
REVIEW OF PREMISES LICENCE

ZARA'S BAR, 80 BROAD STREET,
BIRMINGHAM B15 1AU

JRH/JW/1063661/1

17 October 2016

Birmingham City Council
Licensing Section
PO Box 17013
Birmingham
B6 9ES

wilkin chapman llp
solicitors

P.O. Box 16
Town Hall Square
Grimsby DN31 1HE

By post and email – licensing@birmingham.gov.uk

Dear Sirs

**REVIEW OF PREMISES LICENCE
ZARA'S BAR, 80 BROAD STREET, BIRMINGHAM B15 1AU**

We write on behalf of our client, Cumberland House Hotel Birmingham Limited, who is the proprietor and operator of the Hampton by Hilton Birmingham Broad Street, 200 Broad Street, Birmingham B15 1SU.

On 29 September 2016 an application for review of the Premises Licence in respect of Zara's Bar was applied for by Councillor Gareth Moore.

Please accept this letter as a representation by our client to the review.

The grounds upon which our client submits a representation are as follows:-

1. The prevention of public nuisance
2. Public safety
3. The prevention of crime and disorder

The Hampton by Hilton has operated as a hotel at this location for four years and comprises 285 bedrooms over 17 floors (floors 4-17) as well as providing other facilities including a gymnasium and a bar. It caters for a diverse mix of guests from both the UK and abroad including families, business and leisure visitors, in particular business guests visiting the city for conferences as well as general business. The age range of hotel customers is also wide ranging from children to the elderly. The bar area is retailed for the sale of alcohol daily from 08.00 to 02.00 hours the following morning. In reality the majority of the trade is for hotel residents for whom the licence is 24/7.

As will be seen from the attached Google Maps image (GM1), the hotel is located directly opposite Zara's Bar (GM2).

As a brand, Hampton by Hilton offers a 100% satisfaction guarantee. This is a genuine guarantee, such that if patrons do not enjoy a good night's sleep they obtain a refund of their accommodation costs. Such claimants and payments made under this scheme are centrally monitored and, due to the activities of the customers of Zara's Bar and the levels of disturbance emanating from the premises, my client has made refund payments to patrons of the hotel.

Examples of the general late night disturbance include:-

1. Loud music played from inside the bar which is audible inside the hotel.
2. Announcements being made by the DJ throughout the evening both during between tracks being clearly audible inside the bedrooms of the hotel.
3. Disturbance caused by external speakers playing music in the external seating/smoking area at the front of the bar.
4. Customers shouting and making loud noises etc as they use the external seating area.
5. Customers shouting and making loud noises etc as they enter and leave the premises.
6. Noise from customers queuing outside the venue, together with disorder.
7. Altercations between door supervisor and members of the public leading to physical assaults.
8. Altercations between customers outside the premises.
9. Poor security management including failure to manage crowds/queues.
10. No adequate disposal of patrons later in the evening and at closing time.

It would appear that any existing controls to limit noise and disturbance caused by customers of Zara's Bar, particularly late at night, are inadequate.

It would also appear that existing conditions on the Premises Licence in relation to noise are not being complied with.

The existing operation, for the reasons outlined above – are a source of public nuisance to our client and their customers and as a result it is sought that the permitted hours for all licensable activities are limited to 02.00 hours.

Full details of the complaints records of our client will be disclosed in advance of the hearing together with a summary of the payments made to customers who have had their sleep interrupted through the operation of Zara's Bar.

Additional evidence in relation to noise nuisance shall also be provided.

We look forward to hearing from you soon with regards details of the hearing date.

Yours faithfully

WILKIN CHAPMAN LLP
Jonathan Hyldon
Senior Solicitor

Enc/ Google Earth Maps (GM1) and (GM2)

Google Maps Broad St

(GM1)

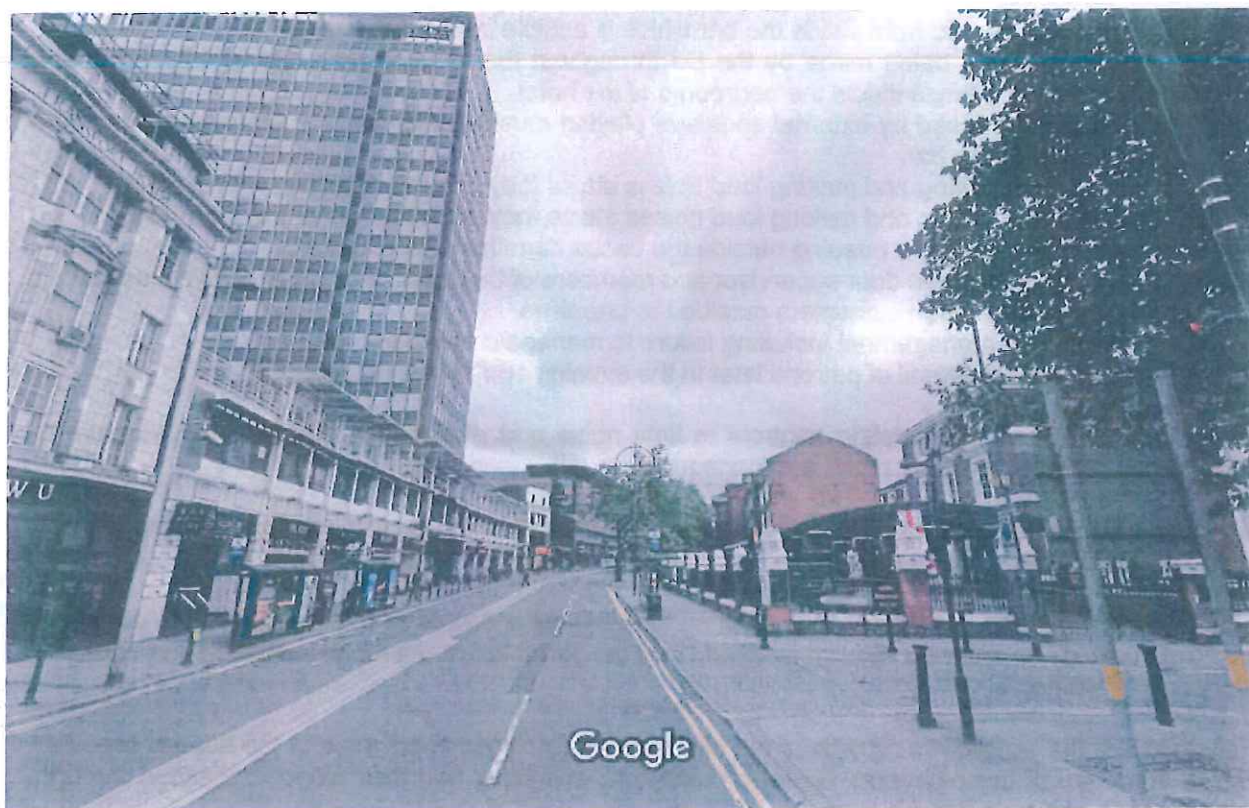



Image capture: Jun 2016 © 2016 Google

Birmingham, England

Street View - Jun 2016



BROAD STREET

24 2 Windows Double Aspect 1DCN	23 2 Windows Double Aspect 1DCN
22 1 Window 2TWN	21 1 Window 1DCN
20 1 Window 2TWN	
18 1 Window w/ Pillar 1DCN	
16 1 Window w/ Pillar 1DCN	
14 1 Window w/ Pillar 1DCN	
12 1 Window 2TWN	11 1 Window 1DCN
10 1 Window 2TWN	09 1 Window 1DCN
08 1 Window w/ Pillar 1DCN	07 1 Window w/ Pillar 1DCN
06 2 Windows w/ Pillar 1DCN	05 1 Window w/ Pillar 1DCN
04 1 Window Connecting 1DCN	03 1 Window 1DCN
02 2 Windows 1DCN	01 1 Window 1DCN

Tennant Street

102.01 GUARANTEE



Every hotel must participate in the 100% Hampton Guarantee program and unconditionally deliver the 100% Hampton Guarantee to every guest. If guests are not completely satisfied—regardless of the reason—they must not be charged for the stay. To effectively implement this unconditional guarantee, each hotel must:

A. GUARANTEE DELIVERY

Empower each hotel employee to action and deliver the guarantee when needed without requiring additional management approval.

B. DISPLAY OF GUARANTEE

Prominently display the 100% Hampton guarantee plaque on the front desk facing the guest—one plaque in the front of each work station.

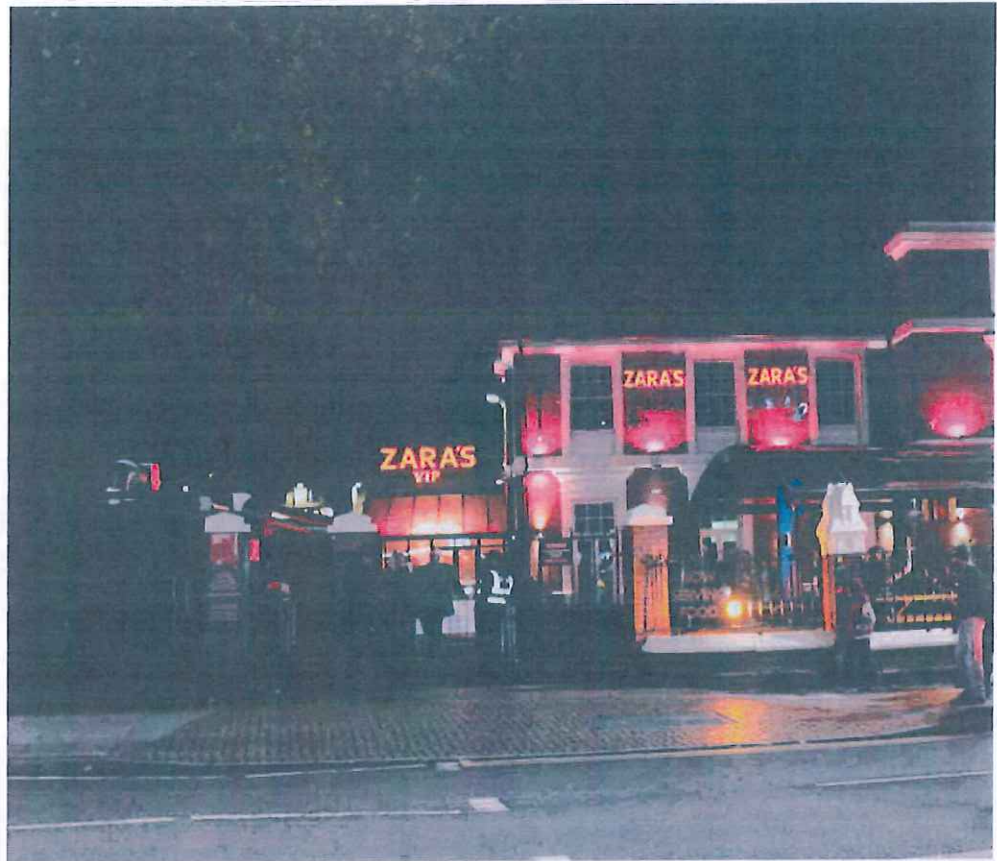
Google Maps Broad St

(GM2)



Image capture: Jun 2016 © 2016 Google

Birmingham, England
Street View - Jun 2016









Public Register: Licence Report

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1. Licence

Summary of the licence certificate.

Application Reference	83973
Licence Holder Name	Five Rivers 2 UK Limited
Registered Company Number	07421533
Licence Number	4052
Time Limited Start Date	N/A
Time Limited End Date	N/A
Issue Number	1
Issue Date	21/12/2013
Grant Date	20/11/2013
Granted By	David Kennedy
Status	Current
Representation Start Date	23/09/2013
	21/10/2013

Representation End Date

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	Miss Victoria Sherwin
Licence Number	3683
Issuing Authority	Birmingham
Start Date	23/09/2013

3. Premises Details

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

Premises Name	Zara's Bar
Premises Type	BAR/RESTAURANT
Premises Address	80 Broad Street, Birmingham, B15 1AU
Ward Name	LADYWOOD

3.1 Licensable Activities

A list of activities for which this premises is licensed.

Code	Description
A	Plays
B	Films
C	Indoor sporting events
E	Live music
F	Recorded music
G	Performances of dance
H	Anything of similar description to that falling within (live music), (recorded music) or (performances of dance)
L	Late night refreshment
M3	Sale of alcohol by retail (both on & 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	07:00	06:00	A , B , C , E , F , G , H , M3
	23:00	05:00	L

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	07:00	06:30

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	Each individual assigned to carrying out a security activity must be licensed by the Security Industry Agency.
N/A	The admission of children under the age of 18 to film exhibitions permitted under the terms of this licence shall be restricted in accordance with any recommendation made: (a) By the British Board of Film Classification (BBFC), where the film has been classified by that Board, or (b) By the Licensing Authority where no classification certificate has been granted by the BBFC, or, where the licensing authority has notified the licence holder that section 20(3)(b) (s74(3)(b) for clubs) of the Licensing Act 2003 applies to the film.

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	CCTV to be installed and maintained to the satisfaction of West Midlands Police. The CCTV system to be in full working order at all times when the premises are open for licensable activities. The CCTV system shall record and store images for a minimum of 30 days. Images to be made available to West Midlands Police and Local Authority officers upon request.
GENERAL	The premises will risk assess its standard operating procedures covering seven days a week, included in this risk assessment will be any security provisions. A copy of risk assessments to be made available to West Midlands Police Licensing Department (Steelhouse Lane).
CRIME	The use of the premises for licensable activities between 0400 and 0600 hours is subject to 7 days notice (28 days notice in respect of "risk" events) by any means to the West Midlands Police Licensing Department at Steelhouse Lane Police Station, or such other officer or Police Station as shall have been notified to the Designated Premises Supervisor in writing. A "risk" event is defined as a music event attracting a defined or special interest audience. In such case the Police shall have the right to veto the use of the premises for that event during those hours by giving notice within 3 days of notification.
CRIME	External Promoted Events: If the premises has any late night external promoter event which is not part of the standard operating procedure, then a separate risk assessment will be completed and forwarded to the Licensing Department at Steelhouse Lane Police Station at least 28 days, or such other time as agreed with West Midlands Police Licensing Department, before the event. Any additional conditions (in writing) required by West Midlands Police will become a condition of the premises licence for the purposes of that event.
CRIME	The premises will implement and put in practice a drugs policy and an incident log book will be kept and maintained on the premises, and will be made available for inspection by West Midlands Police and responsible authorities.

Objective	Condition
CRIME	The Premises License Holder shall ensure members of staff will receive regular training in their responsibilities under the Licensing Act 2003, to include use of the proof of age scheme adopted by the premises. Such training to be documented and records shall be retained at the premises and produced to responsible authorities upon reasonable request.
CRIME	The Premises licence holder will ensure that the Designated Premises Supervisor, or such other member of staff as may be nominated by him/her, attends local Pubwatch (or such other similar scheme).
SAFETY	SIA registered door supervisors will be engaged at the premises in accordance with the standard operating procedures risk assessment. Door staff profiles will be retained for all staff that are working in the premises or have been working at the premises in the last 3 months. Profiles are to be proof of identity (photocopy of driving licence or passport) and proof of address (utility bill or bank statement). Proof of address is not required when proof of identity is a new photo driving licence. Profiles are to be available for inspection on request by a responsible authority.
SAFETY	The Premises License Holder shall ensure when door supervisors are engaged at the premises they shall wear Hi-Vis armbands at all times.
NUISANCE	There shall be adequate supervision of the external area, and security provision will be assessed within the standard operating procedure risk assessment (see above).
NUISANCE	The licence holder or designated premises supervisor will ensure that music sound levels are monitored, and that regular patrols are carried out by designated members of staff, internally and externally, to limit any noise pollution during regulated entertainment in the premises.
NUISANCE	The premises License Holder shall ensure notices are displayed on the premises asking customers to respect local residents when leaving the premises.
CHILD	The premises will implement a Challenge 25 proof of age scheme.
CHILD	If the premises wishes to hold an under 18 event, 28 days notice will be provided to the Licensing Department at Steelhouse Lane Police Station, together with a risk assessment for the event.

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	Conditions as stated below under the appropriate licensing objective.
CRIME	N/A
SAFETY	N/A
NUISANCE	Doors and windows: The applicant shall ensure that all doors and windows are shut during the provision of regulated entertainment save for access or egress.
NUISANCE	Noise limiter: The applicant shall install a noise limiter at the premises to be calibrated at a level set by Environmental Health.
CHILD	N/A

5. Licence History

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

No Information available

6. Designated Premises Supervisor History

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

No Information available

7. Events

Other significant events recorded for this licence.

Date	Reference	Event Name
21/12/2013	83973	Issue
20/11/2013	83973	Licence Approval
20/11/2013	83973	Committee Decision
23/09/2013	83973	Licensable Activities Added/Changed
23/09/2013	83973	Licensable Activities Added/Changed

Date	Reference	Event Name
23/09/2013	83973	Licensable Activities Added/Changed
23/09/2013	83973	Licensable Activities Added/Changed
23/09/2013	83973	Licensable Activities Added/Changed
23/09/2013	83973	Licensable Activities Added/Changed
23/09/2013	83973	Licensable Activities Added/Changed
23/09/2013	83973	Licensable Activities Added/Changed
23/09/2013	83973	Licensable Activities Added/Changed
23/09/2013	83973	Licensable Activities Added/Changed
23/09/2013	83973	Application Received (New Application)

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17013, Birmingham, B6 9ES
Tel: 0121 303 9896
Email: licensing@birmingham.gov.uk

[Top](#)

Weekend noise report

Date: 17.06.2016

Manager on duty:

Source of noise:	#Zara's Club, Broad Street noise, public nuisance
Guest complaining/raising awareness:	[redacted] room 803
Action:	#Moved to 1218 but still not satisfied, moved back to 803, will want to discuss compensation in the morning. £62.10 room rate.
Result:	[redacted] seemed really stressed due to the lack of sleep and constant noise. we explained to him that we are trying our best to get the club to lower their noise levels.
Notes:	#As our rates are higher during weekends and close to being fully booked, the refunds for the noise complaints are pretty high.

Weekend noise report

Date: 18.06.2016

Manager on duty:

Source of noise:	#Zara's Club – loud music, loud entertainers, loud crowd
Guest complaining/raising awareness:	— room 621
Action:	#Asked the guest if they want to change the room but requested ear plugs instead, which we offered complimentary. Room rate £62.10 #Apologized and offered complimentary drinks. £14.50.
Result:	#Guests understood the situation but said they will give a bad review.
Notes:	#

Weekend noise report

Date: 19.06.2016

Manager on duty

Source of noise:	#Zara's Club – loud music and DJ shouting, lots of people on the street in front of the club.
Guest complaining/raising awareness:	[redacted] – room 1224 – Gold HHonors member
Action:	#Called [redacted] who came to measure the noise levels. #Moved guest to 1509. 2 nd night room rate reduced 50% £50.15
Result:	[redacted] said he is happy to move but is unacceptable to have to move at a late hour and he will want some sort of compensation.
Notes:	#

Weekend noise report

Date: 02.07.2016

Manager on duty:

Source of noise:	#Zara's Club
Guest complaining/raising awareness:	– room 1723
Action:	<p>#Moved to room 804</p> <p>#Called from Zara's and let her know the club is making too much noise. She assured me she will call the club to put the music down.</p> <p>#Discussed with the security team as well to make us aware of any public nuisance they witness and/or high noise levels from around the hotel.</p>
Result:	<p> seemed happy with the move, as he wanted a good night sleep</p> <p>#The level of the noise went a bit down after the conversation with Vicky</p>
Notes:	<p>#Apart from the noise the club makes, there is the public noise, the nuisance and the promoters from eating places like Food Republic, Peri Peri and so on, as well as groups of people just standing, eating, etc. in front of the hotel.</p> <p>#Waiting for the Warden's readings from two weeks ago.</p>

Weekend noise report

Date: 30.07.2016

Manager on duty:

Source of noise:	#Zara's Club – it was unbearable, the MC was shouting louder than ever
Guest complaining/raising awareness:	– room 721 room 924
Action:	<p>#Called Wayne and let him know the club is making too much noise. He let me know he will try and do something about it. He came with his colleagues and measured the levels again.</p> <p>#Apologized to the guests and informed them that we are currently gathering evidence so that we can really get the club to stop with the noise and nuisance, and that their comfort is and it will always be our priority.</p>
Result:	#Guests understood the situation and admitted that it isn't our fault, but they also think we should do something about Zara's.
Notes:	#The level of the noise was high well into the morning, there were several fights as well, lots of police involved, ambulances, and big crowds outside the club.

Weekend noise report

Date: 31.07.2016

Manager on duty: _____

Source of noise:	#Zara's Club – loud music, loud speakers, entertainers are shouting beyond reason
Guest complaining/raising awareness:	_____ – room 1323
Action:	#Moved guest to room 1404 #Discussed with the security team to make us aware of any public nuisance they witness and high noise levels from around the hotel in order to make note and put together the noise reports.
Result:	_____ seemed happy with the move, but did not understand why they play their music so loud.
Notes:	#There are always big crowds in front of Zara's, also making noise, causing trouble and fights.

Weekend noise report

Date: 07.08.2016

Manager on duty:

Source of noise:	#Zara's Club – the music coming from the speakers outside was unbearable
Guest complaining/raising awareness:	– room 1521
Action:	<p>#Moved the guest to room 1104.</p> <p>#Called Warden [redacted] d let him know the club is making too much noise and he came with his colleagues and measured the noise levels.</p> <p>#Tried to call [redacted] from Zara's but could not get through.</p>
Result:	#Guests was happy with the move but really upset he had to move at a very late hour. 5 night stay. 100% refund 1 night, plus furthered compliant to Hilton Guest Assistance.
Notes:	#The level of the noise was high until around 04:00 AM, we can understand why some guests have trouble sleeping. The late hours make it difficult even to move some guests to other rooms.

Weekend noise report

Date: 10.08.2016

Manager on duty:

Source of noise:	#Zara's Club
Guest complaining/raising awareness:	It- room 624
Action:	<p>#Called [redacted] om Zara's but no answer.</p> <p>#Apologized to the guest, offered them to change the room but they refused due to the late hour.</p>
Result:	#Guest was very angry and rude and without moving the room there wasn't much left to do. They asked for a refund in the morning £59.00.
Notes:	#The room change being our only solution when the noise is unbearable puts us in the situation where when we are fully booked, the refund is the last resort.

Weekend noise report

Date: 28.08.2016

Manager on duty: [redacted]

Source of noise:	#Zara's Club – way too loud music and DJ shouting, lots of people on the street as Monday is bank holiday.
Guest complaining/raising awareness:	[redacted] – room 1021 [redacted] – room 1424
Action:	#Called [redacted] and let him know the club is making too much noise. He was just ten minutes away. He came and measured the levels. #Called [redacted] from Zara's but no one answered. #Moved guests from 1424 to 805 #Offered complimentary ear plugs for 1021, as they did not want to change rooms.
Result:	#Guest in 1021 understood the situation and admitted that it isn't our fault, but they said it should be advertised that our guests might experience loud noise from next door. #Guests in 1424 were ok with the move but not happy overall.
Notes:	

Weekend noise report

Date: 11.09.2016

Manager on duty:

Source of noise:	#Zara's Club
Guest complaining/raising awareness:	- room 1111 room 1107 room 923 room 521
Action:	#Guest in room 1111 did not call to report, but let the morning know she could not sleep all night and she will never stay with us again. Guest was a previous Hilton complaint on a guest stay certificate refunded £109 #Guest in room 1107 did not call to report because they said they did not want to change rooms during the night. Mentioned to the morning team. #Guest in room 923 did not report during the night as well. #Moved guest from 521 to room 1404.
Result:	room 521 was happy to move.
Notes:	#Some guests don't report during the night, they only complain during check out and ask for refunds.

Weekend noise report

Date: 23.09.2016

Manager on duty:

Source of noise:	#Zara's Club, outside music
Guest complaining/raising awareness:	- room 624. was very angry and complained several times saying that she wants to be moved.
Action:	#As we were fully booked, we had to relocate the guest to Hilton Garden Inn for the night.
Result:	#It cost us £120.00 to relocate the guest for the night.
Notes:	#The loud noise puts us in the corner sometimes as we have no choice but relocate guests to other hotels.

Weekend noise report

Date: 30.09.2016

Manager on duty:

Source of noise:	#Zara's Club loud music
Guest complaining/raising awareness:	- room 624
Action:	#Moved guest to room 1509 #Guest complained to the morning shift and as she had a week to stay she was moved to a quieter room.
Result:	as happy with the move.
Notes:	

Weekend noise report

Date: 02.10.2016

Officer: [REDACTED]

Source of noise:	#Zara's Club 0230
Guest complaining/raising awareness:	[REDACTED] – room 924
Action:	#Complained to the morning team upon check out and they apologized for the inconvenience. No recompense discussed.
Result:	#
Notes:	#

Weekend noise report

Date: 08.10.2016

Manager on duty:

Source of noise:	#Zara's Club
Guest complaining/raising awareness:	room 1123
Action:	#Complained to the morning team upon check out and they apologized for the inconvenience.
Result:	#
Notes:	#

Weekend noise report

Date: 15.10.2016

Manager on duty:

Source of noise:	#Zara's Club
Guest complaining/raising awareness:	It – room 821
Action:	#Complained to the morning team upon check out and they apologized for the inconvenience.
Result:	#Morning team apologized and made the guest aware that there is an investigation in process.
Notes:	#rate £76.50

Weekend noise report

Date: 22.10.2016

Manager on duty:

Source of noise:	#Zara's Club
Guest complaining/raising awareness:	<div>- room 823</div> <div># - room 623</div>
Action:	<div>complained to the morning team upon check out and they apologized for the inconvenience and moved them to room 401.</div> <div>advised night team that they will want to change room the next day.</div>
Result:	#Guest in 823 was happy with the move.
Notes:	#

Weekend noise report

Date: 11.11.2016

Manager On Duty:

Source of noise:	#Zara's Club
Guest complaining/raising awareness:	— room 1424
Action:	<p>#Moved guest to room 906</p> <p>#Explained to the guest that the weekends get busy on Broad Street and that the club across the street is always playing music way too hard. I apologized for their experience and they said that they are happy with the move but want a refund. £72.25 100% guarantee</p>
Result:	#Happy with the move but asked for refund. £72.25.
Notes:	#

Weekend noise report

Date: 13.11.2016

Manager on duty

Source of noise:	#Zara's Club – loud music coming from the outside speakers, entertainers are shouting
Guest complaining/raising awareness:	<p>_____ room 1507</p> <p>_____ room 1523</p>
Action:	<p>#Apologized and move _____ to room 1510</p> <p>#The morning team changed the room for them as they did not report it during the night.</p> <p>_____ asked for ear plugs which we provided complimentary.</p>
Result:	<p>_____ was happy with the move.</p> <p>_____ was not quite satisfied but he did not want to move.</p>
Notes:	#

Weekend noise report

Date: 14.11.2016

Manager on duty:

Source of noise:	#Zara's Club
Guest complaining/raising awareness:	— room 1415
Action:	#Reported in the morning. Morning team apologized and will follow up with the guest who requested a refund. £68.00
Result:	#
Notes:	#

Hampton by Hilton Noise level

Sat 29-10-16 0130Hr

Floor		Windows open
17TH -	70	✓
16TH -	62	✓
15TH -	60	✓
14TH -	61	✓
13TH -	64	✓
12TH -	72	✓
11TH -	64	✓
10TH -	67	✓
9TH -	60	✓
8TH -	65	✓
7TH -	69	✓
6TH -	65	✓
5TH -	60	✓
4TH -	68	✓
3rd -	60	✓
2nd -	67	✓
1st -	65	✓



INCIDENT REPORT FORM

1035024



Patrick House, Gosforth Park Avenue, Gosforth Business Park, Newcastle upon Tyne, NE12 8EQ

Telephone Office: 0191 216 0411 Fax: 0870 421 5857

Website: www.phoenixsecurityuk.co.uk Email: info@phoenix-security.co.uk

☒ MINOR

☐ MODERATE

☐ MAJOR

IF A MAJOR INCIDENT OCCURS, PLEASE CONTACT OUR CONTROL ROOM ASAP ON: 0191 216 0411

VENUE: Hampton by Hilton

DATE: 24.7.16

TIME: 02:50

NAME: (person completing form)

SIA BADGE No: (full)

AUTHORITY VISITS

- ☐ POLICE
- ☐ AMBULANCE
- ☐ FIRE
- ☐ COUNCIL

ACCIDENT/INCIDENT

- ☒ FIGHT/ABUSIVE BEHAVIOUR/VIOLENCE
- ☐ ACCIDENT
- ☐ THEFT
- ☐ FATALITY

SUPPORTIVE EVIDENCE ATTACHED

- ☒ CCTV FOOTAGE
- ☐ WITNESS STATEMENTS
- ☐ CONTACT DETAILS OF WITNESS
- ☒ INCIDENT REPORT COMPLETE

DETAILED DESCRIPTION OF INCIDENT: Hearing noise outside the hotel front door myself and staff. I stepped outside to see what was happening. Across the road Zorcas group were fighting with the door staff. I recorded the incident and asked our hotel customers to come inside for their own safety, so if it progressed towards us the customers weren't getting involved. Few more incidents occurred to which I and colleagues kept going by the front entrance to make sure our customers were safe. I checked camera.

I got called to 2nd floor reception, to escort a customer to the 16th floor which he presented he was staying as he told her 1616. After discussion he was on 12th floor so reception made him a room key because his actual room was 1212 and not 1616. In Admin insisted that as the customer I was highly drunk and was swearing at her and became frustrated. I recorded the incident because we checked the room to make sure it was his. Time: 02:10 am

NAMES OF STAFF MEMBER/S INVOLVED & SIA BADGE NUMBER:

ACTION TAKEN: Assisted

NAME, RANK AND NUMBER OF POLICE OFFICER/S INVOLVED:

POLICE OFFICER SIGNATURE IF POSSIBLE:

TELEPHONE No:

NAME OF INDEPENDANT WITNESS:

ADDRESS:

SIGNATURE OF WITNESS:
SIGNATURE OF VENUE MANAGER:

COMPLIANCE MANAGER:

OFFICE USE ONLY: OPERATIONS MANAGER:

White copy Office

Pink copy Police

Yellow copy Venue

QC No 36

Company registration number 6300167



PHOENIX SECURITY
SECURITY IS NOT AN OPTION

INCIDENT REPORT FORM

maybo

sia
SECURITY



1035023
PHOENIX EYE
EYES ARE WATCHING YOU

Patrick House, Gosforth Park Avenue, Gosforth Business Park, Newcastle upon Tyne, NE12 8EG

Telephone Office: 0191 216 0411 Fax: 0870 421 5857

Website: www.phoenixsecurityuk.co.uk Email: info@phoenix-security.co.uk

☐ MINOR

☒ MODERATE

☐ MAJOR

IF A MAJOR INCIDENT OCCURS, PLEASE CONTACT OUR CONTROL ROOM ASAP ON: 0191 216 0411

VENUE: Hampton by hilton

DATE: 30/7/2016 TIME: 01:25 am

NAME: (person completing form)

LS SIA BADGE No: (full)

AUTHORITY VISITS

- ☐ POLICE
- ☐ AMBULANCE
- ☐ FIRE
- ☐ COUNCIL

ACCIDENT/INCIDENT

- ☒ FIGHT/ABUSIVE BEHAVIOUR/VIOLENCE
- ☐ ACCIDENT
- ☐ THEFT
- ☐ FATALITY

SUPPORTIVE EVIDENCE ATTACHED

- ☐ CCTV FOOTAGE
- ☐ WITNESS STATEMENTS
- ☐ CONTACT DETAILS OF WITNESS
- ☒ INCIDENT REPORT COMPLETE

DETAILED DESCRIPTION OF INCIDENT: 31/7/16 - 01:25 - Fights broke outside Zorai's, Asian group of males chucked barriers against the door man. Then group went up and down the road. Then disappeared when the police came. [check camera for footage]

02:25 - IC1 (white) female, was asked kindly to not sit on the out door furniture and offered to come inside and sit on the couch as she was a customer staying in the hotel. She started to argue that she could do what she'd like. I informed her that it wasn't safe to sit outside because of phosors by and the non stop kick-offs on the road. Started saying "Jabs worth" and started swearing and walked off into a taxi.

04:20 - People coming out of Zorai's, fight broke out [check camera] police disappeared, then emergency services (Ambulance) arrived to treat an individual looked like a male on the floor outside the front gates of Zorai's. More people came out and more noise and issues caused more police to arrive, dog unit was brought in but not used. Everything started to clear around 05:30 am

NAMES OF STAFF MEMBERS INVOLVED & SIA BADGE NUMBER:
ACTION TAKEN:

NAME, RANK AND NUMBER OF POLICE OFFICERS INVOLVED:
POLICE OFFICER SIGNATURE IF POSSIBLE:
NAME OF INDEPENDANT WITNESS:
ADDRESS:

TELEPHONE No:

SIGNATURE OF WITNESS:
SIGNATURE OF VENUE MANAGER:

OFFICE USE ONLY: OPERATIONS MANAGER:

COMPLIANCE MANAGER:

White copy Office

Pink copy Police

Yellow copy Venue

QC No 36

Company registration number 6360167



PHOENIX SECURITY
SECURITY IS NOT AN ISSUE

INCIDENT REPORT FORM

maybo



1035034



PHOENIX EYE
WHO'S WATCHING YOU?

Patrick House, Gosforth Park Avenue, Gosforth Business Park, Newcastle upon Tyne, NE12 8EG
Telephone Office: 0191 216 0411 Fax: 0870 421 5857

Website: www.phoenixsecurityuk.co.uk Email: info@phoenix-security.co.uk

☒ MINOR

☐ MODERATE

☐ MAJOR

IF A MAJOR INCIDENT OCCURS, PLEASE CONTACT OUR CONTROL ROOM ASAP ON: 0191 216 0411

VENUE: Hampton by Hilton Bham

DATE: 27/8/2016

TIME: 04:17

NAME: (person completing form)

SIA BADGE No: (full)

AUTHORITY VISITS

- ☒ POLICE
- ☐ AMBULANCE
- ☐ FIRE
- ☐ COUNCIL

ACCIDENT/INCIDENT

- ☒ FIGHT/ABUSIVE BEHAVIOUR/VIOLENCE
- ☐ ACCIDENT
- ☐ THEFT
- ☐ FATALITY

SUPPORTIVE EVIDENCE ATTACHED

- ☒ CCTV FOOTAGE
- ☐ WITNESS STATEMENTS
- ☐ CONTACT DETAILS OF WITNESS
- ☒ INCIDENT REPORT COMPLETE

DETAILED DESCRIPTION OF INCIDENT: At 04:17 group of black males were kicked out of Club Zebra, between themselves started arguing then it escalated to a fight but police were on the scene to try and break it up. The two groups were calmed down and dispersed from both ends of Broadstreet when a police van arrived to assist further in clearing the road.

NAMES OF STAFF MEMBER/S INVOLVED & SIA BADGE NUMBER:
ACTION TAKEN:

NAME, RANK AND NUMBER OF POLICE OFFICER/S INVOLVED:
POLICE OFFICER SIGNATURE IF POSSIBLE:
NAME OF INDEPENDANT WITNESS:
ADDRESS:

TELEPHONE No:

SIGNATURE OF WITNESS:
SIGNATURE OF VENUE MANAGER:

OFFICE USE ONLY: OPERATIONS MANAGER:

COMPLIANCE MANAGER:

White copy Office

Pink copy Police

Yellow copy Venue

QC No 36

Company registration number 634216



INCIDENT REPORT FORM

powered by
maybo



Patrick House, Gosforth Park Avenue, Gosforth Business Park, Newcastle upon Tyne, NE12 8EG

Telephone Office: 0191 216 0411 Fax: 0870 421 5857

Website: www.phoenixsecurityuk.co.uk Email: info@phoenix-security.co.uk

☐ MINOR

☒ MODERATE

☐ MAJOR

*IF A MAJOR INCIDENT OCCURS, PLEASE CONTACT OUR CONTROL ROOM ASAP ON: 0191 216 0411

VENUE: Hampton by Hilton Bilham DATE: 4/9/2016 TIME: 04:05

NAME: (person completing form)

SIA BADGE No: (full)

AUTHORITY VISITS

- ☒ POLICE
- ☐ AMBULANCE
- ☐ FIRE
- ☐ COUNCIL

ACCIDENT/INCIDENT

- ☒ FIGHT/ABUSIVE BEHAVIOUR/VIOLENCE
- ☐ ACCIDENT
- ☐ THEFT
- ☐ FATALITY

SUPPORTIVE EVIDENCE ATTACHED

- ☒ CCTV FOOTAGE
- ☐ WITNESS STATEMENTS
- ☐ CONTACT DETAILS OF WITNESS
- ☒ INCIDENT REPORT COMPLETE

DETAILED DESCRIPTION OF INCIDENT: Zara's incident at 04:05 a black male was dragged out of Zara's by two security guards by his arms, then chucked onto the pavement, a argument between the male and the guards took place, then the guards chased the male up the road. After the guards returned the male came back but a police patrol van was outside which took the male away from the venue.

NAMES OF STAFF MEMBER/S INVOLVED & SIA BADGE NUMBER:
ACTION TAKEN:

NAME, RANK AND NUMBER OF POLICE OFFICER/S INVOLVED:
POLICE OFFICER SIGNATURE IF POSSIBLE:
NAME OF INDEPENDANT WITNESS
ADDRESS

TELEPHONE No:

SIGNATURE OF WITNESS
SIGNATURE OF VENUE MANAGER.

OFFICE USE ONLY: OPERATIONS MANAGER:

COMPLIANCE MANAGER:

Officer Name

Officer Phone

Officer Email

QC No 36

Company registration number 6361167



PHOENIX SECURITY
SECURITY IS NOT AN IDEAL

INCIDENT REPORT FORM



1035049



PHOENIX EYE
ALWAYS WATCHING YOU

Patrick House, Gosforth Park Avenue, Gosforth Business Park, Newcastle upon Tyne, NE12 8EG

Telephone Office: 0191 216 0411 Fax: 0870 421 5857

Website: www.phoenixsecurityuk.co.uk Email: info@phoenix-security.co.uk

☐ MINOR

☒ MODERATE

☐ MAJOR

***IF A MAJOR INCIDENT OCCURS, PLEASE CONTACT OUR CONTROL ROOM ASAP ON: 0191 216 0411**

VENUE: Hampton by Hilton B/ham

DATE: 18/9/2016 TIME: 04:30

NAME: (person completing form) " " S

SIA BADGE No: (full) " " " "

AUTHORITY VISITS

- ☐ POLICE
- ☐ AMBULANCE
- ☐ FIRE
- ☐ COUNCIL

ACCIDENT/INCIDENT

- ☒ FIGHT/ABUSIVE BEHAVIOUR/VIOLENCE
- ☐ ACCIDENT
- ☐ THEFT
- ☐ FATALITY

SUPPORTIVE EVIDENCE ATTACHED

- ☒ CCTV FOOTAGE
- ☐ WITNESS STATEMENTS
- ☐ CONTACT DETAILS OF WITNESS
- ☐ INCIDENT REPORT COMPLETE

DETAILED DESCRIPTION OF INCIDENT: Zara's, two black males got kicked out of the venue then started to abuse the door staff, to which one male went for one of the door staff but got taken away by his mate. The male kept pushing to attack the door member but staff were keeping him away until the police arrived which quickly dispersed the crowds around.

Fight also broke out outside Ford Republic, staff came out to disperse the crowds then police came but everything had been dispersed by then.

NAMES OF STAFF MEMBER/S INVOLVED & SIA BADGE NUMBER:
ACTION TAKEN:

NAME, RANK AND NUMBER OF POLICE OFFICER/S INVOLVED:
POLICE OFFICER SIGNATURE IF POSSIBLE:
NAME OF INDEPENDANT WITNESS:
ADDRESS:

TELEPHONE No:

SIGNATURE OF WITNESS:
SIGNATURE OF VENUE MANAGER:

OFFICE USE ONLY: OPERATIONS MANAGER:

COMPLIANCE MANAGER:

Zara's Bar – 80 Broad Street, Birmingham

Proposed additional Conditions

1. All staff at the premises to be trained to ensure the quiet departure of patrons from the premises.
2. The Premises shall monitor recorded sound levels emanating from the Premises whenever regulated entertainment is taking place at hourly intervals, including outside the Hampton by Hilton, Broad Street, in order to prevent public nuisance. A record to be retained at the premises and to be produced immediately to an Environmental Health or other Authorised Officer upon demand.
3. All windows to be kept closed after 23.00 hours.
4. There shall be no consumption of beverages purchased from the premises in any external area of the premises after 23.00 hours.
5. There shall be a minimum of [] door supervisors who have been accredited by the Security Industry authority or any accreditation scheme recognised by the Licensing Authority, on duty in the external area of the premises at all times, when being operated, from 20.00 hours on Fridays, Saturdays, Sundays, and any other occasion when licensable activities are due to terminate at 02.00 or later, and who shall remain on duty until 30 minutes after the cessation of licensable activities.
6. When deployed at the premises all door staff will wear high visibility jackets, both when inside and outside the premises.
7. Except for access and egress all doors and windows shall be kept closed during periods of regulated entertainment.
8. No speakers will be placed in any external areas of the premises.
9. No music shall be played in any external areas of the premises.
10. The premises licence holder shall ensure that any bottles or glasses are removed from persons leaving the premises.
11. Noise from the premises, including noise arising from external providers equipment, shall be controlled so as not to cause noise levels to exceed NR20 L 10 (23:00-07.00) within any hotel bedroom within the Hampton by Hilton, Broad Street.
12. The premises licence holder or other competent person shall take appropriate measures to ensure that patrons using any external areas for smoking do so in a quiet and orderly fashion.
13. The Premises to operate with a dispersal policy which is to be agreed by a Senior Licensing Officer at the Licensing Authority.
14. The Premises to adopt a noise management policy which is to be agreed by a Senior Licensing Officer at the Licensing Authority.
15. Noise Limiting Device
 - (a) A noise limiting device shall be used in relation to all sound amplification equipment used in conjunction with the premises licence.
 - (b) The noise limiting device shall be calibrated at a level set by Environmental Health.
 - (c) The noise limiting device shall be properly secured so that it cannot be tampered with.
 - (d) Any external providers equipment will need to be run through the premises noise limiting device.

