

Licensing

From: Laura - The Butcher's Dog [REDACTED]
Sent: 29 July 2024 15:23
To: gareth.gosling
Cc: Licensing; .Licensing
Subject: Re: The Butcher's Dog
Attachments: LG Statement Licence Review The Butcher's Dog 22 Aug 2024.docx
Categories: Kathryn, Aileen

Dear Kathryn, Sarah, Gareth,

Please find attached my personal statement pertaining to the licence review of The Butcher's Dog, 6 East Street, Wimborne, BH211DS

Kind regards

Laura



Laura Green
The Butcher's Dog Bar & Bottleshop
[REDACTED]
[REDACTED]
[REDACTED]



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On 19 Jul 2024, at 08:00, GOSLING Gareth 2551 [REDACTED] wrote:

Good Morning Laura,

Apologies for the delay in coming back to you, I have returned today from two days out of the office.

Thank you very much for the below email. The changes that you have made and propose are sensible and are positive steps towards reassuring Dorset Police that this premises can be consistently operated to the highest standard, particularly at peak periods such as the WMFF.

I am confident that the concerns associated with WMFF can largely be mitigated through the measures that you propose. In particular, the change of DPS and the qualification of your Manager as a PLH will move considerably towards providing that reassurance.

I believe that the introduction of a minimum of 1 x SIA Door Supervisor moving forward will also ensure that we can be confident that there will be adequate control of the patrons that are outside your premises.

You have highlighted the final outstanding matter, that being the gathering of people outside your premises during the WMFF. One option might have been to apply for a Temporary Event Notice (TEN) to cover the pavement outside your premises, however, I do not believe that this would be permitted as the pavement is narrow and there would no alternative for pedestrians other than to cross the road. I am confident that the introduction of a Door Supervisor would ensure that patrons wishing to come outside would be managed effectively and they could also help to discourage others not associated with the premises to disperse from the area.

It is imperative that unless there is a plan in place for customers to be able to consume outside the premises (in accordance with a permission) then the premises cannot and must not encourage or provide an environment that is attractive to those wishing to extend their evening.

Further options might be to seek a road closure, however, as a key thoroughfare through Wimborne, this is unlikely as there are limited suitable alternative routes to divert traffic.

I am happy to continue the discussion around finding solutions to the final point, however, I am grateful for the proposals that you have put forward and I am confident that your approach to this matter will result in us achieving an agreed position. I await with great interest the outcome of your meeting with Sergeant Payne.

I am on annual leave from next week, so will respond as a priority when I return on the 6th August 2024.

Regards,

Gareth



Gareth Gosling 2551

Police Sergeant
[REDACTED]

Drug & Alcohol Harm Reduction Team

Bournemouth Divisional Headquarters, 5 Madeira Road, Bournemouth, Dorset, BH1 1QQ

From: Laura - The Butcher's Dog [REDACTED]

Sent: Tuesday, July 16, 2024 11:06 AM

To: GOSLING Gareth 2551 [REDACTED]

Cc: .Licensing [REDACTED]

Subject: Re: The Butcher's Dog

Dear Gareth,

Thank you for your early response. I now have a better understanding of the review process and I am grateful for the opportunity to work together prior to the Sub-Committee.

In short, I have been working on the following

- removal of the current DPS for The Butcher's Dog Wimborne, replacing John Hewitson with myself. John is semi-retired and has been considering retirement for some time, this is the right time for us to make this change. I live in Wimborne and I have always held a central role in the operational management of The Butcher's Dog Wimborne, as a Director of the business and John's business partner. I received the application forms yesterday and hope that the Council might permit this change to complete prior to the sub-Committee.
- I have spoken to the Wimborne BID Manager about Pubwatch and she has put me in touch with the secretary of the Wimborne Pubwatch group. I genuinely had no idea that Pubwatch was running in Wimborne - I used to be a BID Director and tried to get Pubwatch going to no avail! Tammy is also helping me to get onto the Wimborne Pubwatch WhatsApp group, which I was not aware of.
- I have contacted [REDACTED] to obtain a quote to book an SIA doorman for the Folk Festival in 2025. I hope to hear from them soon.
- I have purchased a noise monitoring device and will train my team in using this device to record noise in our incident/record book on busy nights, live music nights and events.
- I have purchased additional signage to ask Patrons to keep noise down when leaving the premises.
- I am in the process of booking our new manager onto a Personal Licence course. This is something we do with all new managers once they are fully trained and we are confident that they can lead a shift in the bar.

I also plan to ask to meet with our local Sergeant Steve Payne to go through the above. We have a good relationship with local police (we have never had an incident but we have co-operated providing CCTV etc for local area incidents) and I want to reassure Sergeant Payne that we take the management of our business very seriously. I also need to make sure that we are included in any town-wide communication to pubs in future.

With regard to the patrons outside the bar, I would appreciate your advice. Each year, I speak with Wimborne BID, the Police and the Folk Festival Ltd and I ask the question about plastic pints and drinking in the streets. Each year I am told that the rules are 'relaxed' for the weekend and that we are to issue all pints in plastic containers so that the public can enjoy the festival and leave our premises, beer in hand. We have done this for years without issue, comment or complaint, always checking with the relevant authorities/organisers first. I completely appreciate that we have a condition on our licence preventing us from allowing patrons to drink on the pavement at the front of our premises and we strictly adhere to this year-round (public holidays included). How would you like to see us manage the Folk Festival weekend? I am planning to ask the same question to the Council Licensing Officer so that I can fully prepare for next year.

I would appreciate your feedback on my proposals to date and any advice you can give to help me move forward.

Kind regards

Laura

Statement: Laura Green, The Butcher's Dog, 6 East Street, Wimborne
July 2024

The Butcher's Dog Bar and Bottleshop is an independent, family-owned and run craft beer bar and beer takeaway shop on East Street, the secondary shopping area in Wimborne Minster. We have been trading since September 2016 and have seen East St thrive as more independent shops and cafes open around us and benefit from each other's footfall. We employ two full time staff and five part time staff in addition to ourselves.

We are an over 21s venue, open from Wednesday-Sunday. We specialise in premium 'craft' beers, spirit and wine. Our focus is on excellent customer service and building rapport with local people, recommending beers from small breweries and giving the customer an experience above that of 'regular' pubs. We do not have a happy hour, nor do we offer multiple drinks deals.

To our collective knowledge, The Police have never attended The Butcher's Dog Wimborne in relation to our business or an incident related to the business, and our dealings with Licencing and EHO have been absolutely minimal throughout the 7.5 years we have been trading.

We have always worked hard to envelop the business in the local community. I was a Director of Wimborne BID for three years and have organised street parties, created Christmas film advertisements, held charity events, committed money to local sponsorships and more. We are proud of our business and the town that we trade in.

The Wimborne Folk Festival 2024 was the busiest year on record for the town and our business, too. 65,000 people came through Wimborne Minster on Saturday 8th June; no-one anticipated the crowds that appeared, nor the popularity of our small business in particular. This will of course be reflected in each following Folk Festival risk assessment for The Butcher's Dog Wimborne. We have traded at six Folk Festival events (COVID meant that two were cancelled) and we have also operated a separate pop-up stall at the popular 'Microbreweries' area of the Festival, with great feedback and without incident.

Each year, prior to the Festival, I speak with the local Police, Folk Festival Limited and the Wimborne BID to familiarise ourselves with the policies in place for drinking in the streets. We have been told each year that we are permitted to allow people to leave the bar with alcoholic drinks in their hands to enjoy the festival, so long as these drinks are served in plastic cups. Each year, we do our best to fit in with the unique culture of the festival, providing live music (as all pubs and bars do) and a pleasant festival environment over the course of the weekend. We employ extra staff, hold preparatory training meetings and ensure we have highly

trained and experienced management on site throughout the weekend. We close early on Sundays and schedule the more popular bands earlier in the day to mitigate risks from larger crowds drinking later.

Following receipt of the premises licence review, I have scrutinised our management of the Folk Festival in terms of planning and execution and have communicated my proposals for action with Sergeant Gosling.

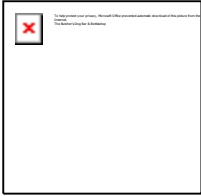
1. The current Premises Licence holder / DPS will step back, transferring the Premises Licence to the business and the DPS position to myself. Mr John Hewitson, my business partner/Father-in-Law, is currently semi-retired and this is a good opportunity for us to transfer responsibility to me as a local, full-time Director of the business.
2. We have updated the risk assessment to stipulate that an SIA-qualified Doorperson will be hired to man the front door of the bar during the Friday and Saturday of Folk Festival. This will be brought into action from 2025.
3. The Risk Assessments for the business will be stored in the premises in a new 'Licence' folder, instead of the health and safety folder. A copy of all staff personal licences and public liability insurance will be stored here and all staff will be trained in accessing licence-related documents for relevant authorities to view when requested. We will continue to use our incident record as per our licencing objectives and continue to train all staff in the use and playback of CCTV.
4. We have booked our new Assistant Bar Manager onto a Personal Licence course on the 6th of August 2024.
5. We have contacted Wimborne BID Manager Tammy Sleet regarding Pubwatch attendance. We have been invited to the next Pubwatch meeting and are awaiting an invitation to join the Pubwatch WhatsApp group for the town.
6. We have purchased a noise DB monitor and have instigated a procedure to measure decibels on event nights from across the street, outside the cobbler shop, at 9pm and 11pm. These readings will be recorded in the incident record.
7. We are working with the BID Manager, the President of Wimborne Folk Festival, Wimborne Minster's Police Sergeant and Sergeant Gosling to further understand our obligations regarding drinks outside the bar over Folk Festival. I have opened channels of communication with all the above-mentioned parties to try to understand how the unique culture of the Folk Festival Weekend may impact upon my licence conditions and how I can work with all the above agencies to safely trade in line with the nature of the event while satisfying my licencing objectives.

8. Throughout this process I have sought to co-operate and build relationships with The Police and other local authorities. I have communicated with multiple individuals at Dorset Police, Dorset Council, Wimborne BID and the Folk Festival Limited with the joint aims to a) make myself and our business known to local authorities and mitigate the risk of being overlooked as a business in future and b) demonstrate our efforts to learn and better manage our business, especially at The Wimborne Folk Festival and other townwide/national events.

In summary, as a family we have reflected on the unique nature of the Folk Festival, our business growth during the Folk Festival 2024 and our management policies and procedures. We hope that the proposal laid out above will show a renewed awareness of our responsibilities and a willingness to build and maintain a positive relationship with the authorities to uphold the licencing objectives.

Please consider this statement as a plan for the future of our family business.

Laura Green
Director Shareholder
The Butcher's Dog
South Coast Craft Ltd



Laura Green
The Butcher's Dog Bar & Bottleshop

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



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On 16 Jul 2024, at 09:51, GOSLING Gareth 2551

[REDACTED] wrote:

Good Morning Laura,

Thank you for your email below and in accordance with the requirements of the Licensing Act 2003 it is appropriate to engage in mediation in advance of the Licensing Sub-Committee hearing taking place in August.

To ensure that any mediation is properly audited and to avoid any misunderstanding, in my experience it is best to communicate any concerns or proposals by email. Highlights of these agreements can then be shared with members of the Sub-Committee to demonstrate any progress that has been achieved and to help focus the members on areas which could not be resolved in advance of the hearing.

You may be aware that a hearing will be held as required by the Licensing Act 2003, however, there is the possibility that both the applicant (Dorset Police) and yourselves could attend the hearing having reached an agreement. It would remain then for the members of the Sub-Committee to agree any proposals and to incorporate any conditions etc. to the premises licence.

The concerns relate largely to the performance of the premises during the Wimborne Minster Folk Festival (WMFF) and there is some concern that the premises is not engaging with the local Pubwatch scheme. As the primary area of concern, I would like to focus any proposals on the key issue of how the premises performs during the WMFF and how you propose that the licensing objectives could be better promoted during this annual event.

Over the past two years there have been concerns raised at The Butcher's Dog, particularly that conditions are not being met and that public safety is at risk. Dorset Police have a duty to ensure that any areas where the public may be at risk are addressed as quickly as possible.

I would be grateful for your proposals and to understand what measures you have put in place since the festival. I was in attendance at the festival this year and became concerned that your management at the premises were not fully engaged in meeting the conditions of the licence or appreciating the importance of delivering a safe and compliant premises, particularly at such a peak period for Wimborne. To suggest during the event that the road outside the premises 'should' have been closed is not the level of responsibility that a person managing a premises in a Town Centre location should be displaying. There also needs to be a proper assessment of any requirement for SIA support, which should have resulted in appointing SIA to your premises.

Your premises was unfortunately the only premises that caused concern for Dorset Police during WMFF. I very much look forward to receiving your proposals and

details of the actions completed to date so that we can continue to try and achieve an agreed position in advance of the Licensing Sub-Committee hearing.

Regards,

Gareth



Gareth Gosling 2551

Police Sergeant
[REDACTED]

Drug & Alcohol Harm Reduction Team

Bournemouth Divisional Headquarters, 5 Madeira Road, Bournemouth, Dorset, BH1 1QQ

From: Laura - The Butcher's Dog [REDACTED]
Sent: Monday, July 15, 2024 5:32 PM
To: GOSLING Gareth 2551 [REDACTED]
Subject: The Butcher's Dog

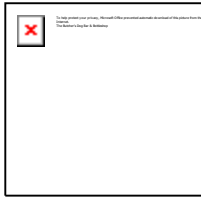
Dear Gareth,

I was given your email address by the Senior Licensing Officer at Dorset Council; I am one of the owners/Directors of The Butcher's Dog in Wimborne and I wonder if you might have some time to meet with me or chat with me following your application to the Council for a review of our licence? I have called Dorset Police but I think I missed you.

I would really appreciate a little of your time in fully understanding your position on the review, experience of the Folk Festival and The Butcher's Dog. I would also appreciate the opportunity to talk to you about some of the actions I have taken since the Folk Festival and proposed ongoing actions; it would be great to run a few things past you, if I may.

Many thanks,

Laura



Laura Green
The Butcher's Dog Bar & Bottleshop



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