

Licensing Premises History – McGowans, 88 Walm Lane, NW2 4QY

Appendix 1

Date	Details
13 th June 2014	Visit to McGowans, 88 Walm Lane @ 00.30hrs <ul style="list-style-type: none"> • Premises closed
25 th July 2014	Visit to McGowans, 88 Walm Lane @ 23.00hrs <ul style="list-style-type: none"> • Several customers standing outside, no visible issues
12 th September 2014	Visit to McGowans, 88 Walm Lane @ 23.50hrs <ul style="list-style-type: none"> • Premises closed
24 th October 2014	Visit to McGowans, 88 Walm Lane @ 23.45hrs <ul style="list-style-type: none"> • Premises closed
7 th November 2014	Visit to McGowans, 88 Walm Lane @ 00.20hrs <ul style="list-style-type: none"> • No visible SIA staff • 4 persons seen smoking just inside lobby area
24 th November 2014	Email to John McGowan <ul style="list-style-type: none"> • Visit had taken place on 7th November 2014 and no visible SIA staff was seen at 00.20hrs. • There were 4 persons seen smoking just inside the lobby of the premises • The DPS and manager must be spoken to ensure this does not happen again
24 th November 2014	Email from John McGowan <ul style="list-style-type: none"> • Will check the situation regarding smoking inside the door • Confirms there was SIA working • The current manager is fully aware of the current conditions but will go over them with the manager again
	Telephone conversation with resident 1 <ul style="list-style-type: none"> • Review Pack to be sent via email
16 th February 2015	Email from resident 1

Licensing Premises History – McGowans, 88 Walm Lane, NW2 4QY

	<ul style="list-style-type: none"> • Complaint that they cannot take the noise and problems anymore • Door is regularly urinated and vomited on. • When management are asked to clean it up, they are told to f***k off . • The McGowans pub in Cricklewood has been closed recently because of the same trouble • Concerns of being threatened by owner of premises
16 th February 2015	<p>Email sent to resident 1 and Jason Nelson from the Noise Team</p> <ul style="list-style-type: none"> • Explained to resident that there is a concern with taking issues to the owner of McGowan because resident 1 does not want to be in a position of feeling threatened. • Susana F states that she has been monitoring McGowans and has not yet found any issues. The only issue that was found was addressed immediately. • Explained that although issues have not been found by Licensing at the premises this does not mean resident 1 is not affected by issues and suggest the option of a review
2 nd March 2015	<p>Email from Julia Smeardon</p> <ul style="list-style-type: none"> • Is surprised to hear there has been only one incident of concern with which was dealt with immediately. • There is a long history attached to these premises, dating over 15 years, of noise, violence and anti-social activities. • There are crime reference numbers the most recent being 1903047/15, this month. • All incidents are related to alcohol and drug misuse emanating in fights and verbal abuse into the early hours of the morning. • If it is felt that threatening behaviour is attracted by complaints being made, then there must be evidence supporting the closure of this establishment • For three weeks has endured drilling and banging that shook the building, contractors had been complained to • Every time someone vomits or urinates on the front door, the pub is told. • Experience intimidation and harassment because nobody is taking any action on their behalf. • There are other McGowan pubs operating in the Barnet area which have been closed down. • Police and Licensing are not joining up the dots, and monitoring such situations. • Residents and businesses in the immediate vicinity are willing to attach their names to a petition to close the

Licensing Premises History – McGowans, 88 Walm Lane, NW2 4QY

	<p>pub</p> <ul style="list-style-type: none"> • Do not accept there is nothing that can be done to initiate a full investigation and impose restrictions, if not absolute closure in order to avoid threats • Willesden Green is undergoing regeneration, and is not assisted by the existence of this pub, which merely attracts a disruptive element, causing havoc and criminal damage and encouraging extreme anti-social activities. • Brent Council has a responsibility to the community to ensure that there is a safe and harmonious environment. • This goes beyond planting the occasional tree and painting the railings outside the tube station. It must prioritize the important issues that affect people's daily pursuits: dog fouling is not tolerated, why should vomiting, urinating, spitting and fighting be permitted on a very public high road.
9 th March 2015	<p>Email from resident 1</p> <ul style="list-style-type: none"> • Licensing review pack requested • 6th Feb 2015 – door urinated on • 14th Feb 2015 – Vomit on front door , bell and wall • 6th March 2015 – Vomit on door and pavement • 7th March 2015 – door urinated on • 8th March 2015 – vomit and urine • When the police are called, they either take notes or say they are too busy • Asks what is the point of having the police or Brent Licensing when nothing is done and those that cause problems can just get away with it • The issues are causing anxiety
25 th March 2015	<p>Email to Julia Smeardon</p> <ul style="list-style-type: none"> • Confirmation that a meeting was held with John McGowan. He stated he is now managing the premises • Susana F did not mention her to Mr McGowan but stated there were still complaints of urine, vomiting and anti-social behaviour • Mr McGowan asked as and when issues arise if the complainant could let me know and I would then in turn let him know for him to investigate • Mr McGowan has installed a better quality CCTV system which is much clearer • Every time Susana F has visited the premises it has been closed by midnight and more recently closed at 11.45pm and therefore unsure of how there is noise into the early hours of the morning.

Licensing Premises History – McGowans, 88 Walm Lane, NW2 4QY

	<ul style="list-style-type: none"> • SIA staff seen at the door of the premises and have not witnessed any anti-social behaviour • Susana F's concerns regarding threatening behaviour stem from resident 1's concerns of threatening behaviour towards resident 1 and Julia Smeardon • Duty to ensure that if a complaint is received from Julia these details are not passed onto the premises. • As and when night visits are carried out the premises will be monitored.
11 th August 2015	<p>Complaint received from resident 1 via customer services</p> <ul style="list-style-type: none"> • Possibly selling drugs, • Fighting • Drinking outside on pavement past designated area, • Harassing people walking past some time they have to walk into the road to avoid crowd • Spitting • Urinating on door
7 th September 2015	<p>Meeting with Mr McGowan and Nick Mortimer from Police Licensing. Agreed the following;</p> <ul style="list-style-type: none"> • Cigarette Butts - There is a cleaner who does the outside every day between 9 and 11am however he will ask staff to monitor throughout evening and clean up if necessary • Music - Denial that this is played outside the licence hours • CCTV - There is a new system with 12 camera's • Drugs - Denial again however will brief SIA and staff to be aware and look for issues. Is more than happy to support a test swabbing of both premises and users at any time • Noise on dispersal - uses a taxi company and door staff are already aware of the issues
16 th September 2015	<p>Email sent to John McGowan</p> <ul style="list-style-type: none"> • Plan of 88 Walm Lane attached to email showing there is no outside space at the back of the premises for customers • The front of the premises will have to be used for a limited amount of smokers
29 th September 2015	<p>Email regarding a complaint at premises from agency on behalf of unknown resident.</p> <ul style="list-style-type: none"> • loud thumping music and P.A. System • shouting and swearing from people outside smoking

Licensing Premises History – McGowans, 88 Walm Lane, NW2 4QY

	<ul style="list-style-type: none"> • debris left behind • shutters going up at 1 and 2 and 3am to let out customers from " lock-ins" who then shout, curse and slam car doors. • Yesterday at 11.15pm their customers were spraying the pavement and our front door with beer, and urinating in the doorway.
30 th September 2015	<p>Email to complainant on behalf of unknown resident</p> <ul style="list-style-type: none"> • Confirmation request of when 'yesterday' was as unsure of when to request CCTV for NO RESPONSE RECEIVED TO THIS EMAIL
6 th October 2015	<p>Complaint received via telephone</p> <ul style="list-style-type: none"> • Issues outside premises on Saturday 3rd October 2015 at 23.53hrs with customers shouting
6 th October 2015	<p>Email to Mr McGowan</p> <ul style="list-style-type: none"> • Complaint received, CCTV footage requested for Saturday 3rd October 2015 at 23.53hrs.
9 th October 2015	<p>Visit to Premises by Susana F and Lavine Miller-Johnson from Licensing @22.53hrs.</p> <ul style="list-style-type: none"> • Carole Maseda (DPS) was working at the premises • Music was audible from outside as the lobby door was wedged open • Lavine asked for speaker to be moved further into the premises which was carried out whilst in the premises • Ms Maseda was told the lobby door would need to remain closed whilst music was playing • Ms Maseda was asked whether she had been told about restricting the number of persons smoking outside the front of the premises by John McGowan. Carole Maseda stated that she hadn't. She then said it was her fault because she hadn't stuck to the capacity. I then questioned how she could stick to a capacity she was unaware of but she insisted it was her fault. • I then spoke to the SIA staff who stated John McGowan had not told them to restrict smokers to 5 persons. I explained to the SIA and Carole Maseda (separately) that I had noticed up to 12 people outside at any one time blocking the footpath and the entrance to the adjoining building which myself and Nick Mortimer had discussed with John McGowan in our meeting. We had said that reducing the numbers to 5

Licensing Premises History – McGowans, 88 Walm Lane, NW2 4QY

	<p>would help prevent nuisance.</p> <ul style="list-style-type: none"> • One of the SIA staff stated it would be difficult to monitor who smoked because they couldn't stop them from going out onto the public highway. • I then suggested that those customers who refused to wait to smoke should be refused re-entry. The SIA staff told me that he hadn't been told to refuse re-entry and therefore made it difficult to police. • Ms Maseda also confirmed that staff had previously been staying back to drink and listen to music after cleaning the premises but this no longer took place.
12 th October 2015	<p>Email to Mr McGowan</p> <p>In relation to the visit carried out on 9th October 2015 the following was suggested;</p> <ul style="list-style-type: none"> • No speakers near the door and that the lobby door be closed at all times • Limit the numbers of smokers as agreed to 5 and that this is contained perhaps using small rope barriers. Any of those customers that do not wish to comply are refused re-entry. • A proactive briefing with the DPS, employees and SIA staff to ensure these points are put across
12th October 2015	<p>Email from Mr McGowan to confirm he is on site reviewing issues</p>
13 th October 2015	<p>Email to Mr McGowan</p> <ul style="list-style-type: none"> • Enquiry into what happened when staff were spoken to on 12th October 2015 and what was the outcome?
13 th October 2015	<p>Email from Mr McGowan</p> <ul style="list-style-type: none"> • Confirmation that DJ will be stopped for 3 months • Will monitor and push smokers up the road towards Sainsbury's away from the neighbouring property • Inner door to be closed at all times • Strictly no drinks outside
15 th October 2015	<p>Email to Mr McGowan</p> <ul style="list-style-type: none"> • Confirmation that this can be monitored over the next few months

Licensing Premises History – McGowans, 88 Walm Lane, NW2 4QY

<p>1st November 2015</p>	<p>Email from resident 1</p> <ul style="list-style-type: none"> • Complaint that there are issues every week • Issues on Saturday 3rd October 2015 at 23.15hrs, 23.45hrs & 00.03hrs where police had to be called CAD numbers ,36029/10238/25014. The police did not turn up • From about 8.00pm that night there was so much shouting and noise going on, had to go to the back of the building to get away from the noise and could not listen to the radio in the back of the building. • When asked to call the noise team, left feeling that as members of the public they are not getting a fair deal. This is usually because if and when the noise team arrive, are told that they are in the wrong room i.e.: the kitchen or the hallway. • The noise team seem to think that the noise should be as loud as is audibly possible or they stay for a few minutes and tell you it's not loud or annoying enough. • Have to put up with loutish behaviour, arguments, fighting, cigarette ash and butts, spitting and drinks spilled all over the pavement .
<p>2nd November 2015</p>	<p>Email to resident 1</p> <ul style="list-style-type: none"> • Confirming complaint will be investigated • Request as to whether noise team visited and whether their conclusion was as stated 'not loud or annoying enough'
<p>5th November 2015</p>	<p>Email complaint received via the noise team from resident 2 on 25th October 2015</p> <ul style="list-style-type: none"> • Details of complaint regarding the calibre of people that often stand outside • Dislikes the behaviour and looks they receive on passing • The patrons rant very loudly and often occupy the whole footpath • At times walks further down on the opposite side of the road before crossing over in order to avoid ranting individuals • Recalls the premises has security guards on Friday and Saturday evenings but hasn't seen any recently • Has found empty beer bottles and cans on the corner of Chatsworth Road and Walm Lane
<p>9th November 2015</p>	<p>Email to Jennifer Barrett</p> <ul style="list-style-type: none"> • Offer to meet to discuss issues

Licensing Premises History – McGowans, 88 Walm Lane, NW2 4QY

9 th November 2015	<p>Email to resident 2 regarding McGowans complaint</p> <ul style="list-style-type: none"> • Confirmation that the premises have door supervisors, alcohol should not be consumed on the public highway and therefore unsure of where the bottles have come from on Chatsworth Road. Complainant asked to note any bottles they find so that I can investigate further. • Request for specific dates and times when patrons are obstructing the entire footpath so that CCTV can be requested from the premises • Mention that the premises stated they would corner off a section of area directly outside their premises so as to ensure patrons are contained when smoking
9 th November 2015	<p>Email from resident 2</p> <ul style="list-style-type: none"> • Will make a note of time and date if any inappropriate behaviour is seen • Believes the cornering off outside premises will certainly help with restricting the movements of the patrons. • Asks when the premises will start using the barriers • Will take pictures of any beer bottles/cans on Chatsworth Road and send to Licensing the next time any are seen.
9 th November 2015	<p>Email to resident 2</p> <ul style="list-style-type: none"> • Explains that McGowans would be expected to section off the outside of the premises when they are most busy but that it is not a condition of their licence and therefore unenforceable. • This is a suggested measure to prevent patrons from spreading themselves across the pavement
9 th November 2015	<p>Email to resident 2</p> <ul style="list-style-type: none"> • Stating that McGowans should already have the barriers in place
9 th November 2015	<p>Email from resident 2</p> <ul style="list-style-type: none"> • States that barriers have not been seen outside of the premises as of yet
9 th November 2015	<p>Email to John McGowan</p> <ul style="list-style-type: none"> • Complaint regarding patrons standing across the pavement, blocking passers by.

Licensing Premises History – McGowans, 88 Walm Lane, NW2 4QY

	<ul style="list-style-type: none"> • There are also empty bottles/cans in Chatsworth Road • Request as to how patrons are being managed outside. Is it being limited to 5 persons and is there a sectioning off of some area outside of the premises to contain these customers. • Reminder that if customers continue to take up the whole pavement this will affect the licence because it is causing a nuisance to passers by • If customers cannot remain inside the cornered off section or do not wish to wait to smoke they should be told they cannot re-enter the premises. • This is a separate complainant to other complaints received
9 th November 2015	<p>Email forwarded to Susana F from John McGowan from SIA security</p> <ul style="list-style-type: none"> • SIA staff limiting the numbers of smokers to 5, (6 if the last person is female) • Cannot control members of public that stop to talk or smoke with them • There are no poles supplied as of yet but the SIA ask the pavements not to be blocked • There are 0% drinks allowed outside the premises
9 th November 2015	<p>Email from Terry Kelly</p> <ul style="list-style-type: none"> • Has seen some bottles on the street on the way home but are not from premises stock • Anyone caught with a drink outside is told to leave it inside • At closing time no one is leaving with glasses and bottles • Are dealing with the customers behaviour in front of the premises but cannot deal with people in nearby streets as there is no access to there • Customers are asked to stay on the right hand side of the pub while smoking and the neighbouring front door is swept every day • Receives insults from complainant in front of a witness as they walk out of the door • All staff are aware of the rules and will work on patrons behaviour as much as they can
9 th November 2015	<p>Email from Carole Maseda (DPS)</p> <ul style="list-style-type: none"> • Has seen some bottles on the street but they are not from McGowans stock • Everybody caught with a drink outside is asking to leave it inside • At closing time no one is leaving with glasses or bottles • Staff are dealing with the patrons behaviour in front of

Licensing Premises History – McGowans, 88 Walm Lane, NW2 4QY

	<p>the premises but they can not deal with other people's behaviour in the nearest street as they do not have access there</p> <ul style="list-style-type: none"> • Customers are asked to stay in front of the pub on the right side while smoking and the neighbours door is swept every day to keep the pavement clean • Carole states that she has personally received some insults from the complainant in front of a witness as soon as they come out of their door • All staff are aware of the rules and work on the patrons behaviour as much as possible
10 th November 2015	<p>Email to John MCGowan</p> <ul style="list-style-type: none"> • Email explaining that complaint is not from resident 1, it is from resident 2 and Licensing will await any further complaints • Request as to whether roped barriers will be provided at the front of the premises
10 th November 2015	<p>Email from John McGowan</p> <ul style="list-style-type: none"> • Confirmation from Mr McGowan stating he will order the barriers for outside the premises today
12 th November 2015	<p>NOTES FROM CCTV FOOTAGE</p> <p>Saturday 3rd October 2015 @ 23.15hrs</p> <ul style="list-style-type: none"> • 3 x females & 1 x male standing outside premises smoking <p>Saturday 3rd October 2015 @ 23.45hrs</p> <ul style="list-style-type: none"> • Glasses and bottles being held by customers outside premises that have been taken from inside • Approximately 20 persons occupying footway • Passers by appear to be struggling to get by • No visible SIA • Congregating outside neighbours door • Some bottles appear to have been purchased from off licence (male in blue seen earlier crossing over the road empty handed and then returning with bottles in hand) <p>Sunday 4th October 2015 @ 00.03hrs</p> <ul style="list-style-type: none"> • Nothing seen however at 00.00hrs there are two males and some others (not captured in footage) standing outside drinking • As noted earlier bottles do not appear to have been purchased in MCGowans
18 th November 2015	<p>Email to resident 1</p> <ul style="list-style-type: none"> • As per conversation the previous review for McGowans was 07.02.2011 • Explain that a discussion took place with the owner of

Licensing Premises History – McGowans, 88 Walm Lane, NW2 4QY

	<p>McGowans and suggested that barriers (not fixed) be placed outside in order to contain customers smoking outside and to prevent customers from standing outside the neighbouring property</p> <ul style="list-style-type: none"> • The suggested number of customers smoking should be limited to 5 persons. • If customers are not prepared to wait to smoke and they choose to leave to smoke regardless, these customers should be refused re-entry • Reminder that this is a suggestion made to reduce any potential nuisance to passers by and to prevent anyone from standing outside the neighbouring property, but is not enforceable. • These actions would be a proactive measure to prevent further enforcement action being undertaken by the Licensing Team.
19 th November 2015	<p>Email from Julia Smeardon</p> <ul style="list-style-type: none"> • Contacted local police to obtain CAD numbers for Licensing in support of complaint against McGowans pub • Nick Mortimer has access to CAD numbers and therefore fail to understand why Susana F is requesting CAD numbers from Julia together with the noise records • Unable to complete application for review without this information • Hopes that Licensing can now action measures to prevent the pub from operating • No amount of "unenforceable" or "proactive" methods applied will prevent this pub from complying with regulations in the future
20 th November 2015	<p>Email from resident 2</p> <ul style="list-style-type: none"> • Glad to see the bar has been cornered off which helps but like stated it appears to be difficult to enforce. • Was walking past the pub at 22.27hrs on 19th November 2015 and patrons were spreading themselves across the pavement. Perhaps it is because there is no SIA requirement on a Thursday evening.
20 th November 2015	<p>Email to resident 2</p> <ul style="list-style-type: none"> • Thanking the resident for bringing complaint to Licensing's attention and will speak to the owner regarding the complaint

Licensing Premises History – McGowans, 88 Walm Lane, NW2 4QY

23 rd November 2015	<p>Email to John McGowan and Terry Kelly</p> <ul style="list-style-type: none"> • Resident 2 has noticed a difference in the barriers being put out but as there are no door staff on Thursday nights, customers are still spilling across the pavement • Requested to look at CCTV footage from 19th November 2015 which shows these customers • There needs to be a way to contain these customers perhaps via notices or by the bar staff monitoring this
23 rd November 2015	<p>Email from John McGowan;</p> <ul style="list-style-type: none"> • stating he will look into ways of dealing with persons standing outside the barriers • Feels the ropes outside the premises are working because it creates a natural barrier on the pavement
23 rd November 2015	<p>Email to Julia Smeardon</p> <ul style="list-style-type: none"> • Confusion as to why CAD numbers or noise patrol records have been requested by Julia for Licensing as these have not been requested by Licensing • Confirmed that Licensing did not currently have enough evidence to take enforcement action against premises and when the noise team visited it appeared that they too did not find sufficient evidence • Email referred to Nick Mortimer for further information on accessing CADs
30 th November 2015	<p>Email from Julia Smeardon.</p> <ul style="list-style-type: none"> • Complaint regarding McGowans between 6.30pm-10.30pm on 29th November 2015.
30 th November 2015	<p>Email from Julia Smeardon</p> <ul style="list-style-type: none"> • Complaint from Julia Smeardon that Licensing are not gathering any information regarding McGowans and that information is being withheld from her and therefore she cannot substantiate her claims • Further complaint regarding Nick Mortimer from Licensing Police not volunteering information or assessing the situation fairly • Mentions suggestion by Susana F and Nick Mortimer to John McGowan to limit smokers outside is not being complied with because there were at least 10 persons invading the public pavement, diverting people into the road, shouting and swearing until a struggle eventually ensued. • Complaint of SIA staff doing little or nothing to contain the crowd even after being approached by Julia and

Licensing Premises History – McGowans, 88 Walm Lane, NW2 4QY

	<p>resident 1 on two separate occasions where they (McGowans) permitted re-entry to customers who already consumed too much alcohol</p> <ul style="list-style-type: none"> • Julia mentions that she has reported the incident to the safer neighbourhood team and videoed the footage (included in review bundle)
30 th November 2015	<p>Email to Julia Smeardon</p> <ul style="list-style-type: none"> • Request for the exact timing of the complaint within a 30 minute period in order to be investigated • Reassurance that information is not being withheld by Licensing regarding the CADs. Nick Mortimer from the Licensing Police who is included in the email may be able to help locate the CADs
30 th November 2015	<p>Email from Julia Smeardon</p> <ul style="list-style-type: none"> • Timings given for issues on 29th November 2015
1 st December 2015	<p>Email from resident 1</p> <ul style="list-style-type: none"> • Request for previous review date at McGowans, 88 Walm Lane, NW2
1 st December 2015	<p>Email from resident 1</p> <ul style="list-style-type: none"> • Complaint regarding 29th November 2015 at 20.37hrs (customers making too much noise and shouting, people going in and out of the designated area at the front of the pub smoking area), 20.50hrs (one person was so drunk they had to be helped into a vehicle and had been shouting at the top of his voice), 21.20hrs (Julia asked security to ask customers to quieten down but they did not seem bothered and nothing was done), 21.55hrs (resident 1 went downstairs to ask SIA to get 'the house in order') & 22.50-23.00hrs (Julia was filming customers out of the window and they were covering their face).
2 nd December 2015	<p>Email sent to resident 1</p> <ul style="list-style-type: none"> • Details of last review date resent to resident 1
2 nd December 2015	<p>Email to resident 1</p> <ul style="list-style-type: none"> • Request as to whether the noise team have visited and whether their conclusion was 'not loud or annoying enough'
2 nd December 2015	<p>Email to John McGowan</p>

Licensing Premises History – McGowans, 88 Walm Lane, NW2 4QY

	<ul style="list-style-type: none"> • Further complaint regarding issues on Sunday 29th November 2015 at 20.37hrs, 20.50hrs, 21.20hrs, 21.55hrs & 22.50-23.00hrs • Request for CCTV footage covering these timings
2 nd December 2015	<p>Email to John McGowan and Terry Kelly</p> <ul style="list-style-type: none"> • Complaint from resident 2 regarding Thursday 19th November 2015 at 22.27hrs whereby it is alleged that customers are spreading themselves across the pavement • CCTV footage requested
8 th December 2015	<p>Email from resident 1</p> <ul style="list-style-type: none"> • Complaint regarding noise where resident was woken up by customers leaving the premises on Sunday 6th / Monday 7th December 2015 between 01.15hrs and 01.30hrs
9 th December 2015	<p>Email to John McGowan & Terry Kelly</p> <ul style="list-style-type: none"> • Complaint regarding Sunday 6th December 2015 between 01.15-01.30hrs about customers who were leaving the premises at this time • CCTV footage request for this period of time
11 th December 2015	<p>Visit to McGowans, 88 Walm Lane, NW2</p> <ul style="list-style-type: none"> • Collected CCTV for 19th & 29th November 2015 • Spoke to DPS Carole Maseda regarding CCTV footage for 6th December. Carole explained that there was a customer who had been difficult to remove • Carole explained that she stopped selling alcohol an hour earlier as a result of pre-empting any issues • CCTV requested to demonstrate this • Later at 00.45hrs whilst in the area it was found that the shutters of McGowans were half down, the premises should have been fully closed at 00.30hrs with no customers • There were four persons inside the premises
14 th December 2015	<p>Email to John McGowan & Terry Kelly regarding visit on Friday night (11th December 2015)</p> <ul style="list-style-type: none"> • Discussion of the visit above • Warning that a review will take place if nuisance continues • Evident there is an effort being made but not effective enough in resolving ongoing issues • Request to meet at Civic Centre to discuss an action plan

Licensing Premises History – McGowans, 88 Walm Lane, NW2 4QY

14 th December 2015	<p>Email from John McGowan</p> <ul style="list-style-type: none"> • Invitation to the premises to check CCTV and discuss any issues related to the premises • Confirmation that CCTV has been upgraded to HD and are therefore of good quality
15 th December 2015	<p>Review Application delivered by hand to Civic Centre</p> <ul style="list-style-type: none"> • Initial review application received by applicant Julia Smeardon but there appeared to be a replication application form and therefore this was resubmitted on 16th December 2015
15 th December 2015	<p>Visit to McGowans, 88 Walm Lane to view CCTV footage and to discuss complaints. A plan of action was discussed as a way of eradicating any nuisance to residents that may occur (Appendix 1)</p> <ul style="list-style-type: none"> • Confirmation via CCTV that the till had been closed on 6th December at 23.00hrs as a preventative measure to any issues • Confirmation that on 11th December the persons left in the premises were staff members and NOT customers
16 th December 2015	<p>Updated review application received via email</p> <ul style="list-style-type: none"> • Review application received from applicant Julia Smeardon
17 th December 2015	<p>Email to John McGowan and solicitor James Tompkins</p> <ul style="list-style-type: none"> • Action plan attached for premises as a result of meeting • Review application attached • Explanation to James Tompkins that a formal request should be made for the information referred to in the review application • Once all documentation has been sent to James, the review consultation will commence
18 th December 2015	<p>NOTES MADE FROM CCTV FOOTAGE Thursday 19th November 2015 @ 22.25hrs</p> <ul style="list-style-type: none"> • No persons occupying footpath as stated in complaint from resident 2
18 th December 2015	<p>NOTES MADE FROM CCTV FOOTAGE Sunday 29th November 2015 @ 20.37hrs</p> <ul style="list-style-type: none"> • 2 x males appear to be swaying • 1 x female outside • 1 x SIA member of staff

Licensing Premises History – McGowans, 88 Walm Lane, NW2 4QY

	<p>Sunday 29th November 2015 @ 20.50hrs</p> <ul style="list-style-type: none"> • 1 x male and 1 x female talking outside barrier, male leaves, female re-enters <p>Sunday 29th November 2015 @ 21.20hrs</p> <ul style="list-style-type: none"> • @ 21.18hrs persons on footpath smoking. SIA directs them back into cordoned area • @21.22hrs 1 x male appears to be swaying and is taken down the road by 1 x male and 1 x female <p>Sunday 29th November 2015 @ 21.55hrs</p> <ul style="list-style-type: none"> • 5 x persons smoking in cordoned area <p>Sunday 29th November 2015 @ 22.50-23.00hrs</p> <ul style="list-style-type: none"> • @22.45hrs 1 x male stands in doorway of 86 Walm Lane. SIA appear unaware • @22.47hrs Male comes out of premises and can barely stand up. Another younger male is trying to lead him into a car. The male is seen moving back away from the car and falls backwards onto the barriers. The male appears to be very intoxicated. The younger male then helps to put the older male into the front of the car. The SIA is then seen helping the male from the front of the car to the back seat of the car. • DPS Carole Maseda is seen talking to customers, it is unknown what is being said • @22.53hrs The neighbour upstairs videos the customers outside. A male makes rude gestures to the neighbour and the SIA leads him away from the pavement back over to the premises • 1 x male hugs a passer by and then when passer by asks for a hug, the male makes gestures to pretend to punch the passer by in the head. The SIA male laughs with the male as he is doing this. The passer by then leaves • 1 x male runs behind bicycle that has dropped what appears to be his cap and sits on the back of his bike. The owner of the bicycle does not appear to be bothered by this. The SIA is not visible at this point
21 st December 2015	<p>NOTES MADE FROM CCTV FOOTAGE Sunday 6th / Monday 7th December 2015 @01.05hrs</p> <ul style="list-style-type: none"> • @ 01.05hrs customers start leaving • @01.10hrs 10 x customers leaving premises • 1 x customer seen with two bottles in hand • @01.13hrs all customers have left from outside the premises
21 st December 2015	Email to Julia Smeardon

Licensing Premises History – McGowans, 88 Walm Lane, NW2 4QY

	<ul style="list-style-type: none"> • Clarification of premises licence review application. The application requests that the noise team, Licensing Team and police submit all of the information held on systems. However these submissions should not be relied on, it may not be related to the dates and times the applicant may expect. • The onus is on the applicant to submit evidence • Other than the footage there are no other specific dates in the application in relation to the issues encountered • Further opportunity to submit any further specific dates or details of issues
21 st December 2015	<p>Email from resident 1</p> <ul style="list-style-type: none"> • States there are a number of CADs that have been reported in the review application related to the crimes and times the police were called upon during last year and this year
21 st December 2015	<p>Email to resident 1 and Julia Smeardon</p> <ul style="list-style-type: none"> • Enquiry as to whether there had been any issues from McGowan's over the weekend
21 st December 2015	<p>Email from resident 1</p> <ul style="list-style-type: none"> • Confirmation there were noise issues on Sunday night when customers were leaving on Sunday 20th December 2015 from 00.00-00.30hrs • People also inside the premises at the back of the building shouting
21 st December 2015	<p>Email to resident 1</p> <ul style="list-style-type: none"> • Request as to whether noise team was informed of the issues on Sunday night inside the premises
21 st December 2015	<p>Email from resident 1</p> <ul style="list-style-type: none"> • States that complaint was not reported to noise team because they do not believe it to be loud enough or by the time it is reported the people will have gone and they may have to wait up until 02.00hrs until someone turns up • Has previously tried to call the police when there were 20-30 people outside • The police had been called 3 times and there was no response, except a week later when a call was received related to an email that had been sent to the safer neighbourhood team
21 st December 2015	<p>Email from Julia Smeardon</p>

Licensing Premises History – McGowans, 88 Walm Lane, NW2 4QY

	<ul style="list-style-type: none"> • Had clearly stipulated in previous emails that there is no access to the information required from various departments • Suggests that Licensing may be in a better position to obtain this • States that the onus is on her but that all council departments concur that McGowans is a problem premises • CAD numbers have already been submitted and therefore cannot understand why further CAD numbers are required • There are 20 years of objections and they must be on record somewhere but no one is willing to supply this to her • There has been no reason to collect and catalogue information that is the responsibility of the agencies involved • Explains there was extreme shouting and car slamming from 00.03hrs until 00.30hrs, the noise team were not called as they are too slow to respond, if they respond at all but the CCTV footage should show the issues • Asks why she is being asked questions, why no one was observing the pub and that there clearly appears to be an expectation that an anticipated problem occurred but as the resident she is expected to do all of the work
21 st December 2015	<p>Email to John McGowan</p> <ul style="list-style-type: none"> • Request for CCTV footage from 20th/21st December 2015 from 00.00-00.30hrs regarding complaint of persons leaving premises
22 nd December 2015	<p>Email to John McGowan's solicitor James Tompkins</p> <ul style="list-style-type: none"> • CCTV footage related to review has been placed on two memory sticks and will be handed to the premises today for his attention • Each recording is saved as the time and date of the complaint received for ease of reference • Noise team and Police Licensing included in the email with a request for any premises history to be submitted
22 nd December 2015	<p>Email from John McGowan's solicitor James Tompkins</p> <ul style="list-style-type: none"> • Notes there is reference made in review application to various documentation from different departments • Request for documentation to be sent to him
22 nd December 2015	<p>Email to Julia Smeardon</p> <ul style="list-style-type: none"> • Appreciates her frustration but the onus of the review process is on the applicant

Licensing Premises History – McGowans, 88 Walm Lane, NW2 4QY

	<ul style="list-style-type: none"> • Although the grounds for review have been stated, the evidence to back this up does not appear to show all of the dates they have been inconvenienced • The Licensing Team does not hold any information prior to 2014 and therefore the opportunity to add any other specific dates was being given • When asked whether there had been any issues at the weekend, it was not because issues were expected but rather because it was the Christmas period, this would be the last time in 2015 a request for CCTV could be made • Now that further issues have been stated, CCTV can be requested from the premises • Unable to observe the premises as the Licensing Act 2003 does not allow us to do so • Any recent CCTV that has been viewed will be submitted as part of the review application • Perhaps the noise team have a longer history of the calls made to them with complaints and if and when they make representation this will be supplied • Understand that when the noise team are called they state there isn't enough noise to constitute a nuisance or they do not come out to witness it, there will at least be a record of the complaint • If a note is made of the times they have called the noise team this can form part of the information when the hearing takes place • The noise team can only deal with noise related to the premises in their home but it is the police that deal with any noise out on the street • The premises history related to complaints will be put together in January and sent to Julia and the premises • The premises review application will then begin once this has been sent out • This ensures that both parties have the same information and can make reference to it when responding to issues that have been presented
22 nd December 2015	<p>Email from Julia Smeardon</p> <ul style="list-style-type: none"> • Appreciates reply to email • Pleased that information is being shared between herself and Nick Mortimer
22 nd December 2015	<p>Visit to McGowans to drop off CCTV footage related to review and CCTV collected for complaint related to 20th/21st December 2015 from 00.00-00.30hrs</p>
23 rd December 2015	<p>Email from John McGowan's solicitor James Tompkins</p> <ul style="list-style-type: none"> • Had made a formal request for documentation prior to receiving my email • Can review matters in the New Year to evaluate what documentation has been received, what is outstanding

Licensing Premises History – McGowans, 88 Walm Lane, NW2 4QY

	and then look at the timetable
29 th December 2015	<p>Email from noise team</p> <ul style="list-style-type: none"> • Refers to an email from resident 1 complaining about issues at the premises including shouting on the street • States Brent Licensing team will be reviewing the licence • Has been told to call the noise team when there are issues but the noise team have stated the noise is not loud enough or they cannot do anything as it is out on the street • CCTV footage cannot be provided as the landlord has removed the CCTV from the building • Asks for Susana F to be made aware of the complaint
29 th December 2015	<p>Email received from Julia Smeardon</p> <ul style="list-style-type: none"> • Complaint regarding noise from the premises in terms of music and persons shouting • Noise team were contacted at 20.00hrs regarding the loud music and noise • At 23.32hrs a phone app 'Shazam' was used to identify the singer and song being played by the premises, which the complainant states this means the music must therefore have been played at volume • Alleged that a male was sprawled across a car bonnet between 00.13hrs and 00.30hrs
29 th December 2015	<p>Email from resident 1</p> <ul style="list-style-type: none"> • Complaint regarding noise at premises on 28th December 2015 at 20.00hrs and 23.32hrs where there was loud music playing and on 29th December 2015 at 00.13hrs for 15 minutes where there was extreme shouting and one customer laying across someone's car bonnet outside the premises
4 th January 2016	<p>Email to Julia Smeardon</p> <ul style="list-style-type: none"> • Complaint will be investigated regarding 28th/29th December 2015 • Request for name of singer and song being played as per complaint
4 th January 2016	<p>Email to John McGowan, Terry Kelly & Carole Maseda</p> <ul style="list-style-type: none"> • Request for CCTV based on complaint received on Tuesday 29th December 2015 related to outside the premises from 00.13hrs-00.30hrs • Confirmation requested as to whether there was any music playing and whether it included a DJ

Licensing Premises History – McGowans, 88 Walm Lane, NW2 4QY

4 th January 2016	<p>Email from John McGowan</p> <ul style="list-style-type: none"> • Confirmation that there were no bands or DJs at the premises • Noise team would have visited had there been issues • Ropes have been placed outside as requested, the street is cleaned at night, there has been no trouble or fights • Has been operating zero tolerance each night over the holiday break • Confirmation the CCTV will be ready to collect tomorrow
4 th January 2016	<p>Email from Carole Maseda</p> <ul style="list-style-type: none"> • Requested CCTV is ready to collect from premises
4 th January 2016	<p>Email from Terry</p> <ul style="list-style-type: none"> • Requested CCTV is ready to collect from premises • Confirmation there were no customers on car bonnets as shown by CCTV • Further confirmation there was no music on any night or afternoon
5 th January 2016	<p>Email to Terry Kelly, Carole Maseda and John McGowan</p> <ul style="list-style-type: none"> • CCTV will be picked in the afternoon • If alleged complaint is found not to be true, this will be noted
5 th January 2016	<p>NOTES MADE FROM CCTV FOOTAGE 20th/21st December 2015 @ 00.00-00.30hrs</p> <ul style="list-style-type: none"> • @ 23.55hrs 3 x males, one of them is really swaying • 1 x male goes inside, another male approaches premises and is talking outside, 1 x male appears to be just inside the lobby • @ 23.57hrs A 5th male joins outside and they all appear to be talking • @ 23.59hrs 1 x male and 1 x female come outside premises with two drinks in paper cups (it is not apparent what drink this is). A few persons go in and some come outside • @ 00.00hrs 2 x males go into the road and appear to be messing around. • 1 x male that had been outside earlier is swaying heavily and can barely stand up • @ 00.02hrs 7 x males outside premises, some of them appear to be saying goodbye • @ 00.03hrs 6 x males outside, 1 x male on the phone in entrance to 86 Walm Lane • @ 00.04hrs 4 x males outside, 1 x male moves

Licensing Premises History – McGowans, 88 Walm Lane, NW2 4QY

	<p>away from 86 Walm Lane</p> <ul style="list-style-type: none"> • @ 00.05hrs 2 x males left outside premises, 1 x male still swaying, premises shutter comes down • Male who is swaying pulls other male up road and they leave • @ 00.06hrs – 00.16hrs no customers outside premises • @ 00.16hrs 2 x males reappear and look through the shutters • 1 x male is still swaying and stands outside 86 Walm Lane • 1 x male goes to 86 Walm Lane and appears to be talking to someone inside 86 Walm Lane and then keeps going between 86 and 88 Walm Lane, the male who had been swaying leaves • @ 00.18hrs 1 x male speaks to someone inside lobby door of premises whilst shutters are down and then leaves • @ 00.58hrs 1 x female leaves, shutter is pulled down
5 th January 2016	<p>Email to noise team</p> <ul style="list-style-type: none"> • Also received the complaint from resident 1 • CCTV footage has been requested from premises • Cannot identify whether music was being played in the premises as the CCTV does not have any sound • Licensing Team will not be reviewing the premises licence, the review has been submitted by Julia Smeardon • Further request for noise team premises history
6 th January 2016	<p>Email from Julia Smeardon</p> <ul style="list-style-type: none"> • Confirmation of the singer and song as being Lush Life by Zara Larsen
6 th January 2016	<p>NOTES MADE FROM CCTV FOOTAGE</p> <p>Monday 28th December 2015 @ 20.00hrs</p> <ul style="list-style-type: none"> • Footage viewed inside the premises, there appeared to be no one nodding their head or dancing to music, atmosphere does not appear to be one of music playing but this cannot be fully verified <p>Monday 28th December 2015 @ 23.32hrs</p> <ul style="list-style-type: none"> • Footage viewed inside the premises, there appeared to be no one nodding their head or dancing to music, atmosphere does not appear to be one of music playing but this cannot be fully verified

Licensing Premises History – McGowans, 88 Walm Lane, NW2 4QY

	<p>Tuesday 29th December 2015 @ from 00.13hrs-00.30hrs</p> <ul style="list-style-type: none"> • @ 00.13hrs 3 x customers sat on step of premises • @ 00.15hrs 3 x females smoking, one with drink in her hand but hides it from bar staff when they come out to remove barriers to close up • @ 00.16hrs a few more customers come out • @ 00.17hrs 1 x male and 1 x female left outside premises, female then crosses the road, 1 x male then joins first male outside premises, has a short conversation and then crosses the road. The female then returns with the male to stand outside the premises • @ 00.18hrs Employee comes out to lobby to speak to 2 x males and female. Male crosses road, 1st male and female remain outside premises • @ 00.21hrs Employee appears to be telling female and male to move away from front of premises directing them up the road • 1 x female hands 2 x bottles of drink to member of staff and then 1 x male and 1 x female cross the road • @ 00.22hrs Shutters come down half way • @ 00.30hrs No further movement from premises • @ 00.44hrs Employee leaves, closes shutter and walks up the road
7 th January 2016	<p>Email sent to John McGowan's solicitor James Tompkins</p> <ul style="list-style-type: none"> • Additional evidence related to review application submitted by residents sent • Includes premises history for the noise team, Licensing team and the Licensing Police • Action plan put forward to premises as a result of complaints
7 th January 2016	<p>Email sent to Julia Smeardon</p> <ul style="list-style-type: none"> • Additional evidence related to review application submitted by residents sent • Includes premises history for the noise team, Licensing team and the Licensing Police • Action plan put forward to premises as a result of complaints