage directly. I did not therefore take footage between 28th Sept and 6th Oct, but we were both woken up at 4 am ish a number of times in that week.

The shop owner should still have door staff with body cams at weekends, so there is a point where you should be able to give you footage directly and he has told you that he's had a new CCTV system installed after his hard drive conveniently got corrupted. If he doesn't do so, then he's, again breaking your sanctions. The more sanctions he breaks without consequence, the quicker we will slip into how it was before - he doesn't care.

I saw [REDACTED] in the corridor today, [REDACTED] said last weekend was bad - I was not here Thurs or Friday and had only had 3 hours sleep, so would not have heard anything on Sat as sleeping too deeply. [REDACTED] said [REDACTED] has videos that [REDACTED] will share with you.

The shop Was still open this eve after 11pm, the door is still going and people are cracking cans on the street. As I relayed, I overheard the shop worker telling customers it was 11:30 closing during the week.

I want to state in writing, that I raised conflict of interest issues with the police, because, as relayed to Clement, I am concerned that this issue will be shelved, due to past experiences with the Police. I feel that you give the shop owner sanctions and he's broken them repeatedly over a month and is still carrying on as before. I don't want to have to endure this any more, it's not fair on myself or other residents and I am finding the lack of timescales given for an end point or change frustrating. The shop owner obviously thinks, that because he's 'voluntarily' reduced opening hours, that it means he doesn't have to follow the other rules you've given him, or follows them to the degree he can be bothered to do so.

I want, in writing, to re-iterate that I have been frustrated about comments that keep popping up in conversation with the police, that I moved knowingly to an area close to Broad Street and the inference, is that if I am sensitive to noise, then I shouldn't have done this. Or that issues were originally just attributed to late night overspill. Again, if it had been like this within the first few months of living here, I would have

moved out after 6 months, because I would financially been able to afford to do so. As I have on more than one occasion relayed, I lived here for a year without issue - it was great and then the problems began between August/ September and March; not great, but see how it goes, April to September; horrendous. Clement has said this in the context of why my issue was not attended sooner, so I am working with the principal that I/ we have provided you with enough evidence to demonstrate that this was the wrong assumption for you to have made about me. I also want to, in writing, re-iterate the following, so we can move forward together:

and have lived here on and off 12 and 15 years respectively and they've both said, that it's become bad this year.

I do not know why you have the most complaints from me, most people I speak to don't understand why others aren't complaining as much as I have done :1. You have tried to remove the licence from the shop on a previous occasion, so therefor kenoc it is a historic issue, 2. Perhaps other people complained to the police but got shelved in the same manner I did or maybe the 101 call staff told them, as they have to me on more than one occasion, that they don't deal with noise and you have to argue with them even to get a log number. 4. Perhaps they only live here during the week and miss the worst of it, although emails you got from other residents say week time issues were enough to make them consider moving, 5. perhaps they think other people will do something about it. 6. Maybe, they are not convinced anything will come of their complaining (nothing came of mine for a year) and they instead opted to move out. I'm not in a position financially to move and I think that it's completely inappropriate that I should have to compromise myself financially, personally because somebody else is basically playing host to criminal activity if not engaging with it directly. If nobody complained, we'd live in a circus.

Again, the closest Broad Street clubs to us are open 4 days a week, the only reason people come down here is to use the shop. The shop can't keep a handle on issues, the same things as before have been happening whilst he's open. Last Thursday, drunk people(who have been here before) turn up immediately whack stereo on loud and have a dance in the street. They get sold bottles of vodka by Shop worker, who is playing door staff, who then proceeds to just watch them for over half an hour. He leaves after 1am, they go, because what's the point in having a party in a residential area. Take the shop away, the problem goes.

The shop should never have been given the licence for 24 hour alcohol- it is a residential area. The church car park needs a barrier as the drug dealers use this as a dealing spot, because the shop being open gives them a customer base.

I will try to get videos to you, but might have more.

Many thanks,



Hi [REDACTED]

Hope this email finds you well.

On the back of the chat you had with the Inspector yesterday, can I ask if you have any further videos from the 2nd October? I have had a look at google drive but unfortunately cannot see anything dated since then.

Thanks and kind regards

Laura

T/PS 21986 ROBINSON

Ladywood Neighbourhood Team

Summerfield Police Station

Birmingham West and Central

101 EXT. 862 6053

From: [REDACTED]

Sent: 12 October 2018 01:08

To: Clement Samuels; Laura Robinson

Subject: Asb Costcutrer - Log94 12th October (am)

Dear Laura,

The shop is open. It should have shut at 11pm.

Thursday is a weekday.

There are people that have turned up in cars playing loud music, being sold bottles of Vodka. They have been here for over 30 minutes. So, we've got the same ASB, just at defined times, because shop owner/staff, still don't manage it properly.

The shop owner /staff member is stood outside The hatch.

See videos uploaded to Drive.

I really don't understand how many more transgressions he has to make for you to formally do something about his licence? It's been a month and there are still the same issues.

I also believe I overheard the shop worker tell people the shop was open until 11:30pm during the week. There is a chance I misheard this, but I am pretty sure.

I've also received an unsatisfactory email about my assault yesterday. Apparently, the shop owners cctv hard drive is corrupted. That's both convenient and a breach of his existing licence.

Thanks,

[REDACTED]

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Abdool Rohomon

From: [REDACTED]
Sent: 18 October 2018 17:05
To: Clement Samuels; Laura Robinson
Subject: Fwd: Antisocial Behaviour_ Costcutters, 26 Ryland Street, B16 8FW

For your awareness - this is the head of legal for costcutter.

He does not seem to understand the shop owners responsibilities around behaviour management, nor does the shop owner, of this is what he's telling Costcutter.

Instead, he has continued with his disassociation approach. I haven't provided to the head of legal any video footage as I assume that will just be fed back to shop owner- no thanks.

[REDACTED]
----- Forwarded message -----

From: [REDACTED]
Date: Thu, 18 Oct 2018 at 15:55
Subject: RE: Antisocial Behaviour Costcutters, 26 Ryland Street, B16 8FW
To: [REDACTED]

Hi [REDACTED]

Thank you for being patient. As you may be aware the retailer no longer has a 24 hour alcohol licence. The retailer has a meeting with the police next week to discuss arrangements to do with the store. These might include increased security.

The challenge for the retailer is that the activities you have described relate to individuals that are not under his control. However he will endeavour to ensure, to the extent he is able, that behaviour is appropriate. He will also ensure that his store and the staff under his control behave appropriately. He will be discussing the issues surrounding his store, including those you have highlighted with the police and will seek reassurances that there will be suitable coverage, in particular late at night.

[REDACTED]

Head of Legal

DD: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

From: [REDACTED]
Sent: 10 October 2018 10:44
To: [REDACTED]
Subject: Re: Antisocial Behaviour _ Costcutters, 26 Ryland Street, B16 8FW

Dear [REDACTED]

It has been nearly 10 weeks and we are yet to receive a response from you.

Am I to assume that you telling me that you don't want your franchise to negatively impact residents and that you would look to address this, was a platitude?

Regards,

[REDACTED]

On Wed, Aug 15, 2018 at 10:39 AM [REDACTED] wrote:

Hi [REDACTED]

Would I be able to request an update on this please?

Many thanks,

[REDACTED]

Sent from my iPhone

On 27 Jul 2018, at 11:34, [REDACTED] wrote:

Hi [REDACTED]

Thank you for your email. As we discussed, I'll forward it to the right person here at Costcutter so we can investigate this matter. I'll ask someone to contact you to discuss this further.

[REDACTED]

Head of Legal

DDI: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

From: [REDACTED]

Sent: 27 July 2018 11:28

To: [REDACTED] >; Kath Hartley [REDACTED];

Abdool Rohomon

From: Matthew Dartnell
Sent: 19 October 2018 13:11
To: Laura Robinson
Cc: Clement Samuels
Subject: RE: RYLAND STREET

Sarge

Popped down to get this done but there was no-one in the shop who knew how to access the CCTV. They suggested that it was a task better done in the evening. The staff member did confirm though that the system was new and in full working order. I will try again when we are in next week.

Matt

PC 0804 Matt DARTNELL
Birmingham West NPU
Ladywood Neighbourhood Team
Summerfield Police Station
Tel (0345 113 5000) ext 862 6048
Mob [REDACTED]
ISSI [REDACTED]
Email m.dartnell@west-midlands.pnn.police.uk

'Serving our communities, protecting them from harm.'

Website: www.west-midlands.police.uk
Twitter: www.twitter.com/wmpolice
Facebook: www.facebook.com/westmidlandspolice
YouTube: www.youtube.com/westmidlandspolice

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From: Laura Robinson
Sent: 18 October 2018 09:09
To: Matthew Dartnell
Subject: RYLAND STREET

Hi Matt

I have had a chat with the Inspector this morning around Ryland Street as [REDACTED] is still emailing me stating she is experiencing issues. Would you be able to do some CCTV checks today within the shop and ask them to show you their cctv on a minimum of two week days at 2300hours, to ensure they are closed, and from the weekend just gone to ensure that they are shut at 0100hours? This is a way of ensuring that they are abiding by their conditions etc and will be strong evidence for closure if they are not closing.

Cheers mate,

Laura

Abdool Rohomon

From: [REDACTED]
Sent: 21 October 2018 08:50
To: Laura Robinson
Cc: Clement Samuels; Kath Hartley
Subject: Re: Asb Costcutrer - Log94 12th October (am)

Hi Laura,

I was not able to get to sleep until midnight due to outside noise and then was woken up at 1am by people being drunk and yelling.

Friday I struggled to get to sleep, Thursday I was up until 4am trying to wrap up a project, but I was still being bothered. The same people in the small car from last Thursday were back again this Thursday and being served large bottles of vodka, knowingly, from the shop.

Re. The church, the barrier is the issue, not how they ticket. I can't see rent of car park spaces in their accounts and yet they specifically mention rental income from a property in Tamworth. Undeclared income is tax evasion regardless of legal form. If more companies paid their taxes, your resources wouldn't be as limited.

Again, the church and the shop between them, create the issue. Both of them, as far as I can see are not declaring income, not paying tax = tax evasion = unlawful (the shops accounts don't make sense and he asks for cash) and yet, they both seem to be given uncending allowances. Again, this is not right and why I am increasingly aggrieved. I actually pay my taxes and yet, I'm the one who's suffering.

On Fri, 19 Oct 2018 at 09:45, Laura Robinson [REDACTED] wrote:

Hi [REDACTED]

As stated in the email I have had officers change their shifts on a weekend purely for the gathering of evidence around this issue, so we are doing the best we can with extremely limited resources. We are still in contact with the church but these things are not a quick fix and take time, it is not cheap to install car parking charging equipment and the church is run on limited funds, but we will come to a solution I am hoping in the near future.

We wouldn't expect you to buy recording equipment, I have asked one of my police officers to attend the location today to have a look at their CCTV.

Kind regards

Laura

T/PS 21986 ROBINSON

Ladywood Neighbourhood Team

Summerfield Police Station



Abdool Rohomon

From: [REDACTED]
Sent: 21 October 2018 23:36
To: Clement Samuels; Laura Robinson
Cc: Kath Hartley
Subject: ASB Issues _ Sunday 21st October

Hi Laura,

It's 11:30pm

Shop is still open.

People going in and out of the main doors. Can hear buzzer, door banging and can also see people going in and out due to reflection in Church windows.

Shop owner transgressing, again.

This pm also had cars playing loud music, but before 11pm.

Thanks,
[REDACTED]

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Abdool Rohomon

From: [REDACTED]
Sent: 24 October 2018 00:04
To: Laura Robinson
Subject: ASB 23rd Oct 2018

Hi Laura,

11:45 pm The shop is still open. Door is banging, lights reflected in church, people coming in and out.

Thanks,

[REDACTED]

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Abdool Rohomon

From: [REDACTED]
Sent: 25 October 2018 13:20
To: Laura Robinson
Subject: Re: ASB 23rd Oct 2018

Hi Laura,

Just picked up your voicemail - many thanks.

The door was going at 11:20pm last night, I had to go to bed as feeling unwell, so didn't see when lights went off.

[REDACTED] and [REDACTED] by copy I have been letting [REDACTED] know that the shop, as far as I am aware, is remaining open until 11:30pm at least through weekdays. Lights remain on, door goes, people go in and out past 11pm. I've also let them know that on some occasions, I've not seen security when they should be present and that it's still noisy at weekends.

The shop did not provide cctv to the police when requested, part of their licence requirements and are now unable to sell alcohol until the police have reviewed footage. I've not managed to speak to Laura about what's next, but in the meantime if you see the shop selling alcohol, please do let Laura know.

Many thanks,

[REDACTED]
On Wed, 24 Oct 2018 at 09:42, Laura Robinson <L.Robinson@west-midlands.pnn.police.uk> wrote:

Hi [REDACTED]

Just wanting to let you know that officers are changing their shifts on Sunday to ensure that the shop is closed on time. If it isn't I will be going back to licensing asking if there is anything we can do. I have also asked a police officer to go down there today and check their CCTV from last night to confirm what time it closed.

I will get back to you later today if we achieve anything, I am sorry you are still having issues.

Kind regards

Laura

T/POLICE SERGEANT 21986 ROBINSON

Ladywood Neighbourhood Police Team Supervisor

Ladywood West Constituency|Summerfield Police Station|Icknield Port Road|Birmingham|B16 0DA

☎ 101 ext. 862 6053| Mobility device. [REDACTED]

✉ l.robinson@west-midlands.pnn.police.uk

Abdool Rohomon

From: [REDACTED]
Sent: 10 November 2018 01:49
To: Laura Robinson
Subject: ASB Ryland St _ 10th November

Hi Laura,

Been disturbed by music coming from a car, I believe to be [REDACTED].

Think it was shop worker and shopkeepers brother in law I think got out the back, not 100% certain.
Keeping blinds closed as my small light was on.

You will note the car appears on ASB log from the summer.

Thanks

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Abdool Rohomon

From: [REDACTED]
Sent: 11 November 2018 01:46
To: Laura Robinson
Subject: ASB 11th November_ ASB no. Ref. 20bw-125020b18

Hi Laura,

It's 1:40am.

The shop Has only just closed.

The security were inside the shop not outside. They've not made effort to ask cars to be quiet when they come playing music. Last night It was noisy all Eve so difficult to sleep and I was was woken up at 2am by shop worker playing loud music in the car and 3am by another car playing loud music, didn't get reg.

People are going in and out via the door, not the hatch.

[REDACTED] at Mainstay said that the shop owners lawyer is pushing for the shop to be open 6am to 2am, which is both a load of crap and giving me high anxiety. I might be confused between what you've said or [REDACTED] but I do know that he's said to somebody that he's being targeted/victimised. Could you clarify whether that's police / residents or as he likes to single me out, me doing the targeting. And what exactly is it that we're targeting.

Anyway, as I assume that as you haven't said anything extended opening hours have not been approved and he's transgressing, again.

I Called 101 so logged via 101- [REDACTED] told us you still want us to log via 101. Spoke with lady called Natalie- she was nice.

I'll try and call you tomorrow as I'll be away for a while after Weds although still contactable via email.

Many thanks,

[REDACTED]

This email has been scanned by the Symantec Email Security.cloud service.
For more information please visit <http://www.symanteccloud.com>

Nathan Legend <n.legend.22020@west-midlands.pnn.police.uk>; April Lacey
<a.lacey@west-midlands.pnn.police.uk>

Subject: Antisocial Behaviour_ Costcutters, 26 Ryland Street, B16 8FW

Dear [REDACTED]

Sincere thanks for your time this morning.

ASB Issue and Costcutter

As discussed, I am being heavily affected by Antisocial Behaviour associated with the Costcutter at 26 Ryland Street, B16 8FW:

- **Drink and Drug Driving:** Alcohol, Nitrous Oxide
- **Dangerous Driving:** Speeding, Donuts, Obstructive Parking
- **Noise:** Loud music, Engine Revving, Car Horns
- **Behaviour:** Shouting, Obscene Language, Aggression
-

Between Thursday and Sunday I am woken up by these issues on an hourly/ more frequent basis between 11am and 6am. Between Monday to Thursday activity take place until about 1 am, sometimes later.

The shop were awarded a 24 hour alcohol license in the autumn 2015, I moved in in autumn 2016 and have been significantly impacted by issues since September 2017.

The perpetrators of the ASB are predominantly friends and family of the Costcutter shop owner, Mr Imran Saghir. I have previously filmed Mr Saghir confirming that one of the people causing issue is his brother in law and last week filmed him socialising on a car park with a group who I have filmed committing Antisocial Behaviour on a previous occasion and later in that evening. He is also inert when ASB is taking place- a few weeks ago we had loud music, shouting, swearing 'oi saggy... Saggy' which is Mr Saghir's nickname. I had also seen him in the shop. He did nothing and sold him produce from the shop.

In response to my complaint to the Birmingham City Council licensing department, Mr Saghir has denied all association with the issues and instead suggested I had made an association between him and the perpetrators because of race, i.e., that I was a racist. This accusation is both insulting and damaging professionally; I work in the third sector with people from all over the world, from all sorts of backgrounds. In his dialogue to myself and the authorities, he disassociates by describing behaviours (he himself is involved with) as the action of 'kids'.

Impact

I am finding the issues outlined above both professionally and personally damaging.

I estimate to have lost about £5000 of income to date due to my cognitive functions being significantly impaired by sleep deprivation and associative anxiety. I work in the [REDACTED] as a [REDACTED]. E.g, There was ASB last night until 3.30am and I had to be on site for 7.45am. I looked a mess, couldn't concentrate and throughout felt like I was going to throw up/ pass out.

I have been unable to take on any new work since May. I am having difficulty concentrating due to stress; will I sleep this evening, will I have to move, can I afford to move, am I going to have enough work this month to pay my rent, am I going to be the target of a retaliation (the shop owner has identified who I am and where I live and has previously behaved aggressively).

I have a bid-writing deadline today that I am not now able to meet; I have £5000 of work programmed for this year with that client, which I am now at risk of losing.

Then there is the amount of time I have spent recording, emailing, corresponding with different parties.

There is also an impact on my landlord – he has had to spend a lot of time dealing with my correspondence and if I have to move, then there will be a cost to him – untenanted property, council tax whilst untenanted, securing tenant fees – it's likely to be up to £1000. The activity accelerates a decline in the area, bringing down his property value also.

Personally, It has made me act out of character and has ruptured a two year relationship with my partner due to mood swings, another consequence of sleep deprivation. I am also now having panic attacks because of the issues.

Other parties Involved

I am presently liaising with the following people and organisations, who I have cc'd above:

Council: Kath Hartley: [REDACTED] and Albert Bore: [REDACTED]

Police: Nathan Legend: n.legend_22020@west-midlands.pnn.police.uk and April Lacey: a.lacey@west-midlands.pnn.police.uk

Property Management: Rebecca Whitehead: [REDACTED]

Landlord: [REDACTED]

I have also contacted and received a response from the Police Crime Commissioner in response to these issues.

They have all offered their support in tackling the above.

I would hope that the removal of the 24hr alcohol license will be enough to resolve the issues, but transgression in this area – selling alcohol to a drunk person behind a wheel, knowingly, is both easily deniable and requires the police to be in the area at the right time to address. Unfortunately, I am told that the Police do not have resource to be a presence in the area, although Nathan Legend has requested an extended weekend patrol of the area. This has not yet been confirmed.

I have a years worth of evidence and personal testimony as to how, who and when people are committing ASB and essentially breaching the peace. I believe the evidence submitted is sufficient to raise a breach of contract in both the lease of the premises, lease of franchise and alcohol licence. I would like this email taken as a formal request for the relevant parties to do so.

I have been trying to follow due process to resolve the issue. It has taken a year to get to this point due to a slow/ inconsistent response from the Police and a problematic response from BCC licensing due to their process. However, I hope to see this change with Nathan Legend now involved with the police. I had consequently not to date felt confident in approaching Costcutter directly.

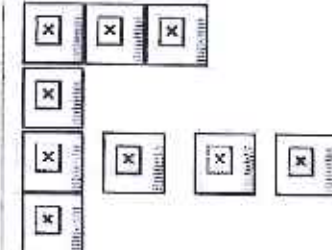
As I explained on the phone, I am aware that it is an individual/ group of individuals rather than the Costcutter Franchise that is causing the issue – they are bringing your brand/business into disrepute. However, if I am forced to seek damages from parties involved, then unfortunately this will fall likely on your doorstep.

If you might be able to confirm receipt of the above and an estimated timescale for response and if possible actions taken, I would be extremely grateful.

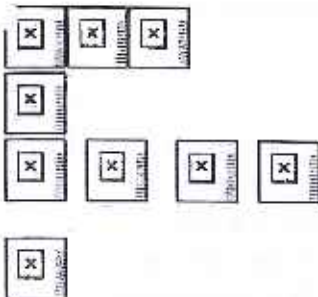
Many thanks again,

[REDACTED]

[REDACTED]



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Abdool Rohomon

From: Abdool Rohomon
Sent: 14 September 2018 13:00
To: [REDACTED]
Cc: Laura Robinson; Clement Samuels; Talib Hussain
Subject: Costcutter - Ryland Street

Dear Mr Saghir,

Thank you for your attendance today, as a result of the meeting to today you have agreed to the following

With immediate effect –

2 SIA doorstaff on duty from 2300-0700, to include deployment outside and also for one to have a bodycam (working), this is 7 days a week

1 member of staff working from 2300-0700 to have the BII personal licence qualification (or equivalent)

No single sales of beer or cider

Premise licence holder to be on the premises Thurs/Fri/Sat until 4am

If you cannot comply with any of the above then you will close at 12 midnight (Sun-Thurs) and 1am (Fri-Sat). If you feel you want to propose additional measures then please feel free to do so.

As stated this compromise to you doing the above is set against us asking you to reduce your hours on a voluntary basis. If this tactics do not work then clearly we will pursue all options then including ASB closure powers and/or reviews.

Look forward to hearing from you

regards

Abs Rohomon

**PC 4075 Rohomon
BW Licensing
Police headquarters
Lloyd House
Colmore Circus
Birmingham
B4 6NQ**

**Internal : 801 1631
External : 0121 626 6099**

Mobile : [REDACTED]

Follow us on Twitter - @brumcopslicensing

**West Midlands Police
Tel. 101 Ext 8011627**

Email: [REDACTED]



Abdool Rohomon

From: [REDACTED]
Sent: 26 September 2018 14:46
To: Abdool Rohomon
Cc: Laura Robinson; Clement Samuels; Talib Hussain; A.tongue@rg8group.com
Subject: Re: Costcutter - Ryland Street

Follow Up Flag: Follow up
Flag Status: Flagged

Dear Abdool,

I would like to inform you of the following times I am opening this week and on going.

Sunday till Wednesday
6:00am to midnight

Thursday Friday Saturday

6:00am till 4:00am

For the last two weeks I feel weekends are helpful with security present.
I feel 4:00am an ideal cut off time to avoid and noise from potential drinkers.

Closing the shop earlier has helped in keeping the noise down even if I feel it may not be the shop directly it's not worth upsetting anyone by keeping it open.

As the shop is closed at midnight in the week I feel that it is sufficient to have Security only on Thursday, Friday and Saturday.

The cost of running the security for the whole week is unsustainable with the current hours we are open and fear that the business will not be able to continue with such costs.

To date I have stopped serving single bottles after hours.

I have also sent staff for further training to make sure service for customers and surrounding residence can benefit.

We have also stopped selling cups in the shop to avoid ppl drinking on the streets.

I hope that these changes can benefit everyone effected and your happy with the efforts made to rectify the situation.

[REDACTED]
[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Friday, September 21, 2018 9:22 pm
To: Abdool Rohomon
Cc: Laura Robinson; Clement Samuels; Talib Hussain
Subject: Re: Costcutter - Ryland Street



Dear ~~Mr. Saghri~~

I have been relaying all details with Laura Robinson
I had a visit which I briefly spoke about what days I will open
I will only open Thursday Friday Saturday till 5:00am
Sunday Monday Tuesday Wednesday early than 1:00am

The last week I closed much earlier due to not enough to cover security

I have sent two workers on course
I have recruited a firm of security which also look after the whole Jupiter building.
The office to security is located next to my shop less than 10feet away.

Sorry for delay in replying.

I hope to have meeting soon to discuss progress and what I have done to control noise
Thanks

From: Abdool Rohomon
Sent: Wednesday, September 19, 2018 12:16:40 PM
To: 'mohammed ayaan'
Cc: Laura Robinson; Clement Samuels; Talib Hussain
Subject: RE: Costcutter - Ryland Street

Dear Mr Saghri,

In relation to the below,

The conditions on your premise licence state that the shop must be closed from 11pm-6am and service through the hatch, so you shouldn't be allowing people inside the shop between those hours, to do so would be a criminal offence and a breach of the premise licence. This carries an unlimited fine and or 6 months imprisonment.

I would also have grave concerns about opening the shop, all the evidence we have indicates to cars being outside the shop and playing loud music, just letting them in the shop I do not feel would reduce this risk.

In terms of the cost, we agreed to these conditions in lieu of us applying for a closure notice, so this is what we will want to see, if that is not financially viable for you then that sits as a decision for you and what you do about the opening hours is a decision solely for you.

In terms of advice we have had the meeting with you, if you feel you need to seek independent advice then I recommend you seek legal advice from a licensing solicitor.

In terms of what you did the weekend, could you indicate the hours you opened please as I am not sure when or if you closed early?

regards

Abs Rohomon

PC 4075 Rohomon
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Website: www.west-midlands.police.uk

Twitter: www.twitter.com/brumpolice

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YouTube: www.youtube.com/westmidlandspolice

Vislon statement - Serving our communities, protecting them from harm

From: mohammed ayaan [mailto: [REDACTED]]

Sent: 15 September 2018 14:21

To: Abdool Rohomon

Cc: Laura Robinson; Clement Samuels; Talib Hussain

Subject: Re: Costcutter - Ryland Street

Dear rohomon,

Been trying to contact you regards to conditions you have set for me.

I need to change a few things to ensure I can change hours of shop.

I have no other choice but to close hours due to having night staff and my self and two sia guards was very expensive more so I couldn't afford to do that 7 days a week.

Yesterday went really well with the few new ideas we was implementing just need to know I am not doing anything wrong or out of licence rules.

I found after 4:00am I have no more customers to sell to so I am just policing the rest of three hours with sia guards.

really need contact with someone who can support me in the changes to confirm I am doing something that help others and with a bit a feed back I can get better.

If I don't have any feed back on weekends nights I won't be able to move forward.

I have considered a few ideas to not only keep noise down and a break during week to ensure residents can be happy.

I would like to also ask if my doors are still required to stay shut after 11:00pm with sia guards also working on the doors

I find if I let customer inside shop for the time between 11:00pm - 1:00am helps reduce noise due to lack of ppl queuing outside

All In all I would like a to propose new timings for shop with great ideas to ensure peaceful nights and exclusive

What I have done so far -

- arranged courses for three memeber of staff

- set up new camera on the outside with new dvr / go pro camera

- recruited a firm of 4 security guards [RGB security] who also look after mainstay building at the moment which gives me more security that I require

- terminated hours off staff members that was rude to customer as discussed in meeting.

- a waiting change of hours once I have confirmation from following officers.

will also like too try to sit down with residents who are concerned about the noise and are willing to contribute ideas and feed back from new hours to even what days they prefer.

I feel if I don't know what the residents are upset about I will find hard to tailor what they prefer.

If I can have contact with anyone authorised to confirm my changes I am willing to start changes with immediate effect. I feel my new plan going forward will be a big change just need a little support in the start to ensure I am doing something correct.

If someone can contact me regarding tonight due to busiest night of week I would like too confirm I'm not breaching any rules with new plan.

Thank you

Ayaancostcutter Ltd

From: mohammed ayaan [mailto: [REDACTED]]

Sent: Friday, September 14, 2018 3:59:46 PM

To: Abdool Rohomon

Cc: Laura Robinson; Clement Samuels; Talib Hussain

Subject: Re: Costcutter - Ryland Street

I have also booked two members of staff to go on the 19th September to get their BII qualification.

Regards

Ayaancostcutter Ltd

From: mohammed ayaan <[REDACTED]>

Sent: Friday, September 14, 2018 3:30:49 PM

To: Abdool Rohomon

Cc: Laura Robinson; Clement Samuels; Talib Hussain

Subject: Re: Costcutter - Ryland Street

Dear abdool,

I have arranged security for the 7 days

I would like to ask if possible for the security staff to start 12:00am to 6:00am due to cost of both them weekly is £840.00.

This cost will effect me a great deal but I am willing to try this for 4 weeks if at any point I can't afford them anymore I will notify you and consider the change of shop timings

I do ask also due to having this meeting early today if I can personally stay at shop till 3am not 4am due to lack of rest.

I will do my best going forward. And I am determined to complete any request needed.

I Appreciate the opportunity to continue trading thank you.

Ayaancostcutter Ltd

From: Abdool Rohomon <a.rohomon@west-midlands.pnn.police.uk>

Sent: Friday, September 14, 2018 1:00:04 PM

To: [REDACTED]

Cc: Laura Robinson; Clement Samuels; Talib Hussain

Subject: Costcutter - Ryland Street

Dear Mr Saghir,

Thank you for your attendance today, as a result of the meeting to today you have agreed to the following
With immediate effect –

2 SIA doorstaff on duty from 2300-0700, to include deployment outside and also for one to have a bodycam (working), this is 7 days a week

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No single sales of beer or cider

Premise licence holder to be on the premises Thurs/Fri/Sat until 4am

If you cannot comply with any of the above then you will close at 12 midnight (Sun-Thurs) and 1am (Fri-Sat). If you feel you want to propose additional measures then please feel free to do so.

As stated this compromise to you doing the above is set against us asking you to reduce your hours on a voluntary basis. If this tactics do not work then clearly we will pursue all options then including ASB closure powers and/or reviews.

Look forward to hearing from you

Regards

Abs Rohomon

PC 4075 Rohomon

BW Licensing

Police headquarters

Lloyd House

Colmore Circus

Birmingham

B4 6NQ

Internal : 801 1631

External : 0121 626 6099

Mobile – [REDACTED]

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West Midlands Police

Tel. 101 Ext 8011627

Email: a.rohomon@west-midlands.pnn.police.uk



Abdool Rohomon

From: mohammed ayaan <[REDACTED]>
Sent: 27 September 2018 14:55
To: Abdool Rohomon
Cc: Laura Robinson; Clement Samuels; Talib Hussain;
Subject: Re: Costcutter - Ryland Street

Dear abdool,

If there is still complaints being made I think there is nothing left to do but close to be honest abdool.

Instead of wasting everyone time coming back and forth

If you propose other timings please do tell me but I do not see any other solution.

To closing times off

Sunday till Wednesday 12:00am

Thursday Friday Saturday close at

3:00am or 1:00am

If you think weekend should be closed earlier I don't mind takin immeadiate effect in doing so.

If u feel this is acceptable please call me

I'll do what it takes because this is only thing I got in life it's not worth keeping open for extra abit off money to have complaints against opening hours.

I hope you understand the efforts I'm tryin to do just to make things easier.

I'll take action in regards to video footage

Hopefully see you after weekend

I would really appreciate if you can call when you have a bit of time

[REDACTED]
Thanks

Ayaancostcutter Ltd

From: Abdool Rohomon
Sent: Thursday, September 27, 2018 11:06:16 AM
To: 'mohammed ayaan'
Cc: Laura Robinson; Clement Samuels; Talib Hussain; [REDACTED]
Subject: RE: Costcutter - Ryland Street

Complaints are still being sent to us, even with the change in conditions. So I can see what is happening please provide the CCTV footage from the store for last weekend from 12 midnight until close and also the body worn camera footage from the doorstaff

Please get this to me by the beginning of next week please

regards

Abs Rohomon

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Birmingham



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YouTube: www.youtube.com/westmidlandspolice

Vision statement - Serving our communities, protecting them from harm

From: mohammed ayaan [mailto:[REDACTED]]

Sent: 26 September 2018 14:46

To: Abdool Rohomon

Cc: Laura Robinson; Clement Samuels; Talib Hussain;

Subject: Re: Costcutter - Ryland Street

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To date I have stopped serving single bottles after hours.

I have also sent staff for further training to make sure service for customers and surrounding residence can benefit.

We have also stopped selling cups in the shop to avoid ppl drinking on the streets.

I hope that these changes can benefit everyone effected and your happy with the efforts made to rectify the situation.

[REDACTED]

Thanks.

Ayaancostcutter Ltd

From: mohammed ayaan [mailto:[REDACTED]]

Sent: Friday, September 21, 2018 9:22 pm

To: Abdool Rohomon

Cc: Laura Robinson; Clement Samuels; Talib Hussain

Subject: Re: Costcutter - Ryland Street

Dear mr rohomon

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From: Abdool Rohomon <a.rohomon@west-midlands.pnn.police.uk>

Sent: Wednesday, September 19, 2018 12:16:40 PM

To: 'mohammed ayaan'

Cc: Laura Robinson; Clement Samuels; Talib Hussain

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Website: www.west-midlands.police.uk

Twitter: www.twitter.com/brumpolice

Facebook: www.facebook.com/westmidlandspolice

YouTube: www.youtube.com/westmidlandspolice

Vision statement - Serving our communities, protecting them from harm

From: mohammed ayaan [mailto:mohammed.ayaan@costcutter.co.uk]

Sent: 15 September 2018 14:21

To: Abdool Rohomon

Cc: Laura Robinson; Clement Samuels; Talib Hussain

Subject: Re: Costcutter - Ryland Street

Dear rohomon,

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Yesterday went really well with the few new ideas we was implementing just need to know I am not doing anything wrong or out of licence rules.

I found after 4:00am I have no more customers to sell to so I am just policing the rest of three hours with sia guards. I really need contact with someone who can support me in the changes to confirm I am doing something that help others and with a bit a feed back I can get better.

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Ayaancostcutter Ltd

From: mohammed ayaan <[REDACTED]>

Sent: Friday, September 14, 2018 3:59:46 PM

To: Abdool Rohomon

Cc: Laura Robinson; Clement Samuels; Talib Hussain

Subject: Re: Costcutter - Ryland Street

I have also booked two members of staff to go on the 19th September to get their BII qualification.
egards

Ayaancostcutter Ltd

From: mohammed ayaan <[REDACTED]>

Sent: Friday, September 14, 2018 3:30:49 PM

To: Abdool Rohomon

Cc: Laura Robinson; Clement Samuels; Talib Hussain

Subject: Re: Costcutter - Ryland Street

Dear abdool,

I have arranged security for the 7days

I would like to ask if possible for the sia security staff to start 12:00am to 6:00am due to cost of both them weekly is £840.00.

This cost will effect me a great deal but I am willing to try this for 4 weeks if at any point I can't afford them anymore I will notify you and consider the change of shop timings

I do ask also due to having this meeting early today if I can personally stay at shop till 3am not 4am due to lack of rest.

I will do my best going forward. And I am determined to complete any request needed.

I Appreciate the opportunity to continue trading thank you.

Ayaancostcutter Ltd

From: Abdool Rohomon <a.rohomon@west-midlands.pnn.police.uk>

Sent: Friday, September 14, 2018 1:00:04 PM

To: [REDACTED]

Cc: Laura Robinson; Clement Samuels; Talib Hussain

Subject: Costcutter - Ryland Street

Dear Mr Saghir,

Thank you for your attendance today, as a result of the meeting to today you have agreed to the following
With immediate effect –

2 SIA doorstaff on duty from 2300-0700, to include deployment outside and also for one to have a bodycam
(working), this is 7 days a week

1 member of staff working from 2300-0700 to have the BII personal licence qualification (or equivalent)

No single sales of beer or cider

Premise licence holder to be on the premises Thurs/Fri/Sat until 4am

If you cannot comply with any of the above then you will close at 12 midnight (Sun-Thurs) and 1am (Fri-Sat). If you
feel you want to propose additional measures then please feel free to do so.

As stated this compromise to you doing the above is set against us asking you to reduce your hours on a voluntary
basis. If this tactics do not work then clearly we will pursue all options then including ASB closure powers and/or
reviews.

Look forward to hearing from you

regards

Abs Rohomon

PC 4075 Rohomon

BW Licensing

Police headquarters

Lloyd House

Colmore Circus

Birmingham

B4 6NQ

Internal : 801 1631

External : 0121 626 6099

Mobile – [REDACTED]

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Abdool Rohomon

From: Abdool Rohomon
Sent: 28 September 2018 09:09
To: ~~Abdool Rohomon~~
Cc: Clement Samuels; Jennifer Hancocks; Talib Hussain; Laura Robinson
Subject: Costcutter - Ryland Street

Dear Mr Saghir,

Thank you for your email yesterday and the telephone conversation we had yesterday. Prior to our phone call I had made an appointment with our legal department to discuss the options around your premises, which I followed through with this morning

From yesterday's conversation, I noted that you will agree to the following

- Opening hours Sunday through to Wednesday closing at 12am
- Thursday through to Saturday closing at 1am
- Security on Sunday through to Wednesday to be dropped to 1
- Security on Thursday to Saturday to remain at 2, but staff working to be reduced to 2
- No single sales of cans of beer/cider
- No selling of single plastic cups

As well as these all the other operating conditions of the premise licence still apply.

If we get written confirmation from you that these are agreed then West Midlands Police will not be applying for a closure notice. It should be noted that we have tried to accommodate your requests against the backdrop of the complaints that we have been receiving from residents which continued even after our last meeting.

- If this works then we will need to see a variation in your licence to reflect the change to the operating hours and measures
- If this does not work then West Midlands Police have no other option to issue a closure notice as we will have exhausted all measures to address the problems. We will be constantly reviewing what is happening and if any further complaints come to us.

Please consider these carefully, but we will need a response to the above by 3pm this afternoon (28th September 18). If you need any legal advice then I recommend you speak to a licensing solicitor

I look forward to your response

regards

Abs Rohomon

**PC 4075 Rohomon
BW Licensing
Police headquarters
Lloyd House
Colmore Circus
Birmingham
B4 6NQ**

**Internal : 801 1631
External : 0121 626 6099**

Abdool Rohomon

From: mohammed ayaan <[REDACTED]>
Sent: 28 September 2018 11:57
To: Abdool Rohomon
Cc: Clement Samuels; Jennifer Hancocks; Talib Hussain; Laura Robinson
Subject: Re: Costcutter - Ryland Street

Dear abdool,

I think it's in my best interest to agree with conditions.
I have started these hours with immediate effect

But I do ask you to consider the fact I will only be opening one hour extra on weekdays so it's not really essential to need security just for one hour.

Due to might not be able to confirm if security will attend for one hour on shift

I might have to change weekdays from 12am to 11pm

But if you consider I no longer need security for weekdays I will open till 12am

I feel once I have closed before 1am everyday is should take me out the picture of noise and nuisance around area

I have taken extra measures by fitting extra camera and audio on road to see more outside to consider the difference in me closing which I will bring to next meeting.

I also am in the process to set up a system to allow the police to access my camera 24/7 which can be accessed wireless from any desktop/device so it can make it easier for you to see what is going on the road live at any time. This system is a working progress and hopefully can be completed by next review.

I hope by my next review I can remove security on weekdays and one security one weekends eventually due to only opening till 1am.

Just to notify I will consider any ideas that are brought forward to me and willing to do what it takes to help police sort this matter with ease and accordance with conditions.

Thanks for your time and consideration on the alteration of timing of my shop

I really appreciate the time you have taken out of busy schedule just to deal with this situation

Hope you have great weekend with minimum complaints.

Thanks

Iman saghir

[REDACTED]

Ayaancostcutter Ltd

From: Abdool Rohomon
Sent: Friday, September 28, 2018 9:09:20 AM
To: [REDACTED]
Cc: Clement Samuels; Jennifer Hancocks; Talib Hussain; Laura Robinson
Subject: Costcutter - Ryland Street

Dear Mr Saghir,

Thank you for your email yesterday and the telephone conversation we had yesterday. Prior to our phone call I had made an appointment with our legal department to discuss the options around your premises, which I followed through with this morning

From yesterday's conversation, I noted that you will agree to the following

- Opening hours Sunday through to Wednesday closing at 12am
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- Security on Sunday through to Wednesday to be dropped to 1
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- No single sales of cans of beer/cider
- No selling of single plastic cups

As well as these all the other operating conditions of the premise licence still apply.

If we get written confirmation from you that these are agreed then West Midlands Police will not be applying for a closure notice. It should be noted that we have tried to accommodate your requests against the backdrop of the complaints that we have been receiving from residents which continued even after our last meeting.

- If this works then we will need to see a variation in your licence to reflect the change to the operating hours and measures
- If this does not work then West Midlands Police have no other option to issue a closure notice as we will have exhausted all measures to address the problems. We will be constantly reviewing what is happening and if any further complaints come to us.

Please consider these carefully, but we will need a response to the above by 3pm this afternoon (28th September 18). If you need any legal advice then I recommend you speak to a licensing solicitor

I look forward to your response

regards

Abs Rohomon

PC 4075 Rohomon

BW Licensing

Police headquarters

Lloyd House

Colmore Circus

Birmingham

B4 6NQ

Internal : 801 1631

External : 0121 626 6099

Mobile - ~~07957 123456~~

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Abdool Rohomon

From: mohammed ayaan [redacted]
Sent: 28 September 2018 12:14
To: Abdool Rohomon
Cc: Clement Samuels; Jennifer Hancocks; Talib Hussain; Laura Robinson
Subject: Re: Costcutter - Ryland Street

Okay thank you abdool I think that's fair enough.
Hopefully I'll have good video evidence with audio to prove other wise.
Looking forward to next meeting to be honest.
And again thanks for everything

Ayaancostcutter Ltd

From: Abdool Rohomon
Sent: Friday, September 28, 2018 12:11:19 PM
o: 'mohammed ayaan'
Cc: Clement Samuels; Jennifer Hancocks; Talib Hussain; Laura Robinson
Subject: RE: Costcutter - Ryland Street

Mr Saghir,

Thank you for this email, in terms of security through the week days, I want to see how this works first, I have agreed to reducing the weekday security to 1

If there are no complaints through the week and looking with your CCTV it can be reviewed in the next week to see if it is necessary

regards

Abs Rohomon

PC 4075 Rohomon
BW Licensing
Police headquarters
Lloyd House
Colmore Circus
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B4 6NQ

Internal : 801 1631

External : 0121 626 6099

Mobile - [redacted]

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Twitter: www.twitter.com/brumpolice

Facebook: www.facebook.com/westmidlandspolice

YouTube: www.youtube.com/westmidlandspolice

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From: mohammed ayaan [redacted]

Sent: 28 September 2018 11:57

To: Abdool Rohomon

Cc: Clement Samuels; Jennifer Hancocks; Talib Hussain; Laura Robinson

Subject: Re: Costcutter - Ryland Street



Dear Abdool,

I think it's in my best interest to agree with conditions.

I have started these hours with immediate effect

But I do ask you to consider the fact I will only be opening one hour extra on weekdays so it's not really essential to need security just for one hour.

Due to might not be able to confirm if security will attend for one hour on shift

I might have to change weekdays from 12am to 11pm

But if you consider I no longer need security for weekdays I will open till 12am

I feel once I have closed before 1am everyday it should take me out the picture of noise and nuisance around area

I have taken extra measures by fitting extra camera and audio on road to see more outside to consider the difference in me closing which I will bring to next meeting.

I also am in the process to set up a system to allow the police to access my camera 24/7 which can be accessed wireless from any desktop/device so it can make it easier for you to see what is going on the road live at any time.

This system is a working progress and hopefully can be completed by next review.

I hope by my next review I can remove security on weekdays and one security one weekends eventually due to only opening till 1am.

Just to notify I will consider any ideas that are brought forward to me and willing to do what it takes to help police sort this matter with ease and accordance with conditions.

Thanks for your time and consideration on the alteration of timing of my shop

I really appreciate the time you have taken out of busy schedule just to deal with this situation

hope you have great weekend with minimum complaints.

Thanks

Imran saghir

Ayaancostcutter Ltd

From: Abdool Rohomon <a.rohomon@west-midlands.pnn.police.uk>

Sent: Friday, September 28, 2018 9:09:20 AM

To: [REDACTED]

Cc: Clement Samuels; Jennifer Hancocks; Talib Hussain; Laura Robinson

Subject: Costcutter - Ryland Street

Dear Mr Saghir,

Thank you for your email yesterday and the telephone conversation we had yesterday. Prior to our phone call I had made an appointment with our legal department to discuss the options around your premises, which I followed through with this morning

From yesterday's conversation, I noted that you will agree to the following

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- Security on Sunday through to Wednesday to be dropped to 1
- Security on Thursday to Saturday to remain at 2, but staff working to be reduced to 2
- No single sales of cans of beer/cider
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As well as these all the other operating conditions of the premise licence still apply.

If we get written confirmation from you that these are agreed then West Midlands Police will not be applying for a closure notice. It should be noted that we have tried to accommodate your requests against the backdrop of the complaints that we have been receiving from residents which continued even after our last meeting.

- If this works then we will need to see a variation in your licence to reflect the change to the operating hours and measures
- If this does not work then West Midlands Police have no other option to issue a closure notice as we will have exhausted all measures to address the problems. We will be constantly reviewing what is happening and if any further complaints come to us.

Please consider these carefully, but we will need a response to the above by 3pm this afternoon (28th September 18). If you need any legal advice then I recommend you speak to a licensing solicitor

I look forward to your response

regards

Abs Rohomon

Abdool Rohomon

From: Abdool Rohomon
Sent: 25 October 2018 09:47
To: [REDACTED]
Cc: Laura Robinson; Clement Samuels; Talib Hussain
Subject: Ryland Street

Mr Saghir,

Prior to you going away we had a discussion around your premises, where you indicated that you wanted to trade slightly longer hours, I said I was not in favour of these but to put your proposal in writing so I could consider them, which was not received and so your agreed operating hours are those detailed previously.

We are getting more complaints around your shop about opening hours and ASB, officers have twice been to your shop to ask for the CCTV to be told that no one can download it, and when they have asked after you and your availability being told that you only attend once a week. We have tried to get the CCTV to try and mitigate the complaints we are continually getting and yet we are faced with the above response from your staff.

I have to say this is totally unacceptable, we have tried to work with you to resolve the issues, against a back drop of evidence of Anti social behaviour, there is a specific condition on your licence around CCTV and that it must be made available to officers when requesting it. This is something that either the staff are not aware of because you have not trained them in it, or they are being overly obstructive. I have now asked the officers to come and seize your hard drive due to the continued complaints, this will put you in breach of your premise licence, if you continue to sell alcohol, which you will face prosecution for.

I will also be seeking to review your premise licence for you to explain this in front of a licensing committee.

I look forward to your reply

regards

Abs Rohomon

PC 4075 Rohomon
W Licensing
Police headquarters
Lloyd House
Colmore Circus
Birmingham
B4 6NQ

Internal : 801 1631
External : 0121 626 6099

Mobile - [REDACTED]

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Abdool Rohomon

From: Abdool Rohomon
Sent: 08 November 2018 09:59
To: Talib Hussain
Subject: FW: Photo - taken last weekend Broad Street

Importance: High

Abs Rohomon

PC 4075 Rohomon
BW Licensing
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Lloyd House
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From: Sajid Shahban [mailto:s[REDACTED]]
Sent: 07 November 2018 10:54
To: Abdool Rohomon; [REDACTED]
Cc: Clement Samuels; Laura Robinson; 'Mo Khan Shahban'; 'Samantha Berks'
Subject: RE: Photo - taken last weekend Broad Street
Importance: High

Dear PC Rohomon,

As we have been instructed to act on behalf of our client, we must remind you that all correspondence should be forwarded to our client via us, and therefore you must not communicate directly with him at any time in relation to this issue.

It is unfortunate that you believe negotiations have ceased, however that is not our position on the matter. Although you have had discussions with our client, we have only recently been engaged to act on his behalf, and as such, our previous email was our first opportunity to negotiate with you. Further to your email, we feel that this may have been a time wasting exercise, as your response evidences your lack of willingness to enter into meaningful

negotiations on this issue. You have put our client on notice of your intention to apply for review without addressing the proposal that was drafted at your request.

In line with this, we believe that it would be best to continue with negotiations, and we ask that you respond to this email detailing your objections to our client's proposal, so that we may reach an agreement. Should you be unwilling to do this, then we will accept that there is no alternative than to prepare for and await review.

However please note that should this be necessary, your conduct in relation to this matter will also be considered upon review. It is our position that the threatening tone and nature of your communications with our client have bordered on harassment, and therefore we would provide your correspondence with him as evidence of your unreasonable behaviour, should a review be necessary.

However at present, we do not wish to make any reference to, or address any abuse of position on your part, as we hope that the matter can be dealt with favourably for all parties concerned.

We look forward to hearing from you soon in this regard.

Kindest regards

Sajid Farooq Shahban

Sole Proprietor

COLP/COFA

Tel: [REDACTED]

Fax: [REDACTED]

Mobile: [REDACTED]

Website: [REDACTED]

Office: [REDACTED]



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From: Abdool Rohomon <a.rohomon@west-midlands.pnn.police.uk>
Sent: 06 November 2018 13:13
To: 'Sajid Shahban' <[REDACTED]>; [REDACTED]
Cc: Clement Samuels <c.samuels@west-midlands.pnn.police.uk>; Laura Robinson <L.Robinson@west-midlands.pnn.police.uk>; 'Mo Khan Shahban' <[REDACTED]>
Subject: RE: Photo - taken last weekend Broad Street

Dear Mr Shahban,

Thank you for this plan as I requested. I have read your comments around my approach to this process and that you believe you think they are boarding on abuse of process, the Licensing Act talks about trying to address problems associated at licensed premises which I have tried to do with your client, to the point of giving him the benefit of the doubt at our first meeting. I am fully aware of the powers afforded to the Police and this have been explained to your client so that he understands the severity of the concerns we were investigating.

This process for me has hit an impasse, I am not satisfied with the proposals contained as your client is extending his operation to hours where concerns were raised. I am therefore putting you on notice that a review application will be sort, and that any other powers we have will also be considered if the circumstances arise

Kind regards

Abs Rohomon

**PC 4075 Rohomon
BW Licensing
Police headquarters
Lloyd House
Colmore Circus
Birmingham
B4 6NQ**

**Internal : 801 1631
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Twitter: www.twitter.com/brumpolice
Facebook: www.facebook.com/westmidlandspolice
YouTube: www.youtube.com/westmidlandspolice

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From: Sajid Shahban [mailto:[REDACTED]]
Sent: 02 November 2018 09:30
To: Abdool Rohomon; [REDACTED]
Cc: Clement Samuels; Laura Robinson; 'Mo Khan Shahban'
Subject: RE: Photo - taken last weekend Broad Street
Importance: High



Dear PC Rohomon,

Further in the above matter, we have taken your requests into consideration, and have received instructions from our client with regards to a proposal plan for his business premises.

Our client's position

Our client is, and always has been receptive and accommodating to feedback regarding his shop. Therefore when you brought this matter to his attention, he made every effort to act in compliance with your requests, in the hopes that these would satisfy all parties. He has contacted neighbours and customers as to any issues they may have, and has received only positive feedback in this regard. However in the space of just two months, you have made increasingly restrictive requests of our client, and are now insisting that he provide you with a proposal plan.

Our client feels that each time he complies with one of your requests, you respond that they have been unsuccessful, and state that further measures must be taken. He worries that you are acting in this manner in a deliberate attempt to target him, as you have made numerous threats to pursue action for review and closure, despite his abiding to your terms. Our client has most recently utilised the following measures;

- Sunday-Wednesday: 0600-2300
- Thursday-Saturday: 0600-0100
- At least two staff members at all times
- One security member; Thursday-Saturday

However our client does not feel that the current arrangement is viable or reasonable in a long-term capacity, and some of your terms are of such an encumbrance, that it would not be beneficial to accept. As such, he asks that we put the following proposal plan forward, in the hopes that a resolve can finally be met:

- Operating hours: 0600-0200, Monday-Sunday
- At least two staff members at all times
- No variation of the licence; but our client will exercise sensible discretion with regards to operating hours
- Our client does not wish to personally pay for security, as he does not feel that this is necessary, or that he should be responsible for this, when customers will not be entering his shop.

Licence review and closure notice

Whilst negotiating with our client on alterations he may make to avoid review is preferable where possible, this should only be pursued if expectations are reasonable. It would be fruitless for our client to engage in an agreement with you whereby he is restricted further than he would likely be through review of his licence. Moreover, your powers should not be used to intimidate and pressurise our client. Your conduct in this regard has been highly inappropriate, and our client has experienced considerable anxiety and distress from your increasingly restrictive and threatening requests, which could be construed as an abuse of power.

If you believe that there is a nuisance being caused to members of the public, then the correct procedure is to apply for a licence review, by virtue of Section 51 Licensing Act 2003; or to issue a closure notice, in compliance with section 76 Anti-Social Behaviour Crime and Policing Act 2014. As per section 51(4)(a) Licensing Act 2003, the licensing authority may reject any ground for review if it believes that the premises is not responsible for the public nuisance. Furthermore, the court will only make a closure order, pursuant to section 80(5) Anti-Social Behaviour Crime and Policing Act 2014, if you are able to show that there has been a "serious" nuisance to members of the public as a direct result of usage of the premises.

Our client's business is in close proximity to the city centre, and is just a short distance from a popular nightclub, from which our client believes majority of the nuisance originates. There is also considerable construction work being undertaken nearby, which can be heard from our client's premises, and he believes that this also contributes heavily to the noise pollution. Therefore our client believes that it is highly unlikely that any issues are due to his shop, or its operating hours. Our client has conducted his business on these premises for a considerable period of

time, during which he has received no other complaints, and as such it will be difficult to evidence that his shop is the cause of the nuisance. Therefore he sincerely hopes that his proposal will be taken into serious consideration.

Our client would be willing to consider minor amendments to his proposal, and is eager to cooperate with you on this matter, as he wishes for a permanent solution so that he may have a set structure for his business. However he does not wish to delay the process any further than necessary, and will not be receptive to unreasonable requests.

We hope that this provides adequate clarification as to our client's position on the matter, and we look forward to hearing from you soon in this regard.

Yours sincerely,

Sajid Farooq Shahban

Sole Proprietor

COLP/COFA

Tel: [REDACTED]

Fax: [REDACTED]

Mobile: [REDACTED]

Website: [REDACTED]

Office: [REDACTED]



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From: Abdool Rohomon <a.rohomon@west-midlands.pnn.police.uk>

Sent: 31 October 2018 09:02

To: 'Sajid Shahban' <[REDACTED]> <[REDACTED]>

Cc: Clement Samuels <c.samuels@west-midlands.pnn.police.uk>; Laura Robinson <L.Robinson@west-midlands.pnn.police.uk>



midlands.pnn.police.uk>; 'Mo Khan Shahban' <[REDACTED]>

Subject: RE: Photo - taken last weekend Broad Street

Dear Mr Saghir,

In relation to the below, I still await your response to the photo taken from Broad Street. Also in relation to the licensing plan that I have asked of you, this will be required to be with me by Tuesday 6th November 2018 (email will be acceptable).

For your assistance and as stated to you through our phone calls the plan needs to detail

- Operating hours through the week, weekend
- Timeline for variation of the licence to reflect any agreed hours of operation
- Security provisions through the week and weekend
- Staffing levels

As you are aware we have been getting more complaints about your premises even after the implementation of the reduced hours, these are being investigated which resulted in your CCTV hard drive having to be taken due to the fact that when officers requested CCTV staff were not forthcoming with it. As you are aware we have a range of options available to us –

If we agree your hours of operation then is a process could a minor variation to amend your hours that you can apply for, but the timescale available for us to sanction this will be limited

If we do not agree to your hours or there is a delay in the minor variation process then a licensing review is the only course of action

If we find that the ASB complaints are founded through the CCTV then a licensing review will follow.

Apologises if you find this blunt, we have tried to work with you and have given you a great deal of latitude following our first meeting, as at that point we were considering applying for an ASB closure against your premises (which we did tell you about). The balance between your business needs and those of the residents who suffer Anti Social Behaviour is a fine one, with the licensing act being very clear that premises cannot impact on residents with the licensing objectives being undermined. We are now at the position where we need to formalise this process with your premise licence

I am away from my desk most of today and then not back until Tuesday, hence the request for the plan by Tuesday

I look forward to seeing the plan on Tuesday

regards

Abs Rohomon

**PC 4075 Rohomon
BW Licensing
Police headquarters
Lloyd House
Colmore Circus
Birmingham
B4 6NQ**

**Internal : 801 1631
External : 0121 626 6099**

Mobile: [REDACTED]

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West Midlands Police

Tel. 101 Ext 8011627

Email: a.rohomon@west-midlands.pnn.police.uk

Website: www.west-midlands.police.uk

Twitter: www.twitter.com/brumpolice

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Vision statement - Serving our communities, protecting them from harm

From: Abdool Rohomon

Sent: 30 October 2018 09:51

To: 'Sajid Shahban'; [REDACTED]

Cc: Clement Samuels; Laura Robinson; 'Mo Khan Shahban'

Subject: RE: Photo - taken last weekend Broad Street

Dear Shahban,

I find it strange that you think me asking your client if he has any knowledge of a bill board advertising a Costcutter, in a location where his premises is the closest as being unlawful, it was a simple question.

In relation to your request for a phone call, I have spoken to Mr Saghir, numerous times over the last couple of weeks, and after the last phone call last week I asked him to go and see his solicitor inform him/her of the issues, Mr Saghir has all the correspondence from us around the issues and asked for a plan on what you propose to do as complaints continue to arise from this premise.

I need a plan on what you intend to do to promote the licensing objectives on the basis of what the complaints have been recently, so when we have this we will indeed be in a position to talk.

This needs to be done as soon as possible, so I look forward to receiving it from you

regards

Abs Rohomon

PC 4075 Rohomon

BW Licensing

Police headquarters

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Colmore Circus

Birmingham

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YouTube: www.youtube.com/westmidlandspolice

From: Sajid Shahban [mailto: [REDACTED]]
Sent: 30 October 2018 09:37
To: Abdool Rohomon; [REDACTED]
Cc: Clement Samuels; Laura Robinson; 'Mo Khan Shahban'
Subject: RE: Photo - taken last weekend Broad Street
Importance: High

Dear Mr Rohomon,

Further to my email yesterday, you will be well aware that I am instructed to deal with this matter on behalf of my client, Mr Saghir.

This line of questioning my client via email is not only inappropriate but also bordering on unlawful. I would be grateful if you could respond to my aforementioned email, in an attempt to resolve this matter amicably.

I look forward to hearing from you in this regard.

Yr indest regards

Sajid Farooq Shahban

Sole Proprietor

COLP/COFA

Tel: [REDACTED]

Fax: [REDACTED]

Mobile: [REDACTED]

Website: [REDACTED]

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This firm is a recognised Sole Practice authorised and regulated by the Solicitors Regulation Authority www.sra.org.uk SRA No: 639018. The proprietor of the firm is Mr Sajid Farooq Shahban. The Registered office address is: 11 Birch Terrace, Hanley, Stoke-on-Trent, ST1 3JN.

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From: Abdool Rohomon <a.rohomon@west-midlands.pnn.police.uk>

Sent: 30 October 2018 09:08

To: [REDACTED]; 'Sajid Shahban' <[REDACTED]>

Cc: Clement Samuels <c.samuels@west-midlands.pnn.police.uk>; Laura Robinson <L.Robinson@west-midlands.pnn.police.uk>

Subject: Photo - taken last weekend Broad Street

Mr Saghir,

Can you confirm if you have any knowledge in relation to the attached photo, which was taken last weekend on Broad Street

Where you at the premises last weekend?

await your response

Abs Rohomon

**PC 4075 Rohomon
BW Licensing
Police headquarters
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Colmore Circus
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Abdool Rohoman

From: Clement Samuels
Sent: 29 October 2018 14:51
To: Abdool Rohoman
Cc: Laura Robinson
Subject: FW: FW: FYI cost cutter paying homeless to hold 24hr signs directing them to costcutter and still open.
Attachments: PHOTO-2018-10-28-00-50-03.jpg

Hi Abs,

Please see the below email and attached photo. Am I right in thinking there are no other Costcutters in the immediate area?

Please let me have your thoughts.

Thanks

Clem

T/Insp 9495 Clem Samuels
Ladywood West Constituency Manager
Summerfield Police Station
Birmingham West NPU
101. Ext. 862 6065
Email: c.samuels@west-midlands.pnn.police.uk

From: [REDACTED]
Sent: 29 October 2018 14:46
To: Clement Samuels; Laura Robinson
Subject: Fwd: FW: FYI cost cutter paying homeless to hold 24hr signs directing them to costcutter and still open.

Hi Clement,

Hopefully you have received this via [REDACTED]

Is this now sufficient for you to close the shop?

Many thanks,

[REDACTED]

----- Forwarded message -----

From: [REDACTED]
Date: Mon, 29 Oct 2018 at 13:28
Subject: FW: FYI cost cutter paying homeless to hold 24hr signs directing them to costcutter and still open.
To: Kath Hartley <[REDACTED]>, Laura Robinson <L.Robinson@west-midlands.pnn.police.uk>, Councillor Albert Bore <[REDACTED]>
Co: [REDACTED]

Hi all,

Please see the picture that was taken on Saturday evening on broad street.

Please can this be taken into consideration when reviewing the license for the Costcutter. Not only are they advertising a 24 hour service but they were also seen paying a homeless person to stand with this sign.

I'm sure you will agree the below is completely unacceptable and a clear sign that eh shop owner is saying one thing and doing something completely different.



Please click [here](#) to complete our Customer Satisfaction Survey



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From:

Sent: 29 October 2018 13:12

To: [Redacted]

Subject: FYI cost cutter paying homeless to hold 24hr signs directing them to costcutter and still open.

Kind regards



Abdool Rohomon

From: Abdool Rohomon
Sent: 30 October 2018 09:08
To: [REDACTED] 'Sajid Shahban'
Cc: Clement Samuels; Laura Robinson
Subject: Photo - taken last weekend Broad Street
Attachments: Doc1.doc

Mr Saghir,

Can you confirm if you have any knowledge in relation to the attached photo, which was taken last weekend on Broad Street

Where you at the premises last weekend?

I await your response

bs Rohomon

**PC 4075 Rohomon
BW Licensing
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Colmore Circus
Birmingham
B4 6NQ**

**Internal : 801 1631
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Mobile - [REDACTED]

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Vision statement - Serving our communities, protecting them from harm



02-UK 4G

00:16

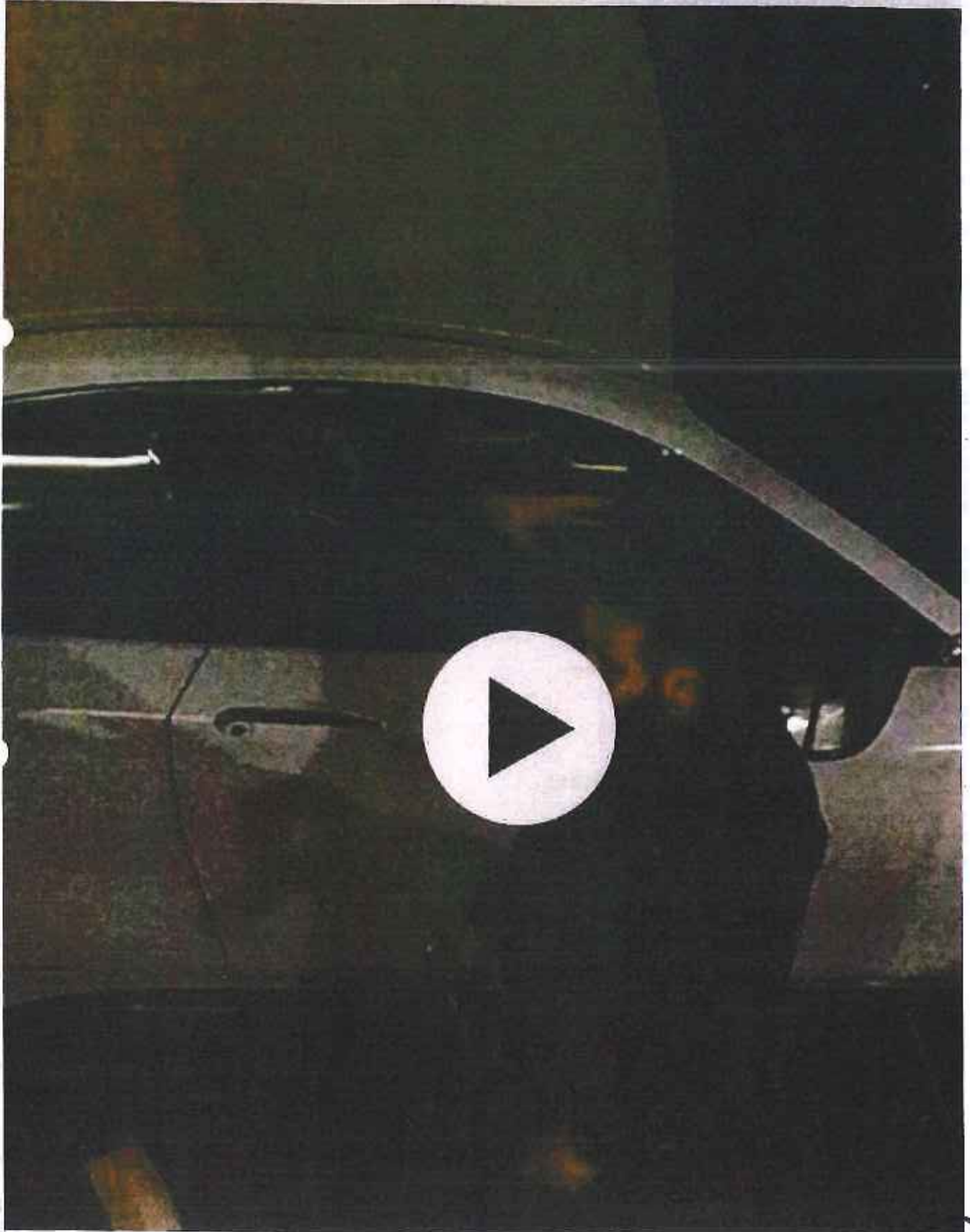
71%



Birmingham

Yesterday 23:48

Ed



On Sun, 23 Sep 2018 at 00:14, ~~Elizabeth Jordan~~ <~~elizabeth.jordan@bt.com~~> wrote:

Hi Laura,

Will upload video, can't see if bouncers are there, from reflection on parked cars, door is wide open.

He's treating it like he's a club owner now, I actually think that the fact he's got bouncers is giving him (in his cys) a sense of prestige. He continues to personally greet his punters. Please See vidco. I can't see whether the bottle is a spirit bottle or water bottle. When cars park like this, other road users start beeping to tell them to move, which is disturbing.

Just having the shop open is a problem. There hasn't been a significant reduction in noise, I'm still not able to get to sleep until 1/2am every night.

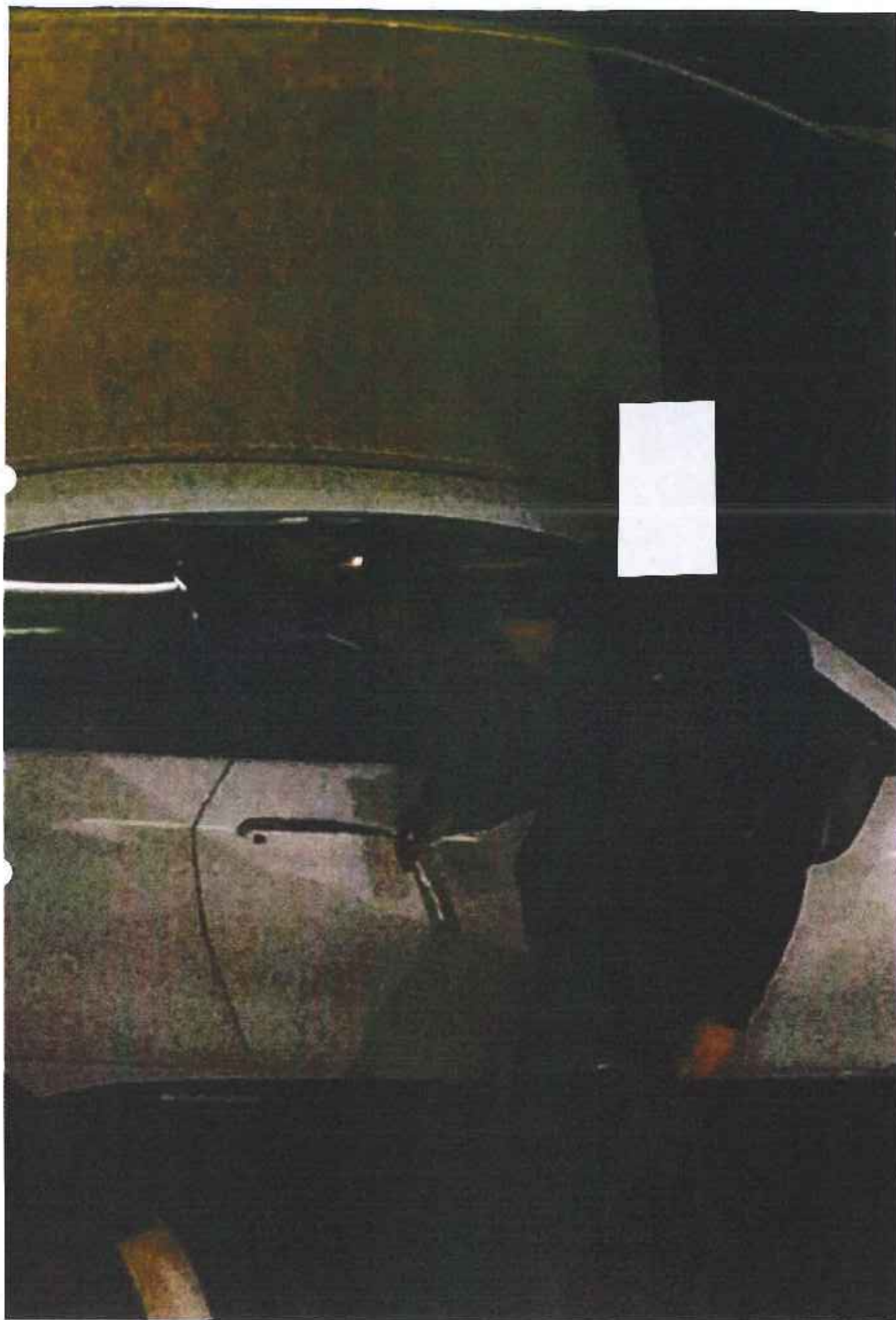
I emailed me today and he used the word 'peaceful' to describe what the area was previously like.

Thanks

Thanks,

~~Elizabeth~~

This email has been scanned by the Symantec Email Security.cloud service.
For more information please visit <http://www.symanteccloud.com>



Laura Robinson

From: [REDACTED]
Sent: 23 September 2018 00:21
To: Laura Robinson
Subject: Re: ASB 26 Ryland Street _ 23rd Sept

* I think it's a vodka bottle as it's straight and thin and reflective (glass) red top.

Presume if it is vodka, he's topping up his pal's glasses, but I haven't seen this happen, so speculation. Again, his own CCTV and bouncers bodycam is the best way to see this.

Thanks,
[REDACTED]

Camera



2018-10-10 22:37:43

2018 Sun 23:37:43

Table with 4 columns: Name, Position, Age, and other details. The table contains several rows of data, including names like "HONG" and "HONG".

Name	Position	Age	Other
HONG			
HONG			
HONG			
HONG			
HONG			
HONG			
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HONG			
HONG			
HONG			

Table with 2 columns: Name and Position. The table contains several rows of data, including names like "HONG" and "HONG".

Name	Position
HONG	
HONG	
HONG	
HONG	
HONG	
HONG	
HONG	
HONG	
HONG	
HONG	



Camera 06

2018 Sun 23:03:01

018 Sun 23:03:01

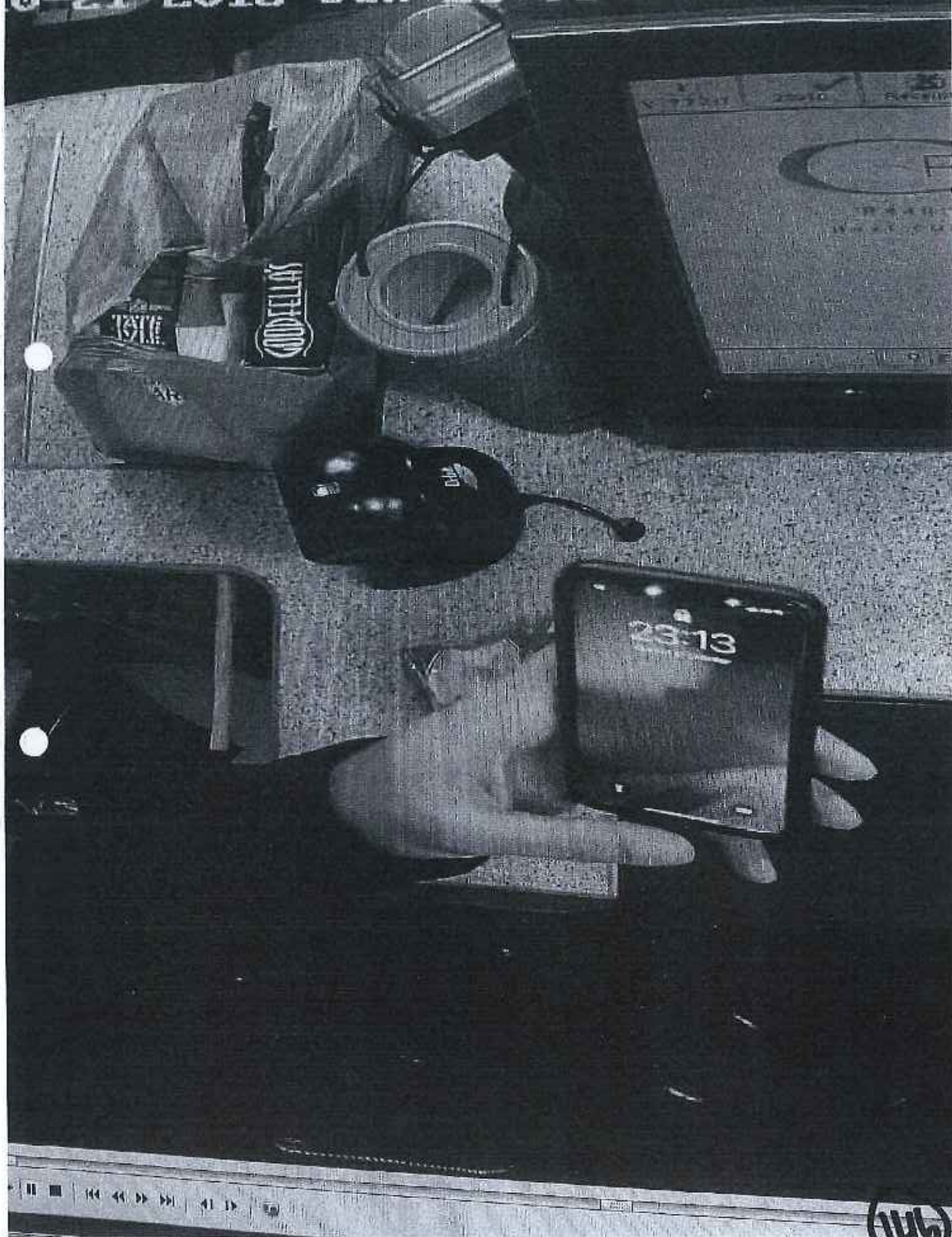


Camera 06

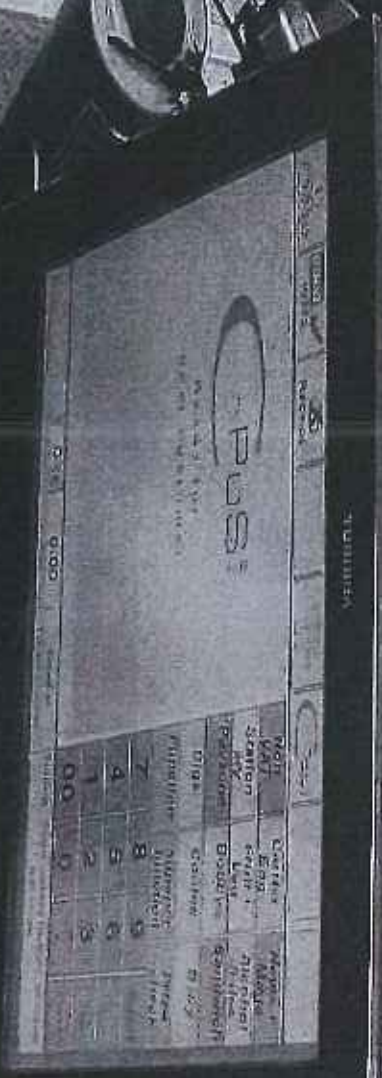
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11.57 11/20/2018

0-21-2018 Sun 23:03:01



2018 Sun 23:13:12

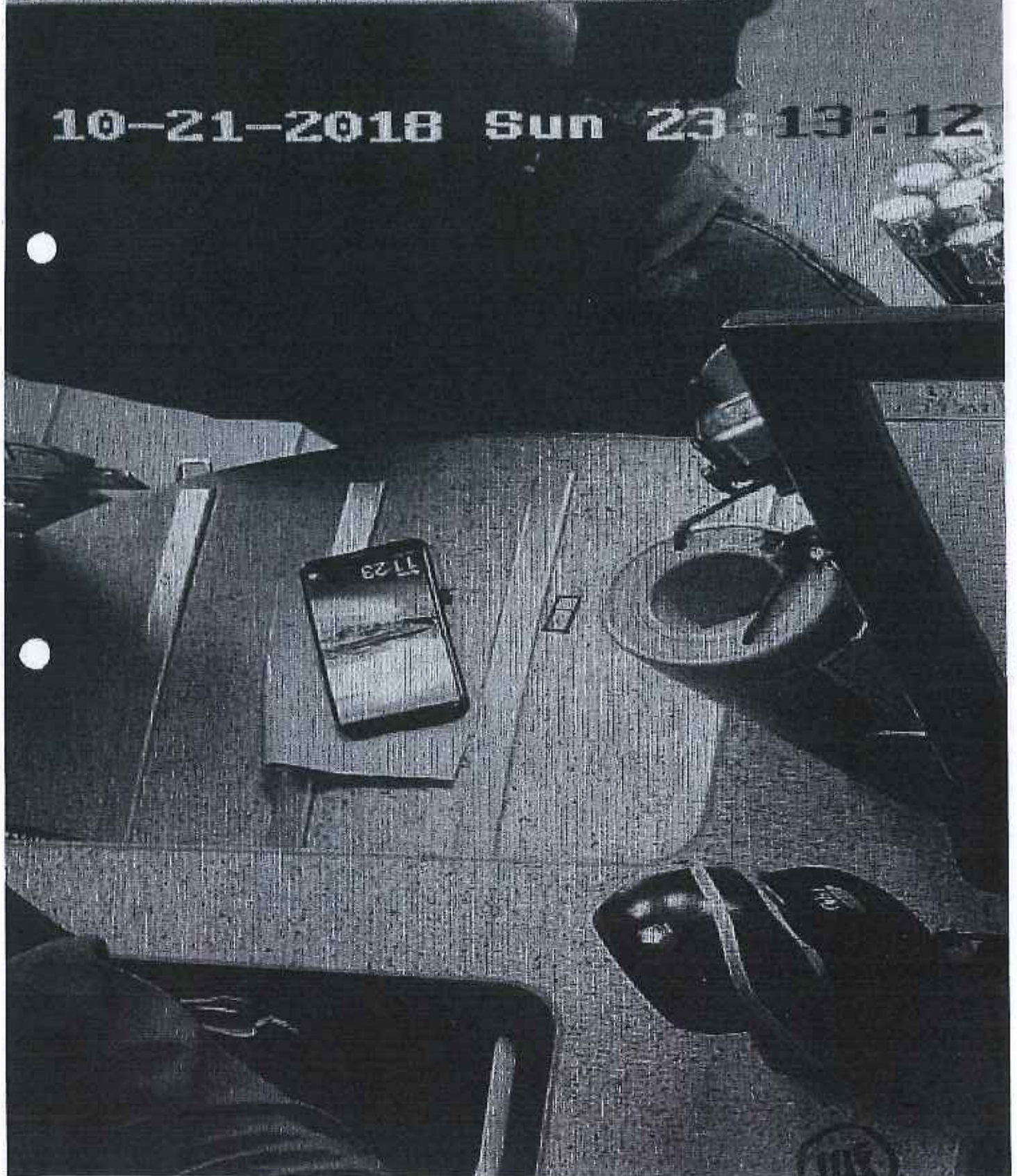


511

D:\SUB-18-230\Disc 2 of 3\Footage\21-10-18-22-10-18\Cam 7\ch07_20181021230000.mp4

(F) View(V) Control(C) Option(P) Help(H)

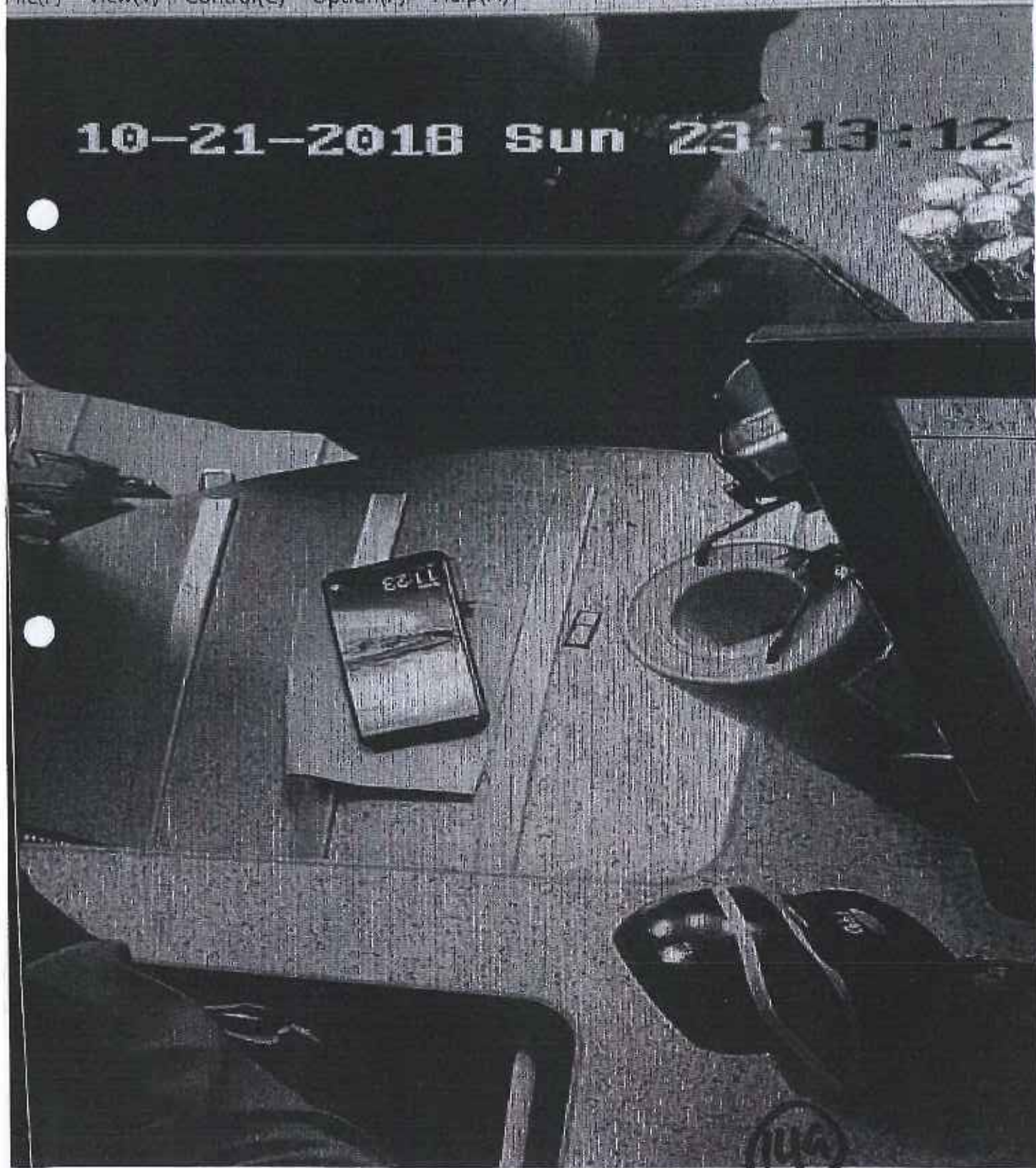
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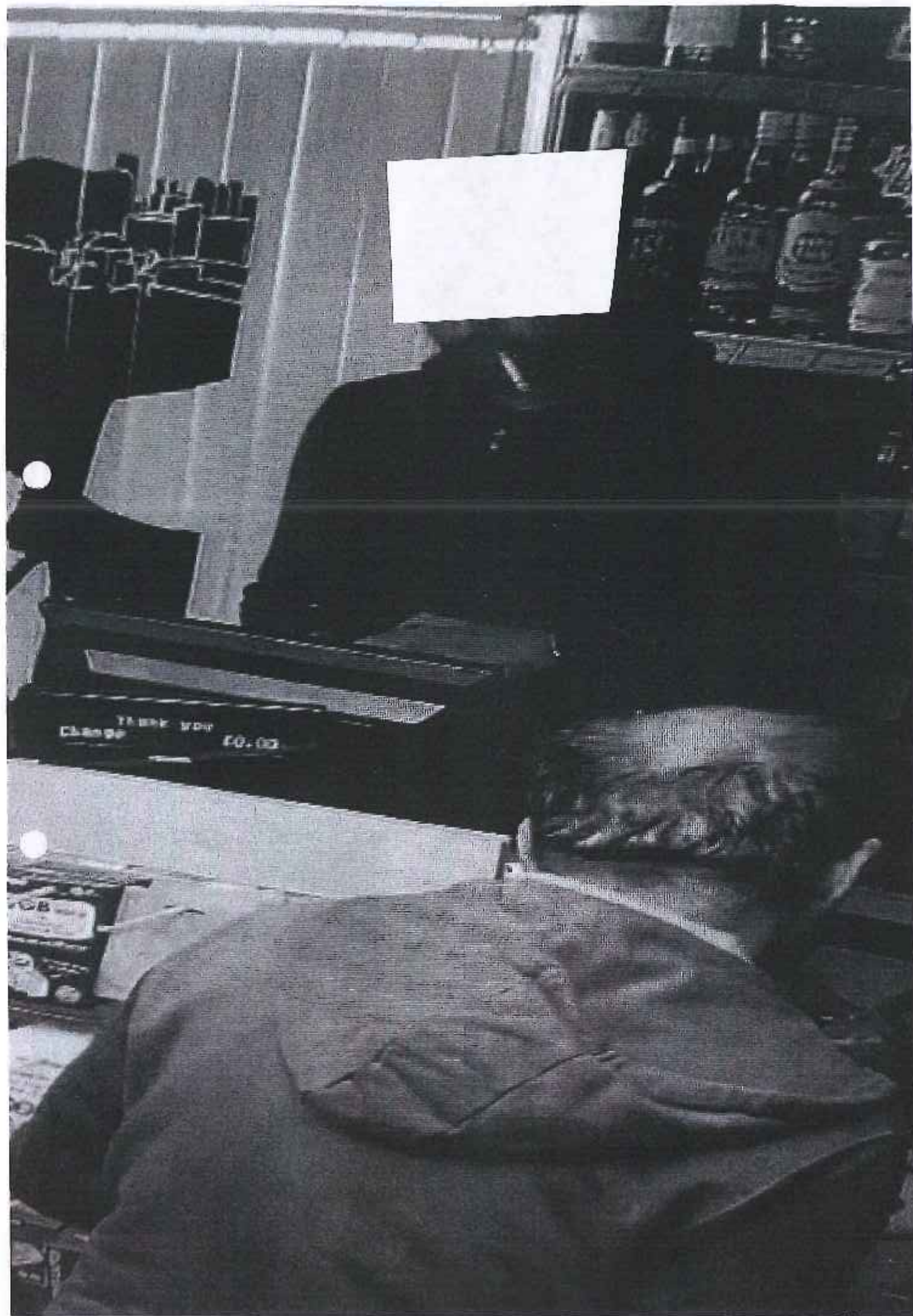
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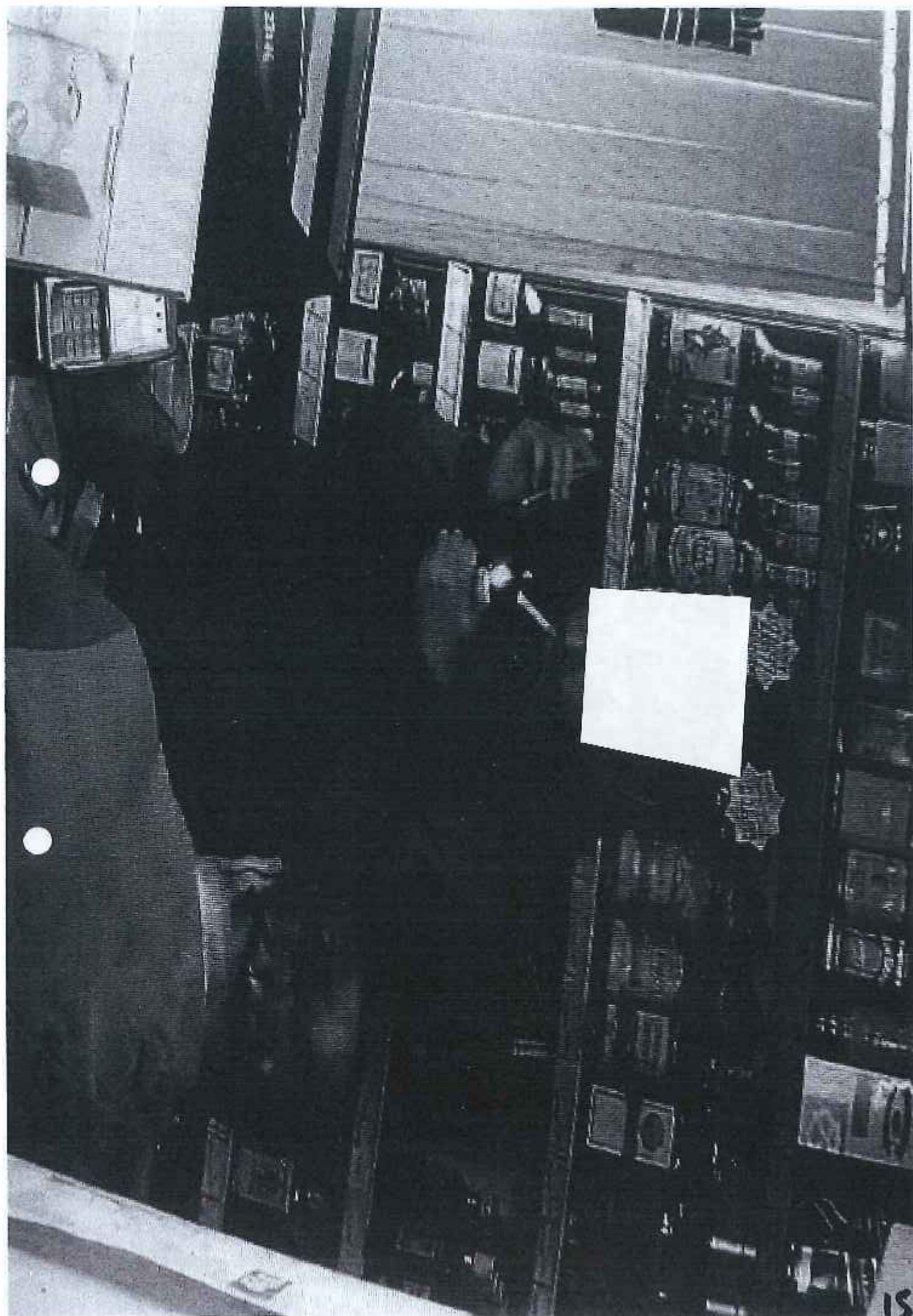
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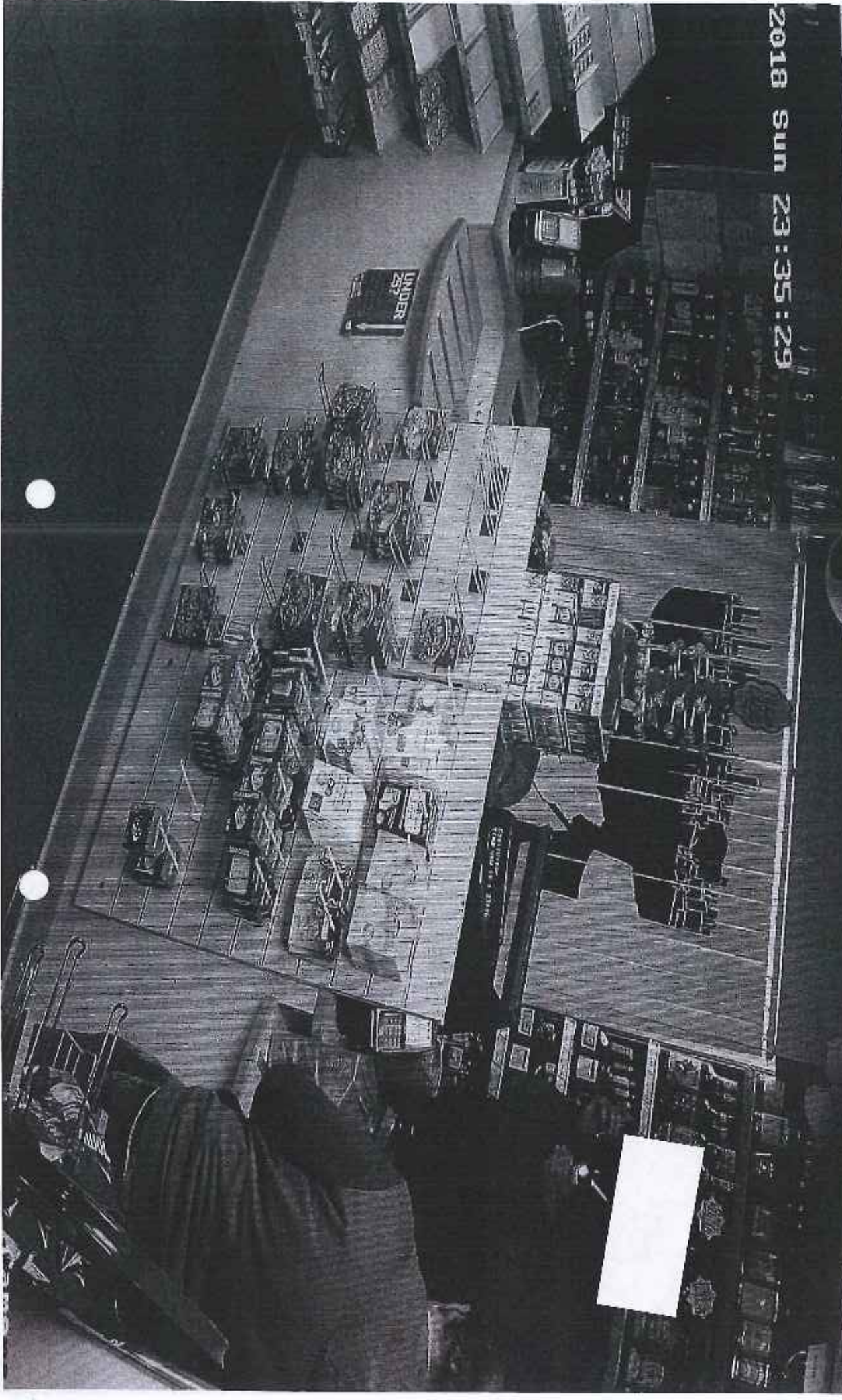
21-2018 Sun 23:36:56

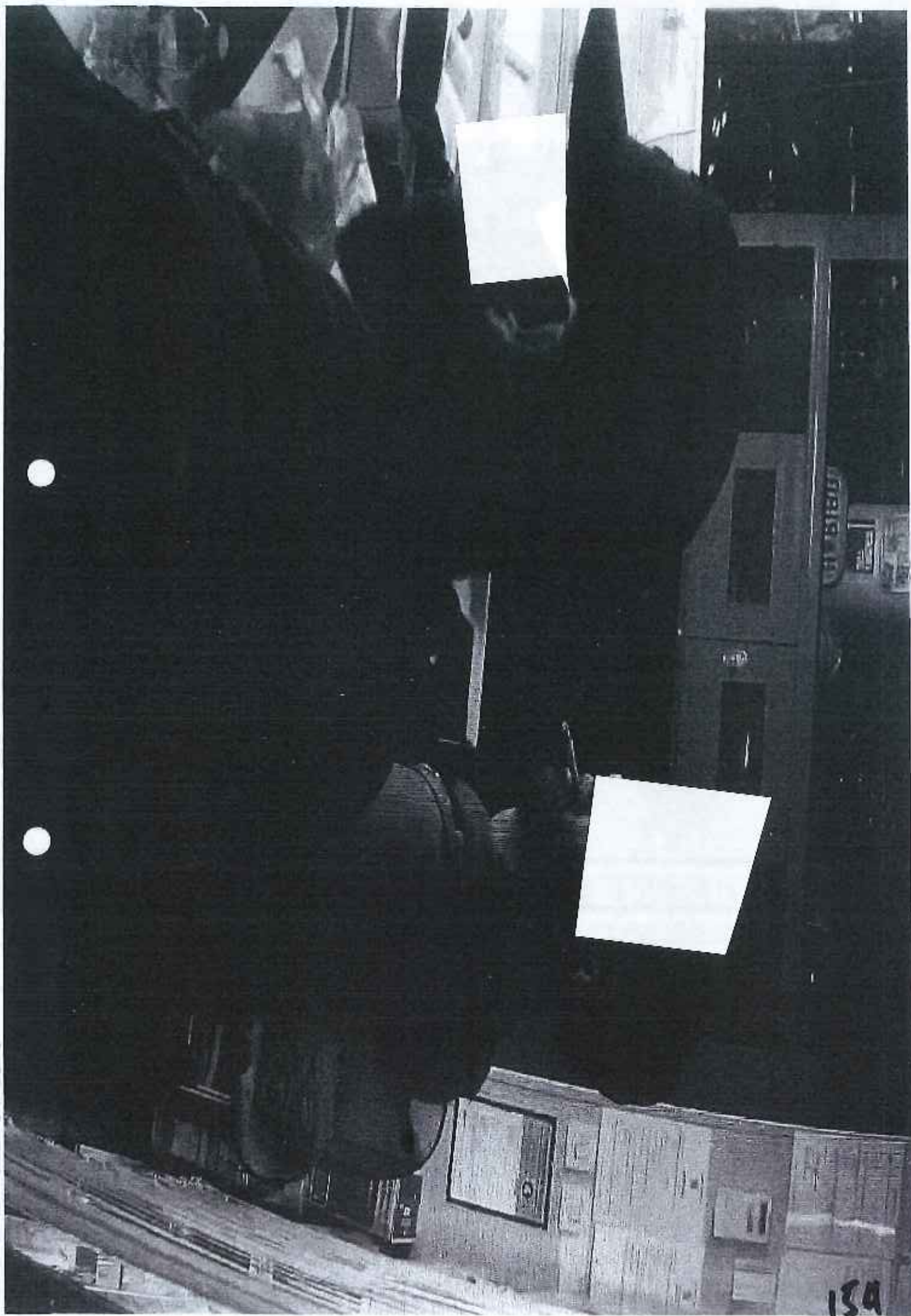






2018 Sun 23:35:29







1-2018 Sun 23:36:58



Camera 15