

From: John McCooke [mailto:john.mccooke@gmail.com]

Sent: 31 May 2016 00:36

To: Mortimer Nick - QK

Subject: Re: Another incident

Hi Nick, further to the above, thankfully we did not have any more incidents over the weekend. The staff and security firm have all been filled in with the plan from ye and we have gone very brutal with the whole IDing thing, pretty much not letting anyone in unless they have it on Friday and Saturday nights.

I have the new manager in place and he last worked at The [REDACTED] and was not phased at all by 2 of our windows being smashed on Friday night. Alas, I lost my best barmaid who witnessed the aggressor from Friday night proposing a rearrangement of my facial features. All in all with having to look after my [REDACTED] throughout this [REDACTED] it has been a very tiring weekend. [REDACTED]

I think and hope that we did everything right in the circumstances. I think we will probably have more conflict in the short term as we continue to turn away lots of people but most will stop bothering eventually. The profile of those who range between difficult and outright hostile is fairly wide but the very vast majority of them are Londoners or Irish and definitely 30+ in age.

PC [REDACTED] has been handling it your end and he has been absolutely great.

cheers

John

On Sat, May 28, 2016 at 4:24 AM, John McCooke [mailto:john.mccooke@gmail.com]

Hi Nick, not sure how to apologise any more. Thanks first of all for seeing myself and Sam last week. OK, so somebody smashed 2 of our windows last night. I dealt with 2 police, [REDACTED] took a statement from me.

On the positive side no one got hurt and the guy got nicked. I'll very happily go to court.

I will have CCTV for them during tomorrow, apologies, of course I did not want a situation where we could not get the police CCTV straight away again but I am looking after my 8 year old as well as running the bar. I had a new manager on a trial shift last night and another on Tuesday so will have a permanent person definitely in place by next weekend, I will be here every weekend night in the meantime.

John

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John

[REDACTED]
all aboard...

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From: John McCooke [REDACTED]

Sent: 18 May 2016 11:32

To: Mortimer Nick - QK

Subject: Re: a bit of advice needed

thanks Nick, yes I heard about the [REDACTED] and [REDACTED] not long before that.

Part of our problem has been that some of the bar staff have been too soft, put up with people not behaving as nicely as they should. It is difficult for me as a grizzled, seen it all before long time Kilburn resident to tell nice young folk to be a bit more horrible to certain people but it is a growing up process I tell them. So now, everyone is on red alert, DJs, bar staff and door staff. I changed one of the door guys a couple of weeks ago because he was too soft and girls were wrapping him around their fingers but the main one we have, a guy called Sandel is probably the best one we have ever had.

The last 2 weekends have been a lot nicer, I was at the door on Saturday and there was barely any rudeness at all from those who got turned away. The head of our security firm (Progressive) is pretty good too and gets regular progress reports so we are going to make certain sure that we keep very on top of it.

I get a report every night with any incidents therein. The CCTV is working fine and we are getting more signs put up to that effect. I'll speak to the security firm about body cams and let you know anything serious that happens. Do you know anywhere where we can get those things I spoke of to keep bags safer? I think they attach the purse to the bag so if someone nabs a purse the bag comes with it.

cheers

John
[REDACTED]

On Tue, May 17, 2016 at 8:44 AM, [REDACTED] wrote:

John

Thank you for your email. You may know that we have recently reviewed one premise on the high road and are about to do another. It could be that we have displaced some of the trouble makers as a result of this tightening up. Please keep doing what you are doing in conjunction with your door staff, I suspect things may get more challenging with the summer months anyway. Also just to cover you and the door staff, make sure any CCTV covering the staff is working correctly and recording, ask them to make a note of any incident out of the ordinary, possibly consider them wearing body cam's and recording everything.

You already know that I pick up all the crimes and often come back to you for an explanation however I am quite happy to support you and your staff if there is evidence to show that they did the right thing etc etc so the more that is recorded the better. It is good practice and shows due diligence etc etc

I hope that helps

Nick

From: John McCooke [REDACTED]

Sent: 10 May 2016 00:44

To: Mortimer Nick - QK

Subject: a bit of advice needed

Hi Nick, John at The Good Ship here. I just wonder if you can help me with a bit of advice. Basically, we have had a lot of incidents in and around The Good Ship in the last 3 months or so, I really have never quite known a period like it and we are cracking down massively and I am basically looking to see if you have any further tips beyond what I mention below.

I rarely have a drink anywhere in Kilburn, the Priory in Belsize Road if at all and that is always peaceful so I am not as up with what is happening on the street as a few others but a lot of customers tell me that they are seeing fairly regular fights or disagreements that come close to fights in a range of Kilburn pubs, much more this year than last.

Most of our incidents have been robberies, which taking the incidents as a whole seem to be a mix of random acts and planned . These are both frustrating of course and we do have the advantage of having someone on the door the whole time and everybody working there is now instructed to tell everyone coming in to put any valuables in the cloakroom, which hopefully prevents some incidents. The person assigned to collect glasses of an evening also goes round and picks up any stray handbags left around and pops them behind the bar where they will be safe. It is of course quite remarkable how careless people are with their possessions. We were at a Fresher's Fair once at The Institute of Contemporary Music Performance and there were some things that you could attach to a bag that made them harder to steal, some sort of belt thing almost, cannot remember what they are but it would be handy to locate them too. We have CCTV signs up.

There were a group of lads that we turned away a couple of weekends ago and a PC called Anthony from Wembley was asking for some CCTV from that. My colleague made it and I am not sure if Anthony picked it up actually but these lads then seemingly got into an altercation with someone up the road and there was a stabbing incident. Our doormen have had a really hard time of late. They can handle the constant nagging from me but many of the numerous people that they turn down at the weekend simply do not take it on the chin but are verbally or physically aggressive or in one incredible incident a fortnight ago one guy reacted to not being let in by trying to relieve himself on the 2 door guys.

So, what we always have had but are now following as stringently as possible is trying to make the door guys as invisible as possible to those who are completely lovely and polite and anyone who they think might be questionable submit to a conversation and if they are still really polite and sober let them speak with the door person. If they are still really polite they are in. With those who they are not convinced by they ask for ID and if they do not have it just don't let them in. Or point blank turn them away. We are also having a 3rd guy on the inside when it is very busy and the DJ and all the staff have been absolutely re-reminded not to tolerate any form of anti social behaviour.

The people who come to the live music and comedy events are almost guaranteed to be lovely and the music that the DJs play after is partly designed to appeal to those with diverse tastes. It feels ridiculous to label people by their music tastes but the troublesome element always seems to ask for UK garage and house so the instruction to the DJs is to simply say we don't play that sort of music to discourage these people as they are not hearing what they want. We have lost the one DJ who would succumb.

The age ranges of the troublesome lot really are all sorts, plenty who should no much better, some truly even in their 50s. Most of them though tend to be late 20s early 30s and mainly white and definitely mainly locals. We are giving these people much shorter shrift on the door and barring a lot more people and I am sure they will get the message eventually but if there is any advice you have going forward it would be appreciated.

John


all aboard...


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John


all aboard...

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