



NORFOLK

CONSTABULARY

Our Priority is You

Norfolk Constabulary

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Yalcin DEMIRALAY, PLH
THE HEROES BAR,
First Floor,
14-16 MARKET PLACE,
DEREHAM,
NR19 2AL.

Date: 28/01/14
Your Ref:
Our Ref: RHS/

Dear Mr DEMIRALAY & Mr Ian LYONS – DPS.

Premises Licence – PL 0230.

Re: Initial Advice Letter

Following the licensed premises visit on 25th January 14, to debrief an assault inside your venue on 24th December 2013 whereby you were unable to download the CCTV footage of the incident when requested, this was the second such incident whereby you were unable to download CCTV footage the first incident occurring on 1st Dec 13.

I wish to bring to your attention your licence condition with regard to CCTV:-

“A CCTV will be installed to current British Standards and will be capable of monitoring all public areas including the main entrance. A CCTV monitor will be located behind the bar enabling staff on duty to monitor the system. The system will be a digital system capable of continuous recording of images for a period of 28 days. Images will be able to be downloaded in digital format and provided to representatives from the Police or the Licensing Authority upon request. All staff will be trained in the use of the system. The system will be maintained in an efficient working order at all times.”

As a licensee, you have an obligation under the Licensing Act 2003 to uphold the Licensing Objectives, namely:

- Prevention of Crime and Disorder
- Protection of Children from Harm
- Prevention of Public Nuisance
- Public Safety

The problem described above undermines the Licensing Objectives and as such you are required to do all that you reasonably can to solve the problem.

Some steps we would recommend to help you deal with the problem are:



1/. Check the system on a regular basis to ensure the system is still working and capable of downloading images.

2/. Train ALL staff in its use and be proficient in the downloading of images.

3/. Make use of an incident book to record all such incidents of disorder and complete it as soon after the incident as practicable.

Norfolk Constabulary operates a standard procedure for dealing with problems at Licensed Premises, which risk assesses each venue and reported problem and takes the venue through a process which is designed to be fair and consistent for all Licensed Premises in Norfolk.

The process maintains high levels of support and advice for the premises management throughout, but if the premises consistently undermines the Licensing Objectives then consideration will be given to prosecution, closure order and / or review of the premises licence (with a view to altering conditions, suspension or revocation of the licence).

A copy of this letter will be kept on record by the Norfolk Constabulary Licensing Department and a further copy will be sent to the relevant Licensing Authority and will assist in forming future decisions.

If you have any additional solutions to assist with improving the issue described above, please do not hesitate to contact the Licensing Regulation Team to discuss it.

Yours Sincerely



PC 875 Richard SPINKS

Licensing Regulation Team
cc Licensing Authority.
cc Parent Company.