



Lancashire Constabulary
West Division
Review File
PC 2338 Andrew Taylor
Police Licensing

Name: Flames

**Address: 1-3 Rosemary Lane, Lancaster,
LA1 1NR**

Licensing Authority: Lancaster City Council

Licence Number: LAPLNA0035

1. Summary

Flames Takeaway is a Fast-Food outlet located on the one-way system in Lancaster City Centre. It is one of 20 takeaway food outlets in a small area in the City Centre (Refer to map/pictures LC01).

The premises has a Late-Night Refreshment Licence which allows the premises to provide hot food and drink to the public between the hours of 2300-0500 hours Monday to Sunday.

The premises layout is all on one floor. There is a front entrance into the customer area to order food. There is a small counter and kitchen. In the back is one small office and a separate storeroom.

Rudolf COLLAKU is the current premises licence holder.

COLLAKU has one adult caution for assault on 6th April 2006 contrary to S39 of the Criminal Justice Act 1988.

COLLAKU has one conviction for seven offences of contravene/fail to comply with EU provision concerning food safety and hygiene on 30th November 2017 contrary to Food and Safety Hygiene (England) Regulations 2013 reg.19(1). He was fined 6 x counts of £536 and 1 x fine of £858 and ordered to pay victim surcharge of £85.

2. History

You will hear evidence relating to COLLAKU and Flames and illegal workers working at Flames from Immigration. Police support this review brought by Immigration Officers. Police Licencing will provide supporting evidence of issues raised and dealt with by Police. This is in date order ranging from reports to Police of Modern Slavery, Premises Licence Breaches and Public Nuisance with the problem parking of delivery vehicles.

14th October 2005

The licence for this premises was issued on 14th October 2005 called the Italian Job and licence holder Mehmet ARAP.

8th June 2006

On 8th June 2006 the licence was transferred from ARAP to Okkes OZMICCO and the name changed from Italian Job to Flames.

18th May 2014

At 0145 hours on 18th May 2014 the then Police Licensing Sergeant David FORSHAW carried out a Licensing visit at Flames Takeaway. At this time there was only one x SIA door staff on duty at the premises. At this time the door staff conditions were **A minimum of 2 members of door staff registered with the SIA will be on duty from 1am on Friday/Saturday and Saturday/Sunday morning.**

20th May 2014

Warning letter sent to the licence holder highlighting the breach of the premises licence door staff conditions as stated above.

28th May 2014

On 28th May 2014 Police received an application via Lancaster City Council to vary the licence conditions from two door staff to one the condition reading **A minimum of 1 member of door staff registered with the SIA will be on duty from 1am on Friday/Saturday and Saturday/Sunday morning.** There was no objection from the Police at this time.

26th March 2019

Log LC-20190326-1344 refers (log locked to protect witnesses).

Statement from DS Rachel CROSSLEY in supporting evidence LC08.

On 26th March 2019 a Bulgarian female contacted Police stating she had travelled to Lancashire from her home country and was paid for a sham marriage to a male called [REDACTED] who was the cousin of Rudolf COLLAKU. COLLAKU has then given the female a job at Flames where she has been subjected to labour exploitation. She states she has been working at Flames for 5 months as a cook and a cleaner. She states COLLAKU has retained her passport to prevent her returning to Bulgaria.

As a result of this report on 3rd April 2019 a Warrant was executed at the premises under the Modern Slavery Act (copy of PC TAYLOR's statement in supporting evidence LC09 and copy log LC10). This followed intelligence (above) that the premises was linked to the premises employing illegal immigrants at the premises and other linked premises. PC Andrew TAYLOR took part in this warrant and assisted with the search. During the warrant over £40,000 was seized from the safe by officers. Of note, the safe was crammed with this money over-flowing

with cash and flooded with water. At least half of the cash was soaking and some of this was rotten. Other items seized included paperwork, mobile phone devices and laptops. A full investigation was carried out by CID but unfortunately, the witnesses declined to cooperate due to fear of repercussions.

1st June 2019

At 0122 hours on 1st June 2019 PC Andrew TAYLOR carried out a Licensing visit at Flames Takeaway. At this time, he spoke to Rudolf COLLAKU. During the visit checks were carried out and the CCTV system was not working. The licence states **To install, maintain and operate a CCTV system, which complies with the minimum requirements expected of the Lancashire Constabulary and shall record during all hours that a licensable activity takes place on the premises.** In this case the provision of late-night refreshment. This breach was pointed out to COLLAKU who made no reply after caution.

12th June 2019

On 12th June 2019 Police received an application via LCC to transfer the Licence from Okkes OZMICCO into the name of Rudolf COLLAKU. No objection from Police.

25th September 2020

Visit carried out at Flames during COVID restrictions by PC Andrew TAYLOR and Steve SYLVESTER from LCC. There they spoke to Rudolf COLLAKU. Information received from Police colleagues that the venue was not closing at 2200 hours as per COVID guidance (during COVID when venues were allowed to open to trade at this time, they had to close at 2200 hours daily). There were no posters displayed with QR code. COLLAKU only put his mask on when he saw Officers enter premises. COLLAKU warned during the visit that he had to close by 2200 hours.

4th March 2021

Letter drop carried out by Police at Flames regarding complaints from members of the public that Flames' delivery vehicles parked fully on the pavement outside the Takeaway causing an obstruction. Delivered by

hand by PC 8277 Mason (copy of wording of letter in supporting evidence LC03).

18th November 2021

On the 18th November 2022 a further complaint was received from a member of the public to Police complaining of delivery vehicles still parking fully on the pavement outside Flames Takeaway. This complaint was taken on by the local Neighbourhood Policing Team for the Town Centre in Lancaster (copies of emails in supporting evidence LC07).

26th May 2022

(Redacted) Photo received by Police of problem parking taken by complainant on 26th May 2022 (copy of PC Shaun FOSTER's statement relating to problem parking LC11).



Photo of site with the pavement clear.



View of street from the premises.



15th June 2022

On 15th June 2022 Police received a report of Modern slavery from a Bulgarian male. Log LC-20220615-0418 refers (copy of log in supporting evidence LC05). The male had attended Lancaster Police Station front desk. The male spoke very little English but was asking for help. He said he had been working at Flames that they had been abusive and hit him and that they have his documents, and he is scared and overwhelmed. The male had his suitcase with him and had run off or been thrown out. An interpreter was arranged, and the male was spoken to through the interpreter. He stated he had been in the country since 24th May and was invited to work at the shop. His documents were taken from him. He was told they would sort out a work visa and they had not. He asked for his documents back and he was slapped. He has been making pizzas and was paid £200 in total but was promised more than this. He has been living at an unknown address with other Bulgarians who also work there. He has run away from the business.

CID investigated this matter and attended Flames and the address where the male had been living. It was established that the male alleged being slapped by Rudolf COLLAKU following a verbal argument. This was crimed but the male did not want to make a complaint and just wanted to go home to Bulgaria. No further action at this time-information shared through partner agencies.

30th June 2022

At 1pm on 30th June 2022 Rudolf COLLAKU attended Lancaster Police. There he was interviewed by PC Andrew TAYLOR and PCSO Andrew BLAYDEN-BYRNE. At this time COLLAKU was spoken to in relation to the problem parking of takeaway vehicles outside Flames Takeaway. COLLAKU was served with a Community Protection Warning (CPW) he made no reply after caution.

(Copy of CPW in section 6 Supporting Evidence LC02)

COLLAKU was also spoken to regarding information that the premises was still operating without door staff in breach of the licence and a warning given to ensure the licence is adhered to.

26th October 2022

At 2030 hours on 26th October 2022 a multi-agency visit was carried out at Flames Takeaway as part of a joint Operation. This operation was run over three evenings 26th, 27th and 28th October 2022. A total of 21 Takeaways were visited by partner agencies over the three evenings.

Details of the Flames visit are as follows:

Persons on site:

Owner Rudolf COLLAKU [REDACTED] ALBANIA

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Outcome:

- Council Licensing - Owner paid outstanding fees, Owner could not operate CCTV system-Officer to revisit.
- Immigration-one male working on premises not allowed to work in the UK-Immigration to prosecute owner.
- Environmental Health-some cross contamination dealt with.
- Fire - Premises issued with a non-formal FSM (Fire Safety Matters) letter to address the management and maintenance of the premises.

19th February 2024

At 20:56 hours on Monday 19th February 2024 PC Shaun FOSTER the Town Centre Community Beat Manager attended Flames Takeaway. There he saw a takeaway vehicle parked fully on the pavement outside the takeaway. At this time the Officer issued a Fixed Penalty Ticket to the driver for vehicle obstruction.

22nd May 2024

On Wednesday 22nd May 2024 Police and Immigration attended Flames Takeaway. This is as per Immigration evidence.

25th May 2024

At 0150 hours on 25th May 2024 PC Leanne MOON attended Flames Takeaway to carry out checks. There she spoke to Rudolf COLLAKU. At this

time there were no door staff on duty as per the door staff condition on the Premises Licence **A minimum of 1 member of door staff registered with the SIA will be on duty from 1am on Friday/Saturday and Saturday/Sunday morning**. The breach of licence was pointed out to COLLAKU by PC MOON who stated he had arranged for one door staff, but they had not turned up. COLLAKU was advised by the Officer to close to foot customers until door staff arrived for public safety. The premises was closed in her presence.

28th June 2024

At 21:01 hours on Friday 28th June 2024 PC Shaun FOSTER the Town Centre Community Beat Manager attended Flames Takeaway. There he saw a takeaway vehicle parked fully on the pavement outside the takeaway. At this time the Officer issued a Fixed Penalty Ticket to the driver for vehicle obstruction.

At 23:05 hours on the same day PC Shaun FOSTER again attended Flames Takeaway. There he saw another takeaway vehicle parked fully on the pavement outside the takeaway. At this time the Officer issued a Fixed Penalty Ticket to the driver for vehicle obstruction.

2nd July 2024

At 23:25 hours on Tuesday 2nd July 2024 PC Shaun FOSTER the Town Centre Community Beat Manager attended Flames Takeaway. There he saw a takeaway vehicle parked fully on the pavement outside the takeaway. At this time the Officer issued a Fixed Penalty Ticket to the driver for vehicle obstruction.

3. Reason for review

In support of evidence provided by Immigration relating to Illegal workers at Flames Takeaway, Police have provided supporting evidence. This evidence as stated relates to breaches of the premises licence and in particular the door staff conditions with door staff not always on duty at the premises.

There were reports to Police of people who have been employed at the premises to work and treated poorly and classed as Modern Slavery. Although there were no further prosecutions in these cases on the

balance of probabilities these reported incidents have occurred. These people report having their documents taken off them, this will be to control the person. There were reports of being slapped when they asked for their documents back. These people extremely scared and not willing to make a further complaint in fear of further repercussions. You have heard how on investigating one of the reports of Modern Slavery on 3rd April 2019 Police carried out a warrant at Flames Takeaway. During the search of the premises, you have heard how at least £40,000 was seized from the safe. PC TAYLOR describing the money being rotten in the water in the safe-this is in the Officer's opinion a sign of money laundering through Criminal Activity. Most businesses would bank their cash regularly for safety in case of a Burglary but also to show good bookkeeping for tax purposes.

There has also been issues at Flames with the delivery vehicles parking fully on the pavement outside the Takeaway. You have heard how there are various complaints from the public and lots of enforcement by Police including warnings, CPW issued on COLLAKU, fixed penalty tickets issued yet still these problems continue.

There has also been as stated CCTV not working-breach licence and breaches of COVID Guidance-trading past 10pm.

All these problems highlighted build a picture of a venue and licence holder who runs a business with little or no regard to promoting the 4 licensing objections.

Prevention of Crime-employing Illegal workers and reports of Modern Slavery albeit with no convictions to date but on the balance of probabilities these reports will be true.

Public Safety/Public nuisance-the parking of delivery outside the premises fully on the pavement putting the public at risk leading to various complaints.

Mr COLLAKU has shown again and again that no matter what warnings, penalties or enforcement is done at the premises he chooses to ignore these actions and continues to commit offences.

4. Conditions, Legislation, Statutory Guidance & Policy

Premises Licence conditions

- 1 The premises licence holder will register and use community/network radio
- 2 To install, maintain and operate a CCTV system, which complies with the minimum requirements expected of the Lancashire Constabulary and shall record during all hours that a licensable activity takes place on the premises
- 3 A minimum number of 1 member of door staff registered with the SIA will be on duty from 01.00 hours on Friday/Saturday and Saturday/Sunday mornings
- 4 A crime prevention survey is to be carried out by the police and their recommendations fully complied with by the premises licence holder prior to the premises opening/the variation taking effect
5. There will be no adult entertainment services, activities, other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children.

b) The prevention of crime and disorder

A minimum number of 1 member of door staff registered with the SIA will be on duty from 1am on Friday/Saturday and Saturday/Sunday mornings.

The premises licence holder will maintain a daily record comprising of the following - start time and finish time of each door supervisor. The door supervisor will record their SIA badge number and will sign and print their name in a legible form at the beginning and end of each tour of duty. The record shall be kept securely on the premises for at least 6 months and shall be produced on request to the police or other authorised person.

A crime prevention survey is to be carried out by the police and their recommendations fully complied with by the premises licence holder prior to the premises opening/the variation taking effect.

To instal, maintain and operate a CCTV system, which complies with the minimum requirements expected of the Lancashire Constabulary and shall record during all hours that a licensable activity takes place on the premises.

The premises licence holder or a person nominated by them shall be a member of and regularly attend meetings of any pubwatch scheme for the area within which the premises are located and would include registration and use of community/network radio.

c) Public safety

All relevant Health & Safety and fire certificates in place.
Customers are not allowed in kitchen area.

d) The prevention of public nuisance

Waste bins provided for litter.

Chapter 11 of the Section 182 statutory guidance outlines powers of a Licensing Authority on the determination of a review. Paragraph **11.18** outlines Responsible Authorities stepped approach in addressing concerns with a Licensed Premises.

3.8.6 of The Lancaster City Council Statement of Licensing Policy 2023-2027 outlines that:

The Licensing Authority recognises that most Licence Holders seek to comply with the law and any enforcement action will normally follow a graduated approach and in the first instance will include education and support. Where licence holders such as COLLAKU continue to flout the law or act irresponsibly then action will be taken.

Below is an example of the stepped approach as published in a Home Office factsheet compiled with the Institute of Licensing titled 'A Stepped Approach to Achieving Compliance.'

A Stepped Approach to Achieving Compliance



In this case, the Premises have completely failed to self-regulate. The Premises have disregarded dialogue and warnings from Responsible Authorities leading to continued criminal activity. The Stepped Approach has completely failed on this occasion due to poor management and lack of responsibility; it clearly shows that a review of the Licence is not only necessary but proportionate in addressing the concerns at the premises.

5. Outcome Sought

11.19 of the Section 182 Statutory Guidance outlines the actions which the Licensing Authority can take following a review, these are:

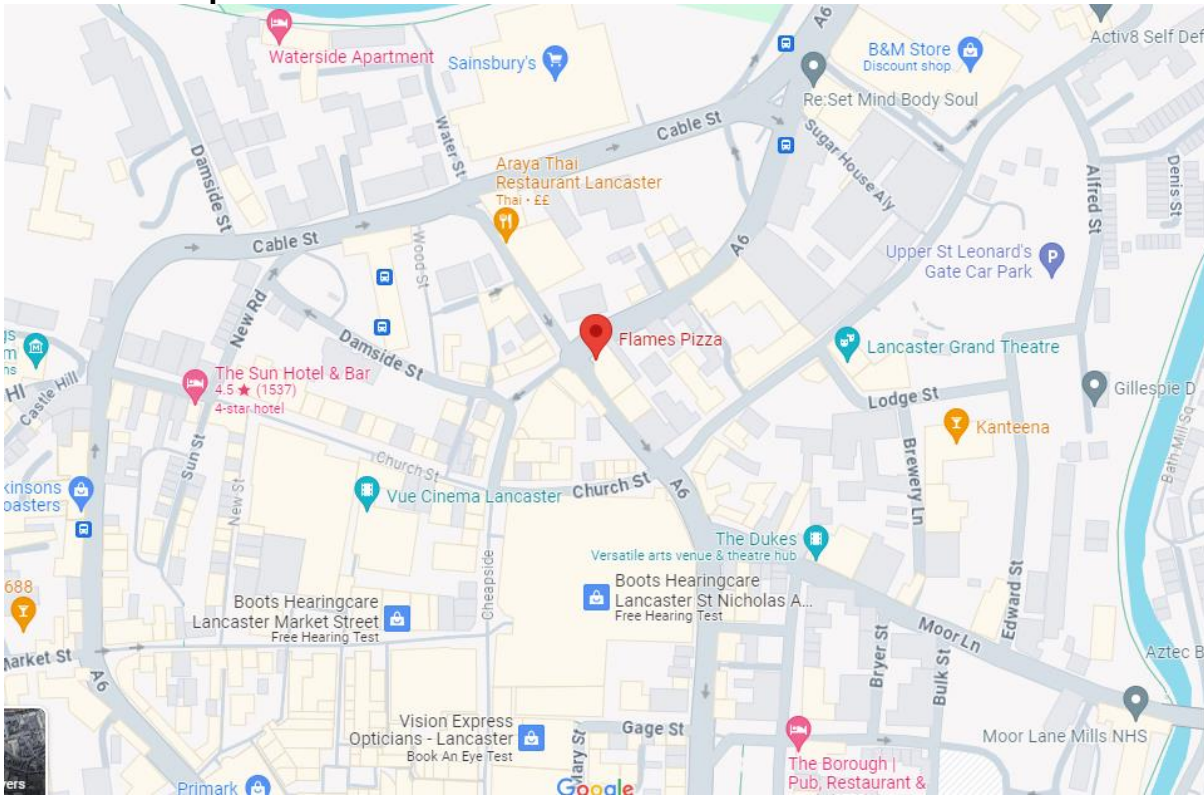
- Do nothing – we believe this is not appropriate given problems highlighted in this hearing.
- Modify conditions – we believe this is not appropriate, conditions have already been breached and continued to be ignored when highlighted by Responsible Authorities. Mr COLLAKU has shown his disregard for the Conditions on the Licence.
- Suspend the Licence-up to 3 months. This could have an impact but once open again for Late Night Refreshment it is believed the owner will commit the offences outlined having previously ignored Responsible Authorities.
- Revocation – we believe that this is appropriate & proportionate in this case as the premises has continued to be run undermining the Licensing Objectives of prevention of crime and disorder-illegal immigrants, public safety and public nuisance with illegal parking of delivery vehicles.

6. Supporting Evidence

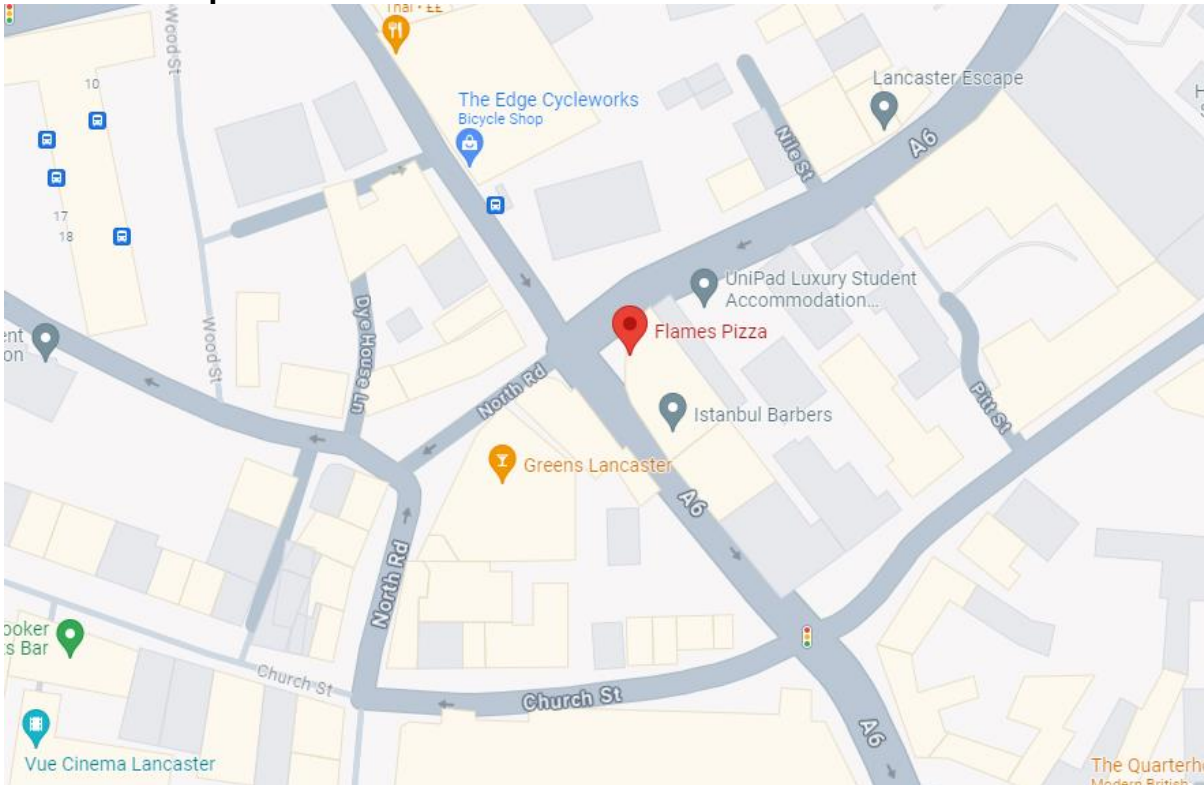
- LC01 – Map & Street view of Premises.
- LC02 – Copy of CPW.
- LC03 – Copy of warning letter re problem parking.
- LC04 – Copy of log LC-20190601-0097
- LC05 – Copy of log LC-20220615-0418
- LC06 – Copy of log LC-20240522-0776
- LC07 – Copy of email complaints re parking.
- LC08 – Statement of DC Rachel CROSSLEY
- LC09 – Statement of PC Andrew TAYLOR
- LC10 – Copy of log LC-20190402-0862
- LC11 – Statement of PC Shaun FOSTER

LC01 – Map & Street view of Premises.

Lancaster Map1



Lancaster Map2



Flames Takeaway Pic1



Flames Takeaway Pic2



LC02 – Copy of CPW



**Lancashire
Constabulary**

police and communities together

WARNING LETTER

Community Protection Warning

Date: 30th June 2022

Dear Mr Collaku

Lancashire Constabulary

Lancaster and Morecambe Police

NHPT

Lancaster Police

Lancaster

01524 596985

**WARNING THAT FURTHER ACTION MAY BE ISSUED AGAINST YOU –
SECTION 43 OF THE ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014**

We believe your conduct is unreasonable and is having a detrimental effect on the quality of life of those in the locality.

This conduct consists of:

Vehicle obstruction of the pavement on a public highway causing annoyance, alarm and distress for pedestrians and users of the public highways.

This is a formal warning that if you do not take the following action/s within the time scales below a Community Protection Notice (CPN), or Criminal Behaviour Order (CBO) pursuant to Section 43 Anti-social Behaviour Crime and Policing Act 2014 may be issued against you.

Prohibition/Requirement/Action	Timescale for compliance /completion (if required)
You must ensure that you or your business; Flames 1 Rosemary Lane LA1 1NR Lancaster, do not engage in any behaviour that causes annoyance, harassment, alarm or distress to any resident, visitor or worker on Rosemary Lane, Lancaster or the surrounding area.	UPON RECEIPT OF THIS NOTICE AND TO BE REVIEWED AFTER 6 MONTHS

<p>You must ensure that you park any work or personal vehicles only in areas and spaces designed for that purpose and not to park in areas where vehicles are not allowed to park.</p>	<p>UPON RECEIPT OF THIS NOTICE AND TO BE REVIEWED AFTER 6 MONTHS</p>
<p>You must ensure that no vehicle that is operating for Flames, only park in area's or spaces designed for that purpose. This includes but not exclusively; Staff employed by Flames, Delivery drivers e.g. Just Eats, Lancaster Eats etc. If they park in inappropriate manner, they must be refused service.</p>	

You are required to do this **immediately**

This notice offers you the opportunity to avoid the issue of a Community Protection Notice.

** Note that 'Conduct' includes a failure to act -*

** 'Conduct' on, or affecting, premises that a person owns, leases, occupies, controls, operates, or maintains, is treated as conduct of that person.*

A Community Protection Notice will be issued unless your conduct ceases to have the detrimental effect referred to above. Non-compliance with a Community Protection Notice carries criminal sanctions and can lead to a criminal record.

Failure to take all reasonable steps or failure without reasonable excuse to comply with a Community Protection Notice can lead to seizure and forfeiture of items, default works and recovery of costs and / or a fine of up to £2,500 in relation to an individual or up to £20,000 in the case of a body. Non-compliance may also result in the issue of a fixed penalty notice in the sum of £100.

Signed –
Lancaster Local Police.

LC03 – Copy of warning letter re problem parking.

Premises [FLAMES](#)

Reference LETTER DROP

Date and Time 04/03/2021 14:00

Description

TO WHOM IT MAY CONCERN,

I AM WRITING ON BEHALF ON LANCASHIRE CONSTABULARY TO MAKE YOU AWARE OF A RECURRING ISSUE WITHIN LANCASTER CITY CENTRE. LANCASTER POLICE ARE RECEIVING AN INCREASING NUMBER OF COMPLAINTS ABOUT PARKING OBSTRUCTIONS AND DANGEROUS PARKING BY DELIVERY DRIVERS LINKED TO YOUR BUSINESS. THIS RANGES FROM DOUBLE PARKING, PARKING ON DOUBLE YELLOW LINES, PARKING IN TAXI RANKS AND PARKING ON PAVEMENTS.

THIS NEEDS TO STOP AND LANCASTER POLICE WILL BE TAKING POSITIVE ACTION IN RELATION TO THIS ISSUE. THIS LETTER IS THE FIRST STAGE OF POLICING ACTION AND HAS BEEN SENT TO ALLOW YOU TO ADVISE AND EDUCATE YOUR DRIVERS AND POLITELY ASK THEM ON BEHALF OF LANCASTER POLICE TO PARK CONSIDERATELY.

WE ARE AWARE THAT PARKING IS HARD TO COME BY IN THE CITY CENTRE AND THAT SEVERAL BUSINESSES ARE CLUSTERED TOGETHER WHO REQUIRE PARKING. WE WILL ALLOW TIME FOR IMPROVEMENTS TO BE MADE HOWEVER, IF DELIVERY DRIVERS CONTINUE TO PARK IN A DANGEROUS AND OBSTRUCTIVE MANNER THEY RISK BEING ISSUED WITH TRAFFIC OFFENCE REPORTS WHICH COME WITH A FINE. WE WILL BE WORKING CLOSELY WITH THE COUNCIL AND THEIR PARKING ENFORCEMENT TEAMS AND PARKING WILL BE CLOSELY MONITORED.

I HOPE THAT WE CAN WORK TOGETHER TO RESOLVE THE ISSUE.

REGARDS,

PC 8277 MASON
TEAM 1 IMMEDIATE RESPONSE
LANCASTER POLICE

LC04 – Copy of log LC-20190601-0097

LC-20190601-0097

Date:

01/06/2019 01:16:00

Informant:

2338 TAYLOR ANDREW

Informant Contact Numbers:

██████████

Informant Address:

PO BOX 77,,HUTTON PRESTON PR45SB

Incident Location Code:

WB13

Incident Address:

FLAMES 1 ROSEMARY LANE LANCASTER LA11NR

Class:

Licensing

Type:

LICENSING

Details:

2338 - SOME BREACHES OF LICENCE - WILL UPDATE FULLY - (2338): CCTV IS NOT WORKING, THIS IS A CONIDTION ON LIC - THIS IS A BREACH (2338): ONGOING INVESTIGATION SO THIS WILL BE ADDED (2338): DOOR STAFF WERE ON DUTY No. of Arrests 0 F.A. 0=N 1=Y 0 No. of R

Officer Dealing:

2338

LC05 – Copy of log LC-20220615-0418

LC-20220615-0418 Date: 15/06/2022 10:57:00

Informant: [REDACTED] Informant Contact Numbers: NO

Informant Address: NO FIXED ABODE, UNKNOWN UNKNOWN .

Incident Address: FLAMES 1 ROSEMARY LANE LANCASTER LA11NR

Type: ASSAULT

Details: BULGARIAN MALE AT THE FRONT DESK ASKING FOR HELP - HE HAS VERY LITTLE ENGLISH. FROM WHAT I CAN MAKE OUT - HE HAS BEEN WORKING AT FLAMES - THEY HAVE BEEN ABUSIVE AND HIT HIM, THEY HAVE HIS DOCUMENTS AND HE IS SCARED AND OVERWHELMED. HE IS HERE WITH A SUITCASE AND HAS EITHER RUN AWAY OR BEEN THROWN OUT HE IS FRIGHTENED AND NEEDS ASSISTANCE - ALSO AN INTERPETATOR. ITS POSSIBLE BUT HARD TO ASCERTAIN DUE TO LANGUAGE BARRIER HE HAS BEEN SLAPPED AND IS FRIGHTENED POSSIBILITY OF FURTHER HARM IF HE RETURNS NEED LANGUAGE LINE VULNERABLE AS CANNOT EXPRESS HIMSELF AND HAS BEEN AT RISK IN HIS PLACE OF EMPLOY FROM INTERPRETOR - MALE HAS BEEN IN THE COUNTRY SINCE THE 24TH MAY - HE WAS INVITED OVER TO WORK AT THE SHOP. HIS DOCUMENTS HAVE BEEN TAKEN FROM HIM - THEY TOLD HIM THAT THEY WOULD SORT OUT A WORK VISA BUT THEY HAVE NOT HE ASKED FOR THE DOCS BACK AND HE WAS SLAPPED. HE HAS BEEN MAKING PIZZAS AND PAID £200 IN TOTAL - HE WAS PROMISED MORE THAN THIS. HE HAS BEEN LIVING AT AN ADDRESS (UNKNOWN) WITH OTHER BULGARIANS - THEY ARE ALL WORKING THERE AS WELL. HE HAS RUN AWAY FROM THE BUSINESS. HE CANNOT GO BACK THERE AS HE IS FRIGHTENED AND FEARS FURTHER VIOLENCE From DC 3157 - I spoke with the informant at length via language line. I have attended Flames and also [REDACTED] where I have eventually caught up with [REDACTED]. The informant has been living in the UK for approximately 4 years on and off and is a good friend of [REDACTED]. His MH has declined in recent months due to illness and he has made the decision to go back to Bulgaria. On the 24th May he has been looking for his passport, but it is lost. He has then accused [REDACTED] and other staff at Flames of hiding it. He has then been involved in a verbal altercation where Rudi has slapped him across the face causing no injury. (The informant does not want to make a complaint) As he has not known what to do in relation to returning home he has come to the police station for help and advice. The informant has £400 in cash and has been provided with details in Manchester for his embassy to arrange passage back home. He has now caught a taxi to Lancaster Train Station from the Police Station. He is safe and well and there are no issues to report.

LC06 – Copy of log LC-20240522-0776

LC-20240522-0776 Date: 22/05/2024 13:53:00

Informant: DS CULSHAW

Informant Contact Numbers: 015 [REDACTED] 4

Informant Address: LANCASTER POLICE STATION, THURNHAM STREET
LANCASTER LA11YB

Incident Location Code: WB13

Incident Address: FLAMES 1 ROSEMARY LANE LANCASTER LA11NR

Class: Pre-planned event

Details: log created for the purpose of Op Sandstorm which is taking place tonight between the Explotation team at Lancaster and immigration a number of premises in the morecambe and lancaster area will be visited and should a van be required for transport then officers will shout up for assistnace on this log HAVE EMAILED DS CULSHAW ASKING FOR CONFIRMATION OF THE TIME THIS WILL BE STARTING SO WE CAN MAE EITHER THE LATE OR NIGHT TURN SGTS AWARE AS APPROPRIATE I HAVE EMAILED DS CULSHAW ASKING FOR CONFIRMATION OF THE TIME THIS WILL BE STARTING SO WE CAN MAKE EITHER THE LATE OR NIGHT TURN SGTS AWARE AS APPROPRIATE op is running from 1500 to approx 2100hrs wb21e aware will make lates aware Discussed on afternoon R&T Please can this log be kept open and drive by's be completed for the next 24 hours of Flames Takeaway 1 Rosemary Lane Lancaster. This take away has been closed tonight for 24 hours by Immigration Enforcement for illegal working. Should the premises be found to be operating in the next 24 hours please can officers contact the following number [REDACTED] to report then this is a criminal matter. WB49 3382: DRIVEN PAST FLAMES - NO LIGHTS ON PASSED OVER PR FOR LANCASTER PATROLS - NO ACKS PCOS 7373 (TOWN CENTRE NHP) AWARE WB41E - JUST PASSED BY BOTH DOORS ARE OPEN WITH 1 PERSON BEHIND THE COUNTER. UNSURE IF OPERATING 5080 - ILL GO AND TAKE A LOOK I HAVE ATTENDED. THE TAKEAWAY IS OPERATING. RUDULPH WHO I UNDERSTAND IS THE OWNER WAS THERE. HE SAID THEY WERE ALLOWED TO OPERATE AGAIN FROM 1430 HOURS TODAY. I WILL RING IMMIGRATION AND CONFIRM THIS SPEAKING TO SGT 423. SHE BELIEVES FLAMES WILL HAVE BEEN TO COURT TODAY ABOUT THE MATTER AND MAY HAVE BEEN ALLOWED TO REOPEN WITH CONDITIONS. DS SUGGESTED I DOUBLE CHECK THIS WITH IMMIGRATION WHO I AM CURRENTLY ON HOLD WITH. IMMIGRATION HAVE CONFIRMED IT MAY HAVE BEEN RESOLVED AT COURT TODAY AND HE WAS ALLOWED TO RE OPEN. THEY HAVE ASKED I EMAIL THEM WITH THE DETAILS AND IF NEEDS BE THEY CAN ESCALATE IT AT A LATER DATE. I SEE NO REASON FOR THE LOG TO REMAIN OPEN.

LC07 – Copy of email complaints re parking.

Begin forwarded message:

From: [REDACTED]

Date: 14 June 2022 at 17:24:54 BST

To: [REDACTED]

Subject: RE: Pavement parking

[REDACTED]

I do understand your frustration. My role is Detective Sergeant so obviously I have passed the issue to the NHP team for their consideration and response.

I have spoken with PCSO Jo MOSS and also emailed Sgt Rebecca MITCHELL and I will advise that they make direct contact with you.

Regards

[REDACTED]



Sergeant 6966 Adie Knowles

CID - Vulnerability and Investigation

Lancaster Police Station

Team 3

t: internal [REDACTED]

m: 0 [REDACTED]

From: [REDACTED]

Sent: 14 June 2022 12:49

To: [REDACTED]

Subject: Re: Pavement parking

Hi Adie, Just thought I would chase up an update on the long standing issue with regards the dangerous parking on rosemary lane in Lancaster. As I'm sure you are fully aware this has been going on for many years now and despite many emails to you and your colleagues including the previous Chief constable there doesn't seem to be any change with regards this as many vehicles are still parking and putting anyone who uses the footpath in danger.

As you know I have provided plenty of evidence to support my concerns but disappointingly your response quite often simply states you will look into this and pass it onto some else but equally other officers have responded with something similar.

Hopefully you will understand its things like this in what appears to be a lack of response that causes much frustration to the general public who take the time to report issues to the police.

Before I consider a FOI request or discuss this on your social media account can I ask if anyone has been issued with a TOR? Or simply what action has been taken since the issue was raised with Lancashire police over two years ago and what ongoing action is planned.

I have copied others into this email who I feel should be either as they have delt with it in the past or who may help to finally get something done.

I shall look forward to your response.

Regards

On 26 May 2022, at 21:34, Knowles, Adie [REDACTED] > wrote:

I have sent the pics to the NHP team.
I will speak with the Sgt in charge of them when I see them next
Cheers
Adie

From: [REDACTED]
Sent: 26 May 2022 20:27
To: Knowles, Adie [REDACTED] >
Subject: Re: Pavement parking



Two more as I passed this evening totally blocking the footpath!!

t: internal [REDACTED]
m [REDACTED]

From: [REDACTED]
Sent: 23 May 2022 21:35
To: Knowles, Adie [REDACTED] >
Subject: Re: Pavement parking

Hi Adie having just seen your post regarding being on beyond radio again it was a prompt for me to ask for any update on the parking issue i have been complaining about for over 2 years now as nothing seems to be done given the issue of dangerous parking continues. Can i ask if any action has been taken at all regarding the issues i have raised with lancaster police?

On 3 May 2022, at 07:59, Knowles, Adie <[REDACTED]> wrote:

I have sent the picture through to the NHP Team at Lancaster for them to follow up.
I will find out what steps they are going to take.

Regards
Adie

<image001.png> **Sergeant 6966 Adie Knowles**
CID - Vulnerability and Investigation
Lancaster Police Station
Team 3
t: internal [REDACTED]
m: [REDACTED]

From: [REDACTED]
Sent: 30 April 2022 18:44
To: Knowles, Adie <[REDACTED]>
Subject: Re: Pavement parking

Adie any update on this ongoing issue, can I ask if any action has been taken yet to finally put a stop to this. Still lots of offenses being committed especially by the two cars in the picture taken this evening.
<image002.jpg>

On Apr 18, 2022, at 15:57, Knowles, Adie <[REDACTED]> wrote:

[REDACTED]
Thanks for the email and I have passed the below to SGT Rebecca MITCHELL to allocate and do the necessary with.
Regards
Adie

<image001.png> **Sergeant 6966 Adie Knowles**
CID - Vulnerability and Investigation
Lancaster Police Station
Team 3
t: internal [REDACTED]
[REDACTED]

From: [REDACTED] >
Sent: 14 April 2022 19:43
To: Knowles, Adie <[REDACTED]>
Subject: Re: Pavement parking

Hi Adie, nothing has changed at all in the city centre in fact I think it's got worse as people now know they can park anywhere without being reported. This was tea time today!!
<image003.jpg>

On 20 Nov 2021, at 12:00, Knowles, Adie <[REDACTED]> wrote:

[REDACTED]
Sorry for the delay in getting back to you. We have had a few busy days in CID !
Yes of course I remember the issue being raised by yourself, especially regarding FLAMES.




I will bring this to the attention of the Neighbourhood supervision and let them know this is still a concern and let them sort a plan.

I can't speak about other areas responses to such an issue, but from my perspective all parking issues are not the same based on regularity, danger caused etc but in the case that you are reporting, this appears to be a consistent issue, probably committed by the same vehicles in a busy town centre. Therefore plan of action is required.

As mentioned, I will bring into the attention of the appropriate supervision.

Take care

Adie

 **Sergeant 6966 Adie Knowles**
CID - Vulnerability and Investigation
Lancaster Police Station
Op Barchetta
t: internal 








From:  >

Sent: 18 November 2021 18:06


To: Knowles, Adie < >

Subject: Pavement parking

Hi Adie sorry I missed you on the radio the other day so thought I would email you instead. You may recall I contacted you some time ago as well as the chief constable as my concerns were being ignored for some unknown reason. You did in fact pass my concerns onto the local PCSO who I realise have limited powers to take any action. The issue I raised was local take away drivers parking all over the town on double yellow lines and also on pavements preventing peoples using them resulting in walking on the roads and putting them self at risk especially on north road outside the flames takeaway. I also asked if these vehicles had the correct insurance for business use. The issue did seem to improve ever so slightly but now it seem worst then ever and I noticed other divisions in Lancashire are taken action so why can lancaster division not do the same??

I will look forward to your reply.





LC08 – Statement of DC Rachel CROSSLEY

Page 1 of 2 RESTRICTED (when complete) MG11 2010/11 RESTRICTED (when complete) WITNESS STATEMENT Criminal Procedure Rules, r 16.2; Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B

Statement of: Rachel Crossley URN Age (if under 18): N/A Occupation: PC

I am Police Constable 3577 Rachel CROSSLEY of the Lancashire Constabulary stationed at Morecambe police station. This statement is my account of my interaction with a female who is suspected of being a victim of human trafficking/modern slavery. On 26th March 2019 around 23:45 I attended the Surgery Office at Morecambe police station where PC 607 Irvine was sitting with a female who I believe to be called [REDACTED] aged [REDACTED] years. I showed the female a list of languages from applied languages and she indicated [REDACTED] as being her preferred language. I therefore contacted language line requesting a [REDACTED] interpreter however, the interpreter identified that the female appeared to be speaking [REDACTED] and transferred me to an appropriately trained interpreter. Through the interpreter I completed the forced labour worker question set and NRM referral. [REDACTED] disclosed that she had been in the UK approximately 5 months, she did not know how she had arrived. She stated she had been working as a cook/cleaner at FLAMES and that the boss, Rudi, had retained her passport to prevent her returning to Bulgaria. She stated she wanted to return to Bulgaria and had come here to work to send money back to her children. She stated her working hours were around 3pm-4 or 5am. She had not worked for the last 3 or 4 days as she hadn't been well. She had taken this opportunity to escape as she is in fear of Rudi but she would not elaborate on what these fears are. When asked if her job was arranged prior to coming to the UK she initially stated she came here to have a marriage and a baby but then stated she came here to work to provide money for her children in Bulgaria. Many of the answers given by [REDACTED] were quite confusing. PC 124 Simpkins and PC 8615 Manley brought some blankets for [REDACTED] as she had stated she was cold. PC Manley re-contacted language line to explain to [REDACTED] that we needed to take her fingerprints and photograph. Whilst speaking with the interpreter [REDACTED] further disclosed that whilst she didn't know her DOB she was born in [REDACTED] and is aged [REDACTED] years. She also disclosed that she doesn't know where she has been living but there are 4 men that also live there and work in a car wash. She gave 3 names of [REDACTED], [REDACTED] and [REDACTED]. The interpreter expressed that [REDACTED] didn't make a lot of sense and seemed as though [REDACTED] either wasn't her first language or she was suffering some form of impairment.

Page 2 of 2 RESTRICTED (when complete) MG11 2010/11 RESTRICTED (when complete) Around 3am I spoke with Salvation Army who had recalled to assess [REDACTED] via their interpreter. By this time she was extremely tired. They were unable to complete their assessment due to her seemingly not understanding she was in a conversation with them (this was their assessment of her) and they were therefore unable to offer any accommodation. PC Simpkins and PC Manley therefore transported [REDACTED] to RLI as a place of safety and to have a medical assessment conducted before giving her a period of rest. I had no further involvement. This statement 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 of witness: Date: 27/03/2019 04:30

LC09 – Statement of PC Andrew TAYLOR

This statement is in relation to a warrant in relation to Labour Exploitation which I took part in at Flames Takeaway at Lancaster.

The people I shall mention are my Licensing colleague Heather Crawshaw and colleagues from CID DS 887 Steven JENKINSON, DC 2121 Corrine CLEASBY and DC 96 Jo CLEMENT.

The premises I shall talk about is Flames Takeaway, North Road at Lancaster. This premises is situated on the one way system in Lancaster. At the front of the premises are 2 white glass panelled doors. The left one affords access to the public area for service and the right door affords access to the rear food preparation area. Flames is a fast food outlet trading from 1700 to 0500 hours daily with a late refreshment licence from 2300 to 0500 hours daily.

At 1100 hours on Wednesday 3rd April 2019 I attended Flames in company with Heather Crawshaw and colleagues from CID DS 887 Steven JENKINSON, DC 2121 Corrine CLEASBY and DC 96 Jo CLEMENT. DS JENKINSON was in possession of a Warrant for this location. At the scene we awaited further instruction before entering. At 1130 hours the same day myself and DC CLEMENT entered the premises using the key for the right hand door via a key for the door. As I entered I switched on my Body Worn Camera. We carried a search of the premises and there were no persons present. I then informed my colleagues and they entered behind us.

I then took part in a search of the premises and seized the following items:

At 1140 hours I seized a pink Iphone 6S which I will exhibit as AT/2338/030419/01. I placed this item into an evidence bag reference number DO2202365 which I sealed.

At 1145 hours I seized 2 x sealed letters which I will exhibit as AT/2338/030419/02. I placed this item into an evidence bag reference number DO2202364 which I sealed.

At 1152 hours I seized a pink Ipad Air which I will exhibit as AT/2338/030419/03 I placed this item into an evidence bag reference number DO2202366 which I sealed.

During the search DS JENKINSON gained entry to the safe where I saw that it was crammed full of brown paper bags containing cash in the form of 20s, 10s and 5 pound notes and a large amount of loose change. I switched on my Body Worn Camera and filmed the cash in situ.

I then witnessed DS JENKINSON remove the cash from the safe and place this into a number of evidence bags. These bags were sealed at the scene.

Following the search I returned with my colleagues to Lancaster Police Station where the property I seized was booked into ERP by DC CLEASBY reference number BA/10411/19.

I docked my Body Camera for downloading of the footage.

LC10 – Copy of log LC-20190402-0862

LC-20190402-0862 Date: 02/04/2019 15:31:00

Informant: DC 3131 WILKS WILKS

Informant Contact Numbers [REDACTED]

Informant Address: LANCASTER POLICE STATION, THURNHAM STREET
LANCASTER LA11YB

Incident Location Code: WB01

Incident Address: LANCASHIRE CONSTABULARY THURNHAM STREET
LANCASTER LA11YB

Class: Miss From Home

Details: LOG LC-20190326-0134 (LOCKED) RELATES TO A MODERN SLAVERY
INVESTIGATION. A FEMALE NOW IDENTIFIED AS [REDACTED]

[REDACTED] HAS BEEN PLACED AT THE [REDACTED]

[REDACTED] UNTIL ARRANGEMENTS CAN BE MADE

TO RETURN HER TO BULGARIA. WE HAVE ESTABLISHED FROM A [REDACTED]

[REDACTED] THAT A LADY MATCHING THIS DESCRIPTION HAS

APPROACHED THEM SAYING SHE WAS LOST AND NEEDED TO GET TO
LANCASTER. THEY GAVE HER A LIFT TO PRESTON BUS STATION AROUND
13:00HRS AND BOUGHT HER A BUS TICKET TO LANCASTER BUS STATION.
RESEARCH OF BUSES SHOWS A NUMBER 40 LEAVING PRESTON AT 13:05
ARRIVING 14:20, A NUMBER 41 LEAVING PRESTON 13:35 ARRIVING 14:59 AND
A NUMBER 40 LEAVING PRESTON AT 14:05 ARRIVING 15:20. LEASE CAN THE
FOLLOWING DESCRIPTION BE PASSED OUT TO OFFICERS. PC 3532 SALLISS IS

[REDACTED]
THIS FEMALE DOES NOT SPEAK ANY ENGLISH AND REQUIRES A [REDACTED]
TRANSLATOR. SHE ALSO CANNOT READ OR WRITE. OI INFORMATION VIA PNC
FOR THE FEMALE - DV - VULNERABLE [REDACTED] - IS POTENTION VICTIM OF
HUMAN TRAFFICKING LINKED TO HER HUSBAND IN HIS ASSOCIATES.

[REDACTED] RELATES. CCTV AT PRESTON BUS STATION SHOWS THE FEMALE
GET THE 13:05 BUS WHICH IF SHE REMAINED ON IT WOULD GET INTO
LANCASTER AT 14:20HRS. SHE HAS ALSO ACQUIRED A BLACK SHINY JACKET.

FEMALE LOCATED DETAILS ON CONNECT OPERATION NOW MOVING TO
ARREST STAGE WITH WARRANTS TO BE CONDUCTED THIS AM AT [REDACTED]

[REDACTED] FLAMES LANCASTER AND ARREST ENQUIRES AT SEVERAL OTHER
STAFF MEMBERS WILL BE ATTENDING First [REDACTED]

[REDACTED] COLLAKU RUDOLPH

[REDACTED] MALE ALBANIA 2338 - WE HAVE SEIZED LOTS OF ITEMS FROM
FLAMES - CAN A PATROL ASSIST 2338 - FLAMES IS SECURE - MAKING IN TO DO
S/MENTS.

LC11 – Statement of PC Shaun FOSTER

Statement of: Shaun Foster

Age (if under 18): N/A Occupation: Constable

I am PC 5080 Shaun FOSTER of LANCASHIRE CONSTABULARY currently based at LANCASTER Police Station. This is my statement in relation to an ongoing issue I have with the premises; FLAMES TAKEAWAY on NORTH ROAD, LANCASTER. I will mention the following people in my statement; myself and Rudolf COLLAKU – owner of FLAMES TAKEAWAY.

From my understanding FLAMES TAKEAWAY, is a late night takeaway venue which allows customers to attend in person to order food and drinks to be consumed inside and off the premise. The takeaway also has a delivery service. The location of FLAMES TAKEAWAY is on NORTH ROAD. NORTH ROAD is a one way, two lane road. It forms part of the main one way system for motor vehicles around the inner pedestrianised part of the City Centre. FLAMES is located on the inside of a sharp left hand corner on NORTH ROAD which also includes a junction with CHAPEL STREET and where NORTH ROAD turns into ROSEMARY LANE, and the remaining section of NORTH ROAD is a minor road and a junction opposite FLAMES TAKEAWAY. There is a large pavement outside FLAMES which is approximately 5 metres wide.

This pavement allows a good splay visibility from the building line around the tight corner for both motor vehicles and pedestrians. The road is a restricted road whereby it's speed limit is thirty miles per hour. It is a busy location and junction for motor vehicles but also from pedestrians as it one of the main routes into the inner City Centre from council car parks and residential areas. At this corner and junction there is no pedestrian crossing and pedestrians are required to walk further along ROSEMARY LANE by approximately 80 metres to a Toucan traffic light crossing, most however do not and cross the road at the corner through the traffic. This causes obvious risk to pedestrians, the risk is further apparent during the night time economy when a large number of generally intoxicated students cross this point on NORTH ROAD moving between the city centre night time venues and a large student night club THE SUGAR HOUSE further down NORTH ROAD. I am aware of instances where vehicles have collided with pedestrians at this corner and have witnessed many near misses between intoxicated pedestrians and motor vehicles when I am duty in the area. I consider this junction a very risky location due to the aforementioned reasons. I believe this is made worse by FLAMES TAKEAWAY. The takeaway has numerous delivery drivers who all drive cars and this includes the owner COLLAKU. They regularly park their cars whilst they are

collecting orders or waiting for orders on the pavement outside flames. They either park half on the pavement or wholly on the pavement. Both of these types of parking cause issues with visibility at the corner for pedestrians and motorists. It also causes issues with pedestrians being forced onto the road due to them having to walk around these parked cars.

I have been a police constable since 5th NOVEMBER 2018. I have spend my whole career as a front line constable for the LANCASTER area. I have been aware since I began of the issues of parking outside FLAMES TAKEAWAY. This has been from members of the public complaining to me directly or from me witnessing it myself, that the risk pedestrians were taking crossing at the corner made worse by parked cars from the drivers at FLAMES TAKEAWAY. At any opportunity I could, but especially when I have been on foot patrol working the night time economy I have warned the drivers to not park their vehicles at the location and gone into the takeaway to advise them. I have either given drivers words of advice and told them of more suitable places to park nearby or issued them with fines for obstructing the highway. It is difficult to provide dates and how often I did this however I would be on foot on the night time economy every 3 or 4 weeks and I would always attend this area to monitor the parking by the drivers of FLAMES TAKEAWAY.

Neither seemed to have any long term success in deterring their parking habits.

In my current role I am now a Community Beat Manager within the Lancaster Neighbourhood Policing Team. My ward is LANCASTER City Centre which includes NORTH ROAD. I am the public face of Lancashire Constabulary for the city centre and members of the public contact me directly with their concerns for the area. One of main concerns I am contacted about is vehicles parking on the corner of NORTH ROAD outside FLAMES TAKEAWAY which I can understand.

On 7TH FEBRUARY 2024, I attended FLAMES TAKEAWAY and spoke to staff. I informed them that all vehicles needed to parked in an alternative location to the pavement outside the premise on NORTH ROAD. I warned them that any vehicles parked from this point will have enforcement action taken on them. For the next couple of days when monitoring FLAMES TAKEAWAY they appeared to be heeding to my warning.

However after a few days vehicles started again to park in the location. I have now been issuing fines for obstruction of the highway to any vehicles parking in this area since then. I had also requested other local police constables to engage in enforcement action if they witness any obstructions. I have issued the following fines;

20:56 hours on 19TH FEBRUARY 2024.

21:01 hours on 28TH JUNE 2024.

23:05 hours on 28th JUNE 2024.

23:25 hours on 2ND JULY 2024.

I cannot unfortunately provide any information on fines issued by other police constables.

The majority of the time the parking is at night when the TAKEAWAY is operating. The vehicles belong to the delivery drivers, they are not customers coming to pick up / make an order.

I am now considering contacting Lancashire County Council to see if there is any physical measures that can be implemented to prevent vehicles parking in this area, such as bollards, as the current parking restrictions and ad hoc enforcement by myself is not working and I believe due to the parking it is only a matter of time that someone is seriously injured.

I am willing to support any action against FLAMES TAKEAWAY which would resolve/minimise the issues they are causing to the City Centre and the risks they are putting on those who live and visit the area through their constant inconsiderate and unnecessary obstruction of the highway.

This statement 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 of witness: Date: 21/07/2024 18:18

2010/11