

Mr Charlie Edwards
Boardwalk,
100 Marine Road,
Morecambe,
LA4 4DR

9th July, 2020

Dear Mr Edwards,

Following the relaxation of covid19 restrictions, the hospitality sector began to reopen with effect from 4 July 2020. In the run up to the relaxation of restrictions the Council and the Police sought to provide advice and guidance to the hospitality trade, this included carrying out preopening visits to some venues, the design and print of signage and posters, and attendance at pub watch meetings.

A number of visits to licensed premises were carried out over the weekend of the 4/5 July. The overall feedback from the visits was positive with businesses making a real effort to comply with the Government guidelines issued on 23 June in respect of Keeping workers and customers safe during Covid19.

There were a small number of premises where concerns were noted. In relation to your own premises this was in respect of a visit undertaken at approximately 8pm on Saturday 4 July where officers advised that the background music levels were too high and the music levels were lowered accordingly. The same officers were disappointed to note that as they parked up outside the property at approximately 10pm the music noise levels were once again at a raised level, to such a degree that the music could be heard by officers parked in their car across the promenade. As a result of this a further advisory visit to the premises was arranged for 1.30pm Wednesday 8 July.

The following reflects my comments regarding the discussion that took place during our meeting on the 8 July, also present was my colleague Karen Hodgson, Licensing Enforcement Officer.

1. I initially outlined the reason for the meeting, namely that following the visit of the 4 July, there was concern, that the advice given and accepted at 8pm regarding music noise levels was subsequently undermined by an increase in music noise witnessed at 10pm. These actions had resulted in the police and locally authority categorising the premises as one that required a further advisory visit before trading this forthcoming weekend.
2. We discussed compliance with the guidance as referred to above and you confirmed that you were familiar with the content of the guidance and were compliant with the standards detailed in the guidance document. I provided you with a hard copy of the guidance.

3. We discussed signage and the provision of sanitiser at the premises. It is acknowledged that both signage and sanitiser was readily available at the premises the signage could be more prominent by being placed at eye level. You agreed to review this.
4. You confirmed that you were recording the details of all customers in support of the track and trace system. We discussed how a staffed reception point type activity may assist in the collation of such information that could then be stored in such a way that customers can see it is secure and not accessible to third parties, you agreed to review your meet/ greet, and personal data collection process.
5. You advised that you were dissatisfied with the calibre of door staff provided by the security company. You advised that your intention was to increase door supervision staff to 2 on a Saturday night and that the door staff member who was in attendance at the premises on Saturday 4 July would not be returning to door staff duties at the premises.
6. We discussed the Govt guidance in respect of the showing of live sports, I explained that my personal view was that it would be very difficult for a licensee to prevent persons watching live football from cheering/ celebrating/ commiserating etc at opportune moments. The experience of police officers who happened to be undertaking a visit to a licensed premises on 4 July during the Man Utd match was that despite the licensees best endeavours customers acted in a way that was not complaint with the guidance.
7. You explained that furniture had been rearranged to facilitate social distancing and that pre booking was encouraged. Officers feedback from their visit to the premises on Saturday 4 July was that there was some clustering of customers, you accepted this was the case and have made appropriate changes to the layout of furniture to prevent cluster/ pinch points.
8. You explained that some customers had displayed challenging behaviour on Saturday and that there had been cause to ask some customers to leave, including 2 people known to you personally whom you took the decision to ban from the premises. We discussed whether a police visit to the premises during the weekend would be helpful, you indicated that you thought this would be helpful and I agreed to speak to the police regarding this.
9. You advised that you had ordered and were awaiting delivery of new tills, the technology of which would facilitate improved social distancing as it would allow table tabs.
10. We discussed live music and how it was difficult to envisage how such activity could be facilitated having regard to the current guidance, we also discussed how the Facebook posting by a local business man advertising live music in Morecambe was considered to be unhelpful.
11. I outlined my concern at my observation of a member of the public scouring cigarette bins located in the outdoor area of your premises and collecting used cigarette tabs and placing them in a tobacco pouch. The cigarette bins contained a large number of cigarette butts and I advised that the cigarette bins are emptied on a regular basis to discourage this unsafe/ unhygienic practice.
12. We discussed whether pub quizzes could be facilitated under the current guidance, you agreed to email me the format of the pub quiz which I would forward to my colleague Ms Watton, Senior Environmental Health officer for her comments. I hadn't received any such email by the time I left the office on 8 July and so emailed you and

provided you with Ms Watton's direct email address. I am aware that you wanted the advice ASAP as you had a pub quiz scheduled for Thursday 9 July.

13. This letter will be hand delivered to the premises together with additional pub watch signage.

You confirmed that you are always on site when the premises is open and trading. It is acknowledged that the pandemic poses many challenges for the hospitality trade, not least of which is managing customer behaviour and expectations. It is really important that for the safety of all persons that there is strong management control at the premises, to ensure that the Licensing Act objectives are promoted, Government guidance is complied with and everyone's health and safety is effectively managed.

Further visits to the premises will be carried out in the near future, the frequency of these visits will be reduced once officers are confident that there is effective management control at the premises.

Kind Regards

Karen Hodgson
Licensing Officer