

CARLISLE CITY COUNCIL

Report to:- **THE CHAIRMAN AND MEMBERS OF THE LICENSING SUB COMMITTEE**

Date of Meeting:- 7th March 2013

Agenda Item No:-

AI

Public	Operational	Delegated Yes	
Responsible Authority Representations	Representations	Included	Attending
Cumbria Constabulary only:	Yes	Yes	Yes
Inspector Gilroy	Yes	Yes	Yes
Sgt 1158 Graham	Yes	Yes	Yes
PC 2067 Lightfoot	Yes	Yes	No
PC 1636 Robbins	Yes	Yes	No
PC 2052 Whatman	Yes	Yes	No
Interested Party Representations			
Ibis Hotel	Yes	Yes	Yes
Time Bar:			
Ben Greenslade			
John Heron			Yes
Member of Door Staff			Yes
Dan Greenslade			Yes

Title:- **TIME BAR, 68 BOTCHERGATE, CARLISLE.
APPLICATION TO REVIEW A PREMISES LICENCE BY
CUMBRIA CONSTABULARY**

Report of:- **DIRECTOR OF GOVERNANCE**

Report reference:- **GD 13/13**

Summary:-

The Licensing Authority has received an application for the review of a premises licence in accordance with Section 51 of the Licensing Act 2003. The Sub-Committee is asked to consider the request in light of the representation that has been made by Cumbria Constabulary.

Recommendation:-

It is recommended the Sub-Committee determine the application in accordance with one of the options set out in paragraph 8.

J A Messenger, Licensing Manager

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers:- The Review Application from Cumbria Constabulary and letters from Interested Parties, copies of which are attached to this report.

To the Chairman and Members of the Licensing Sub Committee on 7th March 2013

1 THE APPLICATION (Appendix 1)

1.1 Applicant

Cumbria Constabulary

In accordance with Section 51 of the Licensing Act 2003 an application has been received from Cumbria Constabulary, for a review of the premises licence relating to Time Bar, 68 Botchergate, Carlisle.

1.2 Grounds for review

The Police have stated that the grounds for the review are: Evidence of a breach of three of the Licensing Objectives : (A) crime and disorder, (B) concerns for public safety, and (C) the prevention of a public nuisance.

- 1.3 The application has been copied and forwarded to the Premises Licence Holder as well as all Responsible Authorities. Further additional details supporting the application have also been forwarded : Incident Count (**Appendix 1a**), Statement PS Graham (**Appendix 1b**), Statement PC Lightfoot (**Appendix 1c**), Statement PC Robbins (**Appendix 1d**), Statement PC Whatman (**Appendix 1e**), Chronology of incidents (**Appendix 1f**), Minutes of police meetings with Time Bar proprietor (**Appendix 1g**).
- 1.4 The application has been advertised on the premises, at the Council offices and on the Council website as required by statute for a 28 day period.
- 1.5 Following the application being submitted, the Ibis Hotel (located in Botchergate opposite Time Bar) has also made representations in relation to noise nuisance (**Appendix 2**).
- 1.6 Mr Ben Greenslade is the Premises Licence holder and Daniel Greenslade, his brother, is the designated premises supervisor. Both will be in attendance.
- 1.7 Mr Greenslade has forwarded papers which he will refer to and use in the defence of the police allegations. These are (**Appendix 4 – 7**) attached to this report.
- 1.8 The Licensing authority must, having regard to the application and any relevant representations, take such steps it considers necessary for the promotion of the licensing objectives. These steps are:
- (a) to modify the conditions of the licence;
 - (b) to exclude a licensable activity from the scope of the licence;
 - (c) to remove the designated supervisor;
 - (d) to suspend the licence for a period not exceeding 3 months;
 - (e) to revoke the licence
 - (f) Issue an informal warning to the Licence holder and/or to recommend improvement within a particular time

2 PREMISES LICENCE

Premises: Time Bar 68 Botchergate, Carlisle. (Area Plan Appendix 3)

2.1 Holder of Premises Licence

Mr Ben Greenslade of Parkland Estate Carlisle is the Premises Licence holder and has been the holder of the Premises licence since November 2007.

2.2 Current permitted hours

Sale by retail of alcohol On and Off the Premises.

Sunday to Saturday 24hr licence

2.3 Regulated Entertainment permitted hours: (Same as sale of alcohol above including):

Exhibition of films
Performance of live music
Playing of recorded music;
Performance of dance;
Provision of facilities for making music;
Provision of facilities for dancing;

2.4 Late Night Refreshment:

11pm – 5am Sunday to Saturday

2.5 Current Designated Premises Supervisor

Daniel Greenslade
Personal Licence Number: PA1223 (Issued by Carlisle City Council)
Daniel took over the duties of Designated Premises Supervisor on 26th March 2012 following the meeting with police on 02/03/12.

2.6 Premises licence conditions attached to Time Bar.

Licensing Act 2003 Mandatory Conditions

Mandatory conditions where licence authorises the supply of alcohol

- (1) No supply of alcohol may be made under the premises licence –
 - (a) at a time when there is no designated premises supervisor in respect of the premises licence, or
 - (b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.

- (c) The supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence

Mandatory Conditions where Door Supervisors are provided

Where a premises licence includes a condition that one or more individuals must be at the premises to carry out a security activity, they must be licensed by the Security Industry Authority.

The following conditions shall apply from 6th April 2010

(1) The responsible person shall take all reasonable steps to ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.

(2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises in a manner which carries a significant risk of leading or contributing to crime and disorder, prejudice to public safety, public nuisance, or harm to children-

(a) games or other activities which require or encourage, or are designed to require or encourage, individuals to-

(i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or

(ii) drink as much alcohol as possible (whether within a time limit or otherwise);

(b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic (other than any promotion or discount available to an individual in respect of alcohol for consumption at a table meal, as defined in section 159 of the Act);

(c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less;

(d) provision of free or discounted alcohol in relation to the viewing on the premises of a sporting event, where that provision is dependent on-

(i) the outcome of a race, competition or other event or process, or

(ii) the likelihood of anything occurring or not occurring;

(e) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner.

- (4) The responsible person shall ensure that no alcohol is dispensed directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of a disability).
- (5) The responsible person shall ensure that free tap water is provided on request to customers where it is reasonably available.

The following conditions shall apply from 1st October 2010

- (6) (1) The premises licence holder or club premises certificate holder shall ensure that an age verification policy applies to the premises in relation to the sale or supply of alcohol.

(2) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and a holographic mark.
- (7) The responsible person shall ensure that-
 - (a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures-
 - (i) beer or cider: ½ pint;
 - (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
 - (iii) still wine in a glass: 125 ml; and
 - (b) customers are made aware of the availability of these measures.

Mandatory Condition where the licence authorises the exhibition of films

- (1) Where a premises licence authorises the exhibition of films, the licence must include a condition requiring the admission of children to the exhibition of any film to be restricted in accordance with this condition.
- (2) Where the film classification body is specified in the licence, unless subsection (3)(b) applies, admission of children must be restricted in accordance with any recommendations made by that body.
- (3) Where -
 - (a) the film classification body is not specified in the licence, or
 - (b) the relevant licensing authority has notified the premises which holds the licence that this subsection applies to the film in question, admission of children must be restricted in accordance with any recommendation made by that licensing authority.
- (4) In this section -
“children” means persons aged under 18; and

“film classification body” means the person or persons designated as the authority under section 4 of the Video Recordings Act 1984 (c.39)(authority to determine suitability of video works for classification).

2.7 Conditions Consistent with the Operating Schedule

The accommodation limit of the premises, including public, staff and performers shall not exceed:

Ground Floor - 150 persons for dancing with fixed seating and 60 persons for dancing using Tables and Chairs.

First Floor - 60 Persons

The Prevention of Crime and Disorder:

A method of communicating with other participating licensed premises by way of text / pager or radio links shall be provided at the premises.

Any text / pager or radio link provided for communication with the other licensed premises shall be kept in good working order at all times.

When the premises are open to the public, the communications link with other participating licensed premises shall be switched on and available to and monitored by the Designated Premises Supervisor or a nominated member of staff.

Every incident of crime or disorder in the premises shall be reported via the text / pager or radio link to other participating licensed premises by the Designated Premises Supervisor or a nominated member of staff.

The Designated Premises Supervisor, when present, and all members of staff shall ensure that all lawful instructions and/or directions given by the Police are complied with.

Door supervisors shall be provided at the premises door to such a number as the management of the premises consider are sufficient to control the entry of persons to the premises and for the keeping of order in the premises when they are used for licensable activity.

A written record shall be kept on the premises by the Door Supervisor Manager of every person employed on the premises as a door supervisor in a register kept for that purpose. That record shall contain the following details:

- a) the door supervisor's name, date of birth and home address
- b) his/her Security Industry Authority licence number
- c) the time and date he/she starts and finishes duty
- d) the time of any breaks taken whilst on duty

e) each entry shall be signed by the door supervisor

That register shall be available for inspection on demand by an Authorised Officer of the Council the Security Industry Authority or a Police Constable.

A tamper proof CCTV system shall be installed at the premises in liaison with and to the satisfaction of the Cumbria Police Licensing and Community Safety Officers and shall be used to record during all hours that a licensable activity takes place on the premises.

A CCTV camera shall be installed at the locations marked, "CCTV CAMERA" on the plan of the premises.

Where CCTV equipment is fitted, it shall be maintained in good working order in accordance with the manufacturer's instructions.

A written record shall be kept every time images are recorded by CCTV and shall include details of the recording medium used, the time and date recording commenced and finished. This record shall identify the person responsible for the recording and shall be signed by him/her. Where the recording is on a removable medium (i.e. videotape, compact disc, flash card etc.), a secure storage system to store those recording mediums shall be provided. Images saved to computer hard drive.

The images recorded by the CCTV system shall be retained in unedited form for a period of not less than 31 days.

The maximum number of persons allowed in these premises shall be 145 ground floor, 90 first floor.

There shall be displayed on the premises notice(s) to warn members of the public visiting the premises of the incidence of crime, which may affect them. The notice(s) shall be displayed and securely fixed and clearly visible to members of the public.

The licence holder and/or the designated premises supervisor or a person nominated by them shall actively participate and be a member of a Pubwatch scheme for the area within which the premises is located.

Public safety:

All exits and escape routes to those exits (including external escape routes) from the premises shall be provided with slip resistant even surfaces and shall be maintained in good repair, correct working order and kept free from all obstructions when the public are on the premises. External escape routes shall also be kept free from ice and snow.

All doors or gates both inside and outside the premises which are on an escape route shall be fitted only with approved fasteners and shall at all times be properly maintained, free from obstruction and be capable of being opened easily and fully so that they do not restrict the public leaving the premises and shall open in the direction of the escape route.

Where a door on an escape route opens against the direction of exit travel, it shall be locked in the open position by a tamper-proof fastening when the public uses the premises and there

shall be a clearly visible notice in capital letters which contains the following words, "THIS DOOR SHALL BE KEPT LOCKED IN THE OPEN POSITION WHEN THE PREMISES ARE OCCUPIED" displayed in a clearly visible position next to the door.

All exit doors and gates from premises or enclosure(s) surrounding it shall be capable of being opened by any person without the use of a key, card, code or other similar means and be kept free from all fastening devices when the premises are open to the public.

All exit routes and doors on such routes shall be checked on every occasion before the premises is used for purposes of a licensable activity and at regular occasions when the premises are open to the public to ensure that they are free from defect, obstruction, trip hazards and surfaces are not slippery. A record of such inspections, any defects discovered and the remedial action taken shall be made in writing in a logbook kept for that purpose. That logbook shall be made available for inspection on demand to an Authorised Officer of the Council, a Fire Officer or a Police Constable.

The method of opening any exit door or gate from the premises or enclosure(s) surrounding it shall be clearly displayed immediately above or below the fastening in white block lettering on a green background in letters not less than 50 mm high.

Where any automatic self-closing fire-resisting doors activated by a fire alarm or fire detection system are fitted within the premises they shall not be prevented from closing by any device and shall be marked to both sides of the doors so that they are clearly visible and positioned at or about eye level with the words "AUTOMATIC FIRE DOOR KEEP CLEAR" in block letters not less than 50mm high when the premises are open to the public.

Any door or gate in the premises which is not an exit door or gate shall have a sign bearing the word "PRIVATE" in block letters not less than 50 mm high.

The furniture or seating in premises shall be arranged so that it does not obstruct any exit, route to any exit or to any facility within the premises.

Before the premises are opened for the purposes authorised by the licence an inspection shall be carried out to ensure that the premises are safe for use. Details of the inspection, defects discovered and remedial action taken shall be recorded in writing in a logbook kept for that purpose. That logbook shall be made available for inspection on demand to an Authorised Officer of the Council, a Fire Officer or a Police Constable.

The premises shall be maintained so that the following fire retardancy standards are complied with:

- (i) All upholstered seating meets on a continuous basis the pass criteria for smouldering ignition source 1 and crib ignition source 5 when tested in accordance with section 5 of BS 5852:1990.
- (ii) All repairs or refurbishment of existing seating or upholstery shall include the removal of untreated polyurethane foam and its replacement by fillings which conform to the Furniture and Furnishings (Safety) Regulations 1988 (as amended).

- (iii) Carpets - B.S.4790 low radius of spread.
- (iv) Walls and Ceilings - Circulation areas, Building Regulations. Class O General Areas, B.S.476 Class1.
- (v) All artificial foliage, floral decorations or any other decoration provided on the premises shall be of inherently flameproof material.

At all times when the premises are used for the purpose of the *licence/or certificate, the licence holder, a club official, manager or designated premises supervisor who is responsible for the management of the premises shall at all times be aware of the number of persons on the premises and shall if requested to do so give that information to an Authorised Officer of the Council, a Fire Officer or a Police Constable. (*delete as appropriate). (See also CD17)

Printed notices shall be prominently displayed in the premises detailing the essential steps that must be taken if a fire is discovered or the fire alarm goes off or other emergency arises and how to call the Fire Service.

A person who is nominated for the purpose of taking control in the event of a fire, fire alarm, emergency or event which may effect the safety of persons attending the premises shall be on and in charge of the premises at all times when any licensable activity is being provided.

That person shall be responsible for calling the Fire Service in the event of any fire and that person shall also be responsible for meeting the Fire Service and advising them of the location of the fire.

Any outbreak of fire of any kind shall be reported to the Fire Service immediately and a written record shall be made in a logbook kept for that purpose.

Where the water supply to any hydrant, hose reel, sprinkler, drencher or any other fire extinguishing installation is cut off or restricted the Fire Service shall be notified immediately.

Clear and unobstructed access shall be available to the premises for use by the emergency services and emergency service vehicles at all times.

There shall be maintained on the premises at all times an adequate and appropriate supply of first aid equipment and materials.

When the public, members or guests are present, the lighting levels in all parts of the premises shall be capable of providing sufficient illumination for the public, members or guests to leave the premises safely and there shall be at least one person who is nominated to switch on the house lights in an emergency situation. (Note where the premises are a theatre or cinema, a complete or substantially complete blackout may be permitted for production reasons provided that the exit signs shall be kept lit at all times).

The controls for the emergency lighting shall be protected from unauthorised use and accidental operation and the system designed so that the emergency lighting cannot be altered.

Every battery which is used to power an emergency light or exit sign shall be maintained in a fully charged condition at all times.

On every occasion before the public, members or guests are admitted to the premises an inspection of all normal and emergency lighting shall take place. A record shall be kept in a logbook of those tests and any faults discovered together with a record of the work carried out to repair those faults. All faults discovered shall be repaired immediately or if that cannot be done then as soon as is possible and the reason for the delay shall be entered in the logbook.

(See also PS71)

The premises shall be provided with adequate and accessible lavatory accommodation which shall at all times when the premises are in use be kept clean, ventilated, disinfected and supplied with hot and cold water, soap, toilet tissue, hand drying and sanitary towel disposal facilities as appropriate.

Emergency Lighting will be tested in accordance with BS 5266 Part 1, 1999 Emergency Lighting. The results of the tests will be recorded in a logbook. A satisfactory NICEIC (or equivalent) inspection report will be provided annually to the Licensing Authority.

The fire alarm detection system will be tested in accordance with BS 5839 Part 1 2002 Fire Detection and Fire Alarm Systems for buildings. The results of the tests will be recorded in a log book. A satisfactory inspection report will be provided annually to the Licensing Authority.

Fire fighting equipment shall be provided throughout the premises at suitable locations and be appropriate to the risk to comply with BS 5306 Part 8, Selection and Installation of Portable Fire Extinguishers.

The extinguishers shall be hung on a wall bracket with the handle or carrying device approximately 1.1 metres from the floor.

Firefighting equipment shall be examined regularly by the manufacturer or other competent person and maintained and tested in accordance with BS 5306 Part 3, 2000.

All members of staff will be familiar with the operation of the firefighting equipment.

All staff shall be instructed and trained to ensure that they understand the fire precaution measures in the building and the procedure and action to be taken in the event of fire.

Practice fire drills shall be carried out at least once per year or at such additional times as required to train new staff. A competent person will conduct the drills by operating the fire alarm so that staff can rehearse their specific task or duties.

All training and instruction shall be recorded in a log book.

A ventilation system will be provided and suitably maintained to deliver fresh air and extract contaminated air away from staff and customers.

The prevention of public nuisance:

The licensed premises or the parts of the licensed premises edged in red on the attached plan of the premises may be open to the public and their guests during the hours permitted by this licence.

The licensable activities permitted by this licence are permitted to take place on the licensed premises in those parts of the plan edged in red on the attached plan of the premises during the hours permitted by this licence.

No nuisance shall be caused by noise coming from the premises or by vibration transmitted through the structure of the premises.

All external doors and windows shall be kept closed when regulated entertainment is being provided except in the event of an emergency.

The noise level from the premises whilst being used for public entertainment purposes, shall not cause nuisance to noise sensitive dwellings in the vicinity.

Refuse such as bottles shall be disposed of from the premises at a time when it is not likely to cause a disturbance to residents in the vicinity of the premises.

There shall be no emission from the premises of any offensive smells, which are likely to cause a nuisance.

There shall be provided at the premises containers for the storage and disposal of waste foods and other refuse from the premises. Those containers shall be constructed, maintained and located so that access to them by vermin and unauthorised persons is prevented and arrangements shall be made for the regular lawful disposal of their contents.

The protection of children from harm:

No person under the age of 12 years, unless they are accompanied by a person over 18 years, shall be permitted on the premises at any time between 10.00 p.m. and 7.00 a.m. when the premises are being used for the purposes of a licensable activity other than the supply of alcohol.

3 POLICY FRAMEWORK

3.1 It is a corporate objective to promote a healthy and safe Carlisle. The determination of an application to review a premises licence in accordance with the Act and its statement of licensing policy, fulfils that objective.

3.2 Paragraph 5.2.1 of the Carlisle City Council statement of licensing policy states 'The authority will view seriously applications for the review of any premises licence where it involves:

- Persistent failure to comply with licence conditions

- Actions or omissions by the licensee (or his staff) which undermine the licensing objectives, particularly where they endanger public safety, expose children to harm or cause public nuisance’.
- 3.3 Paragraph 5.2.2 goes onto say that the authority will also view particularly seriously, any applications for review where the police have frequently been called to attend incidents of disorder at the premises.
- 3.4 Licensing Act 2003 Guidance - Guidance is offered to licensing authorities under Section 182 of the Act, by the Secretary of State in relation to the review of premises licences.
- 11.16 The 2003 Act provides a range of powers for the licensing authority which it may exercise on determining a review where it considers them appropriate for the promotion of the licensing objectives.
- 11.17 The licensing authority may decide that the review does not require it to take any further steps appropriate to promote the licensing objectives. In addition, there is nothing to prevent a licensing authority issuing an informal warning to the licence holder and/or to recommend improvement within a particular period of time. It is expected that licensing authorities will regard such informal warnings as an important mechanism for ensuring that the licensing objectives are effectively promoted and that warnings should be issued in writing to the licence holder.
- 11.18 However, where responsible authorities such as the police or environmental health officers have already issued warnings requiring improvement – either orally or in writing – that have failed as part of their own stepped approach to address concerns, licensing authorities should not merely repeat that approach and should take this into account when considering what further action is appropriate.
- 11.19 Where the licensing authority considers that action under its statutory powers is appropriate, it may take any of the following steps:
- to modify the conditions of the premises licence (which includes adding new conditions or any alteration or omission of an existing condition), for example, by reducing the hours of opening or by requiring door supervisors at particular times;
 - to exclude a licensable activity from the scope of the licence, for example, to exclude the performance of live music or playing of recorded music (where it is not within the incidental live and recorded music exemption);
 - to remove the designated premises supervisor, for example, because they consider that the problems are the result of poor management;
 - to suspend the licence for a period not exceeding three months;
 - to revoke the licence
- 11.20 In deciding which of these powers to invoke, it is expected that licensing authorities should so far as possible seek to establish the cause or causes of the concerns that the representations identify. The remedial action taken should generally be directed at these causes and should always be no more than an appropriate and proportionate response.

- 11.21 For example, licensing authorities should be alive to the possibility that the removal and replacement of the designated premises supervisor may be sufficient to remedy a problem where the cause of the identified problem directly relates to poor management decisions made by that individual.
- 11.22 Equally, it may emerge that poor management is a direct reflection of poor company practice or policy and the mere removal of the designated premises supervisor may be an inadequate response to the problems presented. Indeed, where subsequent review hearings are generated by representations, it should be rare merely to remove a succession of designated premises supervisors as this would be a clear indication of deeper problems that impact upon the licensing objectives.
- 11.23 Licensing authorities should also note that modifications of conditions and exclusions of licensable activities may be imposed either permanently or for a temporary period of up to three months. Temporary changes or suspension of the licence for up to three months could impact on the business holding the licence financially and would only be expected to be pursued as an appropriate means of promoting the licensing objectives. So, for instance, a licence could be suspended for a weekend as a means of deterring the holder from allowing the problems that gave rise to the review to happen again. However, it will always be important that any detrimental financial impact that may result from a licensing authority's decision is appropriate and proportionate to the promotion of the licensing objectives. But where premises are found to be trading irresponsibly, the licensing authority should not hesitate, where appropriate to do so, to take tough action to tackle the problems at the premises and, where other measures are deemed insufficient, to revoke the licence.

4 THE LEGAL POSITION

- 4.1 The licensing authority must determine the application in accordance with Section 52 of the Act, which outlines the circumstances whereby a hearing is required and the options available to the committee when determining the application.
- 4.2 An appeal may be made to the magistrates' court against the decision of the authority by the responsible authority, interested party or premises licence holder, within 21 days from the date of being notified.
- 4.3 Section 52(11) provides that a determination under this section does not have effect until the end of the period given for appealing against the decision, or if the decision is appealed against, until the appeal is disposed of.

THE FINANCIAL IMPLICATIONS

- 5.1 None

6 RISK MANAGEMENT IMPLICATIONS

- 6.1 By determining the application in accordance with the relevant sections of the Act, the statement of licensing policy and guidance offered by the secretary of state, the licensing authority is ensuring that the all of the licensing objectives are considered fully.

7. REASON FOR DECISION/RECOMMENDATION

- 7.1 The Licensing Authority has received an application from the Cumbria Constabulary for the review of the premises licence relating to the premises Time Bar, 68 Botchergate, Carlisle. They have stated that the grounds for the review are the current risks to the safety of public in relation to increased crime & disorder, and public nuisance
- 7.2 The application will be determined in accordance with the relevant sections of the Act, the statement of licensing policy and guidance offered by the secretary of state

8. RECOMMENDATION:

It is recommended the Committee determines the application in accordance with one of the following actions:

The Licensing authority must, having regard to the application and any relevant representations, take such steps it considers necessary for the promotion of the licensing objectives. These steps are:

- (g) to modify the conditions of the licence;
- (h) to exclude a licensable activity from the scope of the licence;
- (i) to remove the designated supervisor;
- (j) to suspend the licence for a period not exceeding 3 months;
- (k) to revoke the licence
- (l) Issue an informal warning to the Licence holder and/or to recommend improvement within a particular period of time

F Watson
Licensing Officer

CA12

Carlisle City Council
Licensing Manager, Civic Centre, Carlisle CA3 8QG
Tel: 01228 817523 Fax: 01228 817023
Email: licensing@carlisle.gov.uk



Application for the review of a premises licence or club premises certificate under the Licensing Act 2003

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the guidance notes at the end of the form. If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary. You may wish to keep a copy of the completed form for your records.

I Inspector Mark Gilroy
(Insert name of applicant)

apply for the review of a premises licence under section 51 / apply for the review of a club premises certificate under section 87 of the Licensing Act 2003 for the premises described in Part 1 below (delete as applicable)

Part 1 – Premises or club premises details

Postal address of premises or, if none, ordnance survey map reference or description <u>Time Bar</u> <u>68 Botchergate</u> <u>Carlisle</u> <u>CA1 1QS</u>	
Post town <u>Carlisle</u>	Post code (if known) <u>CA1 1QS</u>

Field Code Changed

Name of premises licence holder or club holding club premises certificate (if known) <u>Mr Ben Greenslade</u>

Number of premises licence or club premises certificate (if known) <u>PL174</u>

Part 2 - Applicant details

I am

Please tick yes

1) an interested party (please complete (A) or (B) below)

a) a person living in the vicinity of the premises

- b) a body representing persons living in the vicinity of the premises
- c) a person involved in business in the vicinity of the premises
- d) a body representing persons involved in business in the vicinity of the premises

- 2) a responsible authority (please complete (C) below)
 x
- 3) a member of the club to which this application relates (please complete (A) below)

(A) DETAILS OF INDIVIDUAL APPLICANT (fill in as applicable)

Please tick

Mr Mrs Miss Ms Other title (for example, Rev)

Surname

First names

I am 18 years old or over

Please tick yes

Current postal address if different from premises address

Post town

Post Code

Daytime contact telephone number

E-mail address (optional)

(B) DETAILS OF OTHER APPLICANT

Name and address

Telephone number (if any)

(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

Name and address Inspector Mark Gilroy Carlisle East Neighbourhood Policing Team North Cumbria BCU HQ Brunel Way Durranhill Industrial Estate Carlisle CA1 3NQ.
Telephone number (if any) 101
E-mail address (optional)

This application to review relates to the following licensing objective(s)

Please tick one or more boxes

- 1) the prevention of crime and disorder
- 2) public safety
- 3) the prevention of public nuisance
- 4) the protection of children from harm

Please state the ground(s) for review (please read guidance note 1)

An alarming number of alcohol related violence and anti social behaviour involving the premises has been highlighted over the past 2 years. A disproportionate level of Police attendance at the premises and evidence of continuing crime and disorder.

Despite meeting on 3 occasions with the owners, door supervisor and designated premises supervisor and the implementation of 3 action plans, the level of violent and anti-social incidents continues with casualties suffering substantial injuries. The management and overall supervision of the Club inside and out is unacceptable and breaches 3 of the licensing objectives.

The prevention of crime and disorder -

The greatest number of calls for Police service relative to its size and opening hours 124 calls for service over a 2 year period. (See comparison chart attached)

Public safety

Serious injury has been inflicted within the Club and CCTV cameras either not switched on to capture evidence or evidence erased/lost.

The prevention of public nuisance

Complaints of noise and nuisance received from a nearby hotel.

Doors frequently wedged open despite repeated requests from Police and Hotel staff, breaching licensing conditions.

Please provide as much information as possible to support the application (please read guidance note 2)

Time Bar is a small Club situated on Botchergate, in Carlisle. Within this area there are approximately another 20 licenced premises, It is only open to the public 2 nights per week and has a capacity to hold 210 customers. It is one of very few clubs that remains open after 3am. Once all other clubs empty and close Time Bar becomes a magnet to people who are invariably intoxicated.
Joint owners of the Club are John Heron and Ben Greenslade.
The DPS at the present time is Dan Greenslade

As far back as 2010 Police were concerned about the number of calls for Police service to Time Bar. This resulted in Police calling a meeting on December 16th with John Heron, Ben Greenslade, Jim Messenger (Licensing) and Police. An Action Plan was agreed and Police continued to monitor the premises. (See chronology Pg 1 for actions agreed).

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Between 16/12/2010 and 18/07/2011 there were 64 incidents reported to the police. 43 of these incidents were after 3am when other clubs were closed. (Attached is an incident count for other premises in the area. Please note that Time Bar is the smallest club and open for the least amount of hours). All of these incidents were of alcohol related crime, disorder and anti-social behaviour, including G.B.H. It was also noted during this time that officers were struggling to get evidential statements and CCTV from Time Bar staff. (See attached chronology). Door staff were also causing concerns due to allowing undesirable individuals from the Pubwatch Scheme to enter the club and their rough handling of customers when ejecting them.

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In March 2011 we were aware of 2 serious assaults that occurred within the club, where door staff had ejected offenders and not detained them for the Police on duty outside, or even made them aware.

Also in March 2011 a door supervisor was arrested for assaulting a customer, unfortunately the customer declined to make a complaint and no further action was taken, despite this incident being witnessed by the Police. The same door supervisor remained in his post and was again arrested for another assault in May 2012 when a customer was so forcibly ejected that he hit his head on the pavement and received a potentially serious head injury. Following consultation between Sgt Higgin and Pro-Tect, his employer, the door supervisor was removed from working at Time Bar. The incident was also reported to the SIA but because the only sanction was a Caution, they took no further action. In December 2012 the same door supervisor was back working at Time Bar when Sgt Graham observed a male being "launched from inside the premises right across the pavement landing on his face on the road". When questioned, the door staff denied any knowledge of the incident so a request was made to Ben Greenslade for the CCTV, this has never been produced.

On 20th July 2011 a meeting was called by Inspector Gilroy with John Heron, Ben Greenslade, David Crosland from Pro-Tect Security and Fred Watson from Licencing. An action plan was agreed. (Minutes and Action Plan attached). It was agreed that Dan Greenslade would take over as DPS.

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Between 20/07/2011 and 9/12/2012 there were a further 61 incidents reported to the police. 30 of these occurred after 3am. Time Bar was again the location for a GBH. During September a customer staying at the Ibis hotel phoned the police at 0416hrs to say that the noise coming from Time Bar was terrible. This is one of a number of complaints from the public and Police observations regarding noise and nuisance from the premises. (See Chronology). Breaching their Licence conditions.

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On 9th December 2011 Sgt Higgin sent an email to Ben Greenslade and John Heron

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referring to a reduction in incidents reported to police but drawing their attention to further problems i.e. getting hold of CCTV, complaints of noise from the premises due to the front door being wedged open and persons being granted access at 0415hrs despite an agreement to be completely empty by 0430hrs. This gave Time Bar another opportunity to address the problems.

On March 2nd 2012 the police requested a further meeting with Ben and Dan Greenslade. At this meeting Inspector Gilroy expressed his disappointment about the loss of evidence due to CCTV discs supplied by Time Bar having the wrong time and date on. (Minutes attached). An action plan was again implemented and agreed by all parties.

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On 9th December 2012, which was the same night Sgt Graham had witnessed a male being "launched" into the street. A group of 3 girls, their partners and friends went to Time Bar to celebrate a birthday. They all stated that this was not a club they would usually frequent due to its reputation for trouble. On this occasion Ben Greenslade had agreed to cordon off an area so they could enjoy a private party. At approximately 0230 hrs, an unknown female tried to remove a handbag from the cordoned off area. One of the girls stopped her which resulted in the female offender grabbing her around the throat. The group immediately informed Ben Greenslade what had happened and that they wanted the female offender removed. Ben told them to inform the door staff. The group did this only to see the member of door staff laughing and joking with the female offender. No attempt was made to remove her from the Club. The female offender then lunged at one of the girls and 'body slammed' her backwards straight through a glass table causing the table to smash and injure 2 of the girls in the group. The girl's partner asked Ben Greenslade to contact the police and ambulance but he refused, he subsequently telephoned the Police himself. Greenslade took the two girls upstairs where he began administering first aid to their injuries. At this point Sgt Graham attended the Club and was told by the door supervisor that there were no problems in the Club, Sgt Graham was then approached by a member of the public and told her there was two injured girls inside the Club. Sgt Graham went upstairs to see the 2 injured girls. Both were extremely distressed and covered in blood. Both girls subsequently attended A & E to have their injuries treated.

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Sgt Graham asked Ben Greenslade why the door staff had not apprehended the offender and he replied because her boyfriend 'was massive'. Greenslade stated he would drop the requested CCTV off at the police station the following morning but failed to do this. Eventually, after being contacted by Sgt Graham, he arrived with the CCTV late afternoon, but the CCTV coverage did not start until 0505hrs indicating that it was probably not switched on until then, or the incident had been erased and the CCTV restarted at that time. (See attached statement from Sgt Graham). PC Prangnell was told by Ben Greenslade that the reason the CCTV was not working correctly was possibly due to a water leak from guttering on the old Mood premises. PC Prangnell saw no evidence of water damage within the vicinity of the recording equipment. This poor excuse was unacceptable due to the CCTV working perfectly well after the incident.

From the two incidents that occurred that evening, Police received no coverage of either.

There was no referral made by Time Bar to the Pub Watch Scheme on 17th December 2012 to ban this female from their premises or to inform other Pub Watch members of her propensity towards theft and violence.

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Over the Christmas and New Year period Police, again, had to request the wedged open door of Time Bar to be closed due to the noise emanating from within the Club. Police also dealt with an unconscious male who had been assaulted in the Club and

taken to hospital (see chronology).

To date the police continue to struggle to get CCTV or find that the disc provided either did not work, was blank, or covered the wrong time period. Also, despite the agreed time of 0430hrs the club continues to close when it wants. Because of the late opening hours and lax management, this bar attracts and admits highly intoxicated, undesirable, individuals who then proceed to cause trouble and are subsequently thrown out, often suffering injury to themselves or having caused injury to someone else. Officers report watching extremely intoxicated customers staggering out of the Club. (Statement Sgt 1185 Graham).

The everyday running of the Club is totally inadequate. A lack of competent supervision by managers compromises customer safety and causes a public nuisance. For two years the Police have tried to work alongside the managers and staff of Time Bar in order to make it a safer and more enjoyable place to visit. Three action plans have proved unsuccessful leaving us with no other option than to ask for a licencing review and closure of the premises.

Field Code Changed

App. 1.

Please tick yes

Have you made an application for review relating to this premises before

If yes please state the date of that application

Day

Month

Year

If you have made representations before relating to this premises please state what they were and when you made them

Empty rectangular box for providing details of representations.

Please tick yes

- I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate
- I understand that if I do not comply with the above requirements my application will be rejected

IT IS AN OFFENCE, LIABLE ON CONVICTION TO A FINE UP TO LEVEL 5 ON THE STANDARD SCALE, UNDER SECTION 158 OF THE LICENSING ACT 2003 TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION

Part 3 – Signatures (please read guidance note 3)

Signature of applicant or applicant's solicitor or other duly authorised agent (See guidance note 4). If signing on behalf of the applicant please state in what capacity.

Signature

Date -09/01/2013

Capacity Police Inspector—Gilroy 505

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 5)	
Post town	Post Code
Telephone number (if any)	
If you would prefer us to correspond with you using an e-mail address your e-mail address (optional)	

Notes for Guidance

1. The ground(s) for review must be based on one of the licensing objectives.
2. Please list any additional information or details for example dates of problems which are included in the grounds for review if available.
3. The application form must be signed.
4. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
5. This is the address which we shall use to correspond with you about this application.

App. 1a.

INCIDENT COUNT

Total Incidents on a Friday and Saturday night 16/12/2010 -16/12/2012 -

CLUB	CAPACITY	INCIDENTS
Time Bar	210	124
Outrageous	400	53
Walkabout	960	67

WITNESS STATEMENT

Criminal Procedure Rules, r 27.2; Criminal Justice Act 1967, s. 9; Magistrates' Court Act 1980, s. 5B

URN	03			
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Statement of: Liz Graham

Age if under 18: _____ (if over 18 insert 'over 18') Occupation: PS 1185

This statement (consisting of _____ page(s) each signed by me) 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: _____ Date: 15/12/2012

Tick if witness evidence is visually recorded (supply witness details on rear)

I am Police Sergeant 1185 Liz Graham of Cumbria Constabulary currently stationed at Carlisle. I am the Neighbourhood Policing Sergeant for the East of Carlisle that includes the City Centre. On Friday 7th December 2012 and Saturday the 8th December 2012 I worked 1800hrs-0400hrs shifts. As part of my role I commence foot patrol in the City Centre to meet and greet visitors and assess how busy the licenced premises are going to be to arrange the appropriate staffing levels. While on the Botchergate area I always make a point of speaking to the doorstaff at the licensed premises to let them know that we are about and appreciate an early call if they are having problems to try and prevent any violence from escalating. I try to promote a good working relationship with all the doorstaff so we can work together to provide a safe environment for all the customers.

About 0100hrs on Sunday 9th December 12 I was standing opposite the entrance to Time Bar. This bar does not open until late and most of it's customers arrive when all the other licensed premises are closing. Due to their late opening many of it's customers are already very inebriated when they arrive. Most of the licensed premises on Botchergate have a queuing system outside so they can keep a check of the numbers entering the premises and it also allows the doorstaff to assess how intoxicated the customers are and to check ages/ pub watch etc and if they want them in their premises. Time Bar does not appear to have any system. The doorstaff normally stand in the doorway surrounded by people either wanting to get in, coming out to smoke or trying to get back in after having a cigarette. They appear to have no control over who is getting in, what their numbers are or how drunk people are. I frequently saw people coming out of the bar with drinks which they are not allowed to do and the doorstaff did not appear to notice or chose to ignore it. As I was standing opposite Time Bar I was suddenly aware of a man being launched from inside the

Signature: _____ Signature witnessed by: _____

Continuation of Statement of: Liz Graham

premises out onto the street. He went right acrosss the pavement and landed on his face in the road. I immediately went to this young male and helped him to his feet. He was so drunk that it was impossible to get any information from him. He could not tell me who had thrown him out. I spoke to the doorstaff who both denied that they had thrown this man out. I noticed that one of the doorstaff was Peter HIRBEK who had previously been arrested twice for assaulting customers. I requested the CCTV from Ben Greenslade the owner of the bar to identify who it was, but this has not been produced. I can only presume that because the male was so drunk his body was relaxed so he did not suffer a serious head injury or worse. A short time after this we were called to Time Bar but then cancelled on route. We still attended and the doorstaff told us there were no problems. I remained outside Time Bar when I was approached by a male who told me that there were two females injured in the bar. I went in and was horrified by the state of the premises. The place was packed and I had real problems getting to the back of the premises where the stairs are. The floor was swilling in liquid and extremely slippy. I was directed upstairs by a member of staff. As I got to the upstairs room I saw 2 females who were extremely distressed. Both were receiving first aid for leg injuries from Ben Greenslade the co-owner of the bar. The boyfriend of one of them told me that they did not usually go to Time Bar as they knew there was always trouble there but on this occasion it had been one of the girls birthday and they had arranged to have a small area of the club cordoned off and the parents of the girl whose birthday it was had arranged for some Champagne to be placed behind the bar so they could have a private celebration. At this point the co owner Ben Greenslade approached me and immediately said "they do not need to go to hospital". I asked him what had happened and he told me that a girl had "put one of the injured girls through a glass table". I asked him where the offender was and he told me that the doorstaff had put her out. I asked him why they had not detained the offender and immediately called the police and he replied "because her boyfriend was massive". I told him that this was totally unacceptable and I required him to download the CCTV so we could identify the offender and view the incident. He told me he would do it when they closed and drop it off at the police station first thing in the morning. I agreed to this. The boyfriend of one of the girls then approached me and told me that he had repeatedly asked Greenslade to phone the police and the ambulance but Greenslade had not done this so the boyfriend contacted the police himself. He also told me that the reason the assault had happened was the female offender had tried to remove one of the girl's handbag and phone from the cordoned off area. One of the girls had seen this and confronted the offender who had grabbed her round the throat. The girl approached Greenslade and requested that the offender be removed from the premises and he told her to get one of the doorstaff. She did this and saw the member of

Signature: _____

Signature witnessed by: _____

Continuation of Statement of: Liz Graham

doorstaff laughing and joking with the offender and not removing her from the premises. Immediately after this the offender launched herself at the second victim, 'body slamming' her through a glass table. The table smashed causing both victims cuts to the legs and one of the victims requiring stitches to her foot. The other victim has extensive bruising down her thighs, buttocks, back and shoulder where she has smashed through the glass. The victim who was pushed through the table had been extremely lucky not to receive life threatening injuries and the consequences of the assault could have been horrific but the owner of the bar did not think it necessary to contact the police or ambulance. I can only assume he was trying to cover something up or is trying to protect the offender. Both the victims were taken to Carlisle Infirmary where they have been signed off work due to their injuries. I can think of no good reason why Greenslade did not call an ambulance to deal with the victims injuries and instead decided to treat them himself. I went back outside Time Bar and continued to monitor the premises. Groups of customers were sat on the kerb and the pavement outside the premises, extremely drunk and the doorstaff did nothing to assist them.

On Saturday 15th December 2012 I was again on a 1800-044hrs shift. I was posted outside Time Bar. About 0300hrs I saw a female come out of the bar for a cigarette for the third time. She was so drunk that the heels on her shoes were bent in as she was staggering so much. I watched her have a cigarette and then she came over to speak to me. Her speech was extremely slurred and she kept falling into me. I advised her that she should go home. I then watched her go back to the door of Time Bar and the doorman moved to the side to let her back in. I immediately confronted him about allowing this and he appeared to be surprised that this should be an issue.

There is no other licensed premises in Carlisle City Centre that allows the kind of behaviour that Time bar does and they only seem interested in getting the money from people and take no responsibility for the welfare of their customers. On many occasions I have seen people stagger down to Time Bar, being allowed entry, presumably pay to get in and then be ejected. The way this bar is run is completely spoiling the atmosphere on Botchergate and proves to be a real drain on police resources.

Signature: _____

Signature witnessed by: _____

I have been a police officer for four and a half years.

Having been born and raised in Carlisle, I have seen considerable changes to Carlisle City Centre and Botchergate, from a busy main shopping area into what has the potential to either become a blight on the City or an attraction to locals and visitors alike.

What was an Avenue filled with shops, has become a mecca to licensed premises and a multitude of take-away's open until the early hours.

As a Police Officer I am regularly tasked with high-visibility foot patrol on Botchergate and the surrounding area. And during that patrol, we take the time to speak and interact with door staff and supervisors of various establishments, along with the general public.

Throughout various shifts on foot patrol on Botchergate I have encountered many members of the public out to enjoy themselves, some to the extreme of intoxication. It's at this point I may have become involved in dealing with them, and in doing so have been assisted by some door supervisors from various premises to prevent or assist in the arrest of persons. In some cases Door Staff have taken the time to step in to either prevent incidents and deal with them accordingly or have detained/restrained persons until Police arrive.

In recent years the bars and nightclubs have extended their opening times to the ridiculous 05:00hrs, and taken advantage of 24hour licencing. This has led to the Take-Away premises following suit to increase business revenue. This knock on effect is that people now stay out longer drinking to excess, and premises such as Time Bar are permitting intoxicated person's entry. In my opinion this is leading to a downwards spiral of unnecessary increased alcohol induced ASB, crime, and a stretch of resources of not only over-stretched resource such as Police but the impact to Ambulance Service, and Hospital treatment of individuals.

Most bars in the Botchergate area close at the reasonable 02:00-03:00hrs, with the exception of Club Rock and Time Bar. With the ever increasing opening times of these bars, everyone still left within the area home in on Time Bar, to continue their social experience.

Having dealt with numerous incidents at Time bar, the main theme is the overzealous ejection of patrons by door staff, which normally results in a complaint from the person on how heavy handed and unfairly he has been dealt with by staff. I have seen on occasion a male be ejected, I use the word ejected loosely, as the male was physically thrown out. And when the male has returned to remonstrate with the door staff, he has been confronted 'squared' up to by a member of door staff, before they've then started to grapple with each other. This incident has resulted in Police pulling both involved parties apart and speaking to them separately. The member of door staff was spoken to by the Duty PS at the time, and warned regarding his conduct and behaviour.

App 1c

The Door Staff at Time Bar come across to the general public as a 'bunch of thugs', or so I'm told. But I have to agree in part, that their management and decision process in dealing with intoxicated persons falls far below the level required by SIA Licencing.

Due to the Door Staffs behaviour most serving Police Officers who work foot patrol on Botchergate, know instinctively to move down to Time Bar area after all the other establishments have closed, as it always has the potential to flare up... and usually does. If you take a look at the rest of Botchergate including the likes of Outrageous and Concrete only require passing attention from Officers. The door staff elsewhere, appear to be proactive and remove the potential for other incidents, calmly and with respect to the person. Where it would appear Time Bar react, and normally with a heavy handed approach.

Time Bar seem to let in anyone who is intoxicated, or who is on their guest list despite being banned or on pub watch. It is well known that Time Bar is the place to be for CUFC players, and one in particular was Gary NADINE. NADINE as you may know was banned from the City Centre after a nasty assault. However, Time Bar would allow him and 'others' access from the rear of the premises on Collier Lane.

I make this statement as a Police Officer who is in a position to offer his opinion on the needs and requirements for Carlisle City Centre. I would recommend that Time Bar step into line with all the other licenced premises and close at the reasonable time of 03:00hrs.


19/2/12
LIGHFOOT

PC 2067

WITNESS STATEMENT

Criminal Procedure Rules, r 27.2; Criminal Justice Act 1967, s. 9; Magistrates' Court Act 1980, s. 5B

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Statement of: Philip Simon ROBBINSAge if under 18: _____ (if over 18 insert 'over 18') Occupation: Police Officer

This statement (consisting of _____ page(s) each signed by me) 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:  Date: 18th December 2012Tick if witness evidence is visually recorded (supply witness details on rear)

I am PC 1636 ROBBINS, I have been a police officer for eleven years in Carlisle. Over my service have seen considerable change within Carlisle City centre and Botchergate and the pubs and clubs that have come in and out of vogue. Going from a town where only 'locals' went out in we are now getting people from further afield visiting the city for a night out. As a police officer I regular talk to patrons from the North West and Scotland along with many people from Cumbria itself. Low cost accommodation such as that found on Botchergate itself at the ibis hotels supports the city well and it is often full most Saturday nights. Carlisle has promoted itself as a premier location for a Saturday night out and to the credit of the City it has done it very well. With introduction of the pedestrianised area the City has taken positive steps in ensuring that a night out in Carlisle is also safe. Door supervisors work well with police officers and I can think of many occasions where door supervisors have assisted the police in either preventing trouble or ensuring trouble makers are dealt with prior to any serious incidents. They offer an invaluable service and without their help the resources required to 'police' Botchergate would far outstretch the limits of Cumbria Constabulary. We now have bars such as Outrageous, Concrete and Time bar that stay open until 04:30am which means party goers can stop out later and longer which again proves poplar with many. These longer opening hours means extra resourcing required by the police that are already over stretched. This means that we as a force then become extra reliant on door supervisors to ensure a safe night is had by all. Time bar door supervisors fall well below the standard of that expected of them. On a Saturday or Sunday night there will always be at least 4 police officers stood outside the bar while other bar's search as Outrageous and Concrete only require passing attention. Once Walkabout closes at 03:00am we have a general migration of young very intoxicated people heading for Time bar and it appears that it doesn't matter how intoxicated these people are access will always be allowed, this then causing the usual trouble inside which results in the ejection of heavily intoxicated people (generally males). I have witnessed on many occasions the heavy handed door supervisors show a total lack of concern for the welfare of the people they eject. Dragging and pulling them out by any means then throwing them out across the pavement onto the road. On one occasion I had to stop the door

Signature:  Signature witnessed by: _____

Continuation of Statement of: Philip Simon ROBBINS

supervisors from banging a males head on the road while they simply rugby tackled the person down.

The supervisors have no respect what so ever for the safety or welfare of anyone they remove from the club and simply see it as a game. I have watched as people they have previously `removed` are allowed back into the club only to cause further trouble.

Also heavily intoxicated people that have been refused entry from other clubs are allowed entry . Time Bar requires extra police resources; you can almost guarantee a fight either inside or outside the club between 03:00-4.30 in the morning. I would say that you are definitely going to witness the heavy handiness of the door supervisors. The club itself requires special policing every weekend that along with further investigations required for the offence that go on inside means that it is a drain on Cumbria Constabulary budget along with taking officers of the street.

I make this statement as a police officer who is a position to offer an `expert` opinion on the requirements of policing Carlisle city centre. To continue as we are at the moment is not an option, I feel that Time Bar should have it licence to stop open until 04:30 removed and to for it to come into line with Walkabout i.e. close at 03:00.

Signature: _____

Signature witnessed by: _____

WITNESS STATEMENT

CJ Act 1967, s.9; MC Act 1980, ss.5A(3) (a) and 5B; Criminal Procedure Rules 2005, Rule 27.1

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Statement of: PC2052 CLAIRE WHATMAN

Age if under 18: Over 18 (if over 18 insert 'over 18') Occupation: Police Constable

This statement (consisting of 2 page(s) each signed by me) 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: _____ Date: 10/04/2011

Tick if witness evidence is visually recorded (supply witness details on rear)

I am the above named officer with Cumbria Constabulary, currently stationed at Carlisle Police Station.

On Saturday 29th January 2011 I was on uniformed foot patrol in the area of BOTCHERGATE, CARLISLE. At approximately 03:45 hours I attended TIMEBAR, BOTCHERGATE, following a report from doorstaff of a male having just been assaulted. I obtained details from the aggrieved person, who stated that he was standing near the dance floor area when he was assaulted by a male known to him; he was punched in the face. The offending male then threw a glass at the victim which struck him on the forehead, causing a bleeding laceration for which he was treated in hospital. Two suspects were subsequently arrested, and later released on bail. On the night of the assault, I spoke to doorstaff, who were already aware of the incident having reported it to police. I requested that CCTV from inside the premises be copied for the investigation, and was informed that it would be available on Monday 31st January. I spoke to a staff member from TimeBar the following week, who was aware of the incident but had no knowledge of the CCTV.

Since this incident, I have reattended TimeBar on several occasions; whenever I am working on a weekend nightshift. I have spoken to numerous staff members, including Dan Greenslade, and have been given a number of differing explanations regarding the whereabouts of the CCTV footage. I was led to believe that it was copied but could not be found. On one occasion, I expressed my concern that if the footage had not been copied, it may have been deleted; and a member of door staff assured me that footage is kept for months and that the incident I am investigating should still be available on the system. On the last occasion enquiries have been made into the whereabouts of

Signature: _____ Signature witnessed by: _____

Continuation of Statement of

the CCTV, another officer attended TimeBar on my behalf and spoke to Ben Greenslade, who stated that he had no knowledge of the incident or request for footage to be provided. As a result of the delay in the CCTV being provided to me, I have had to rebail the two suspects three times, as I urgently need the footage to obtain CPS advice. Without the footage, my investigation is compromised and a vital piece of evidence could be lost. I am frustrated that TimeBar are not fully cooperating with this investigation into a serious assault which occurred inside their premises.

Signature: _____

Signature witnessed by: _____

CHRONOLOGY - 68 TIME RESERVE, BOTCHER GATE, CARLISLE

BEN GREENSLADE - MANAGER
DAN GREENSLADE - DPS

16TH DECEMBER 2010

A meeting was held with Ben Greenslade, John Herron, Jim Messenger, Sgt Higgin; Insp Bradbury to discuss problems Police were encountering with staff and door staff of Time Bar. An action plan was agreed:

- a) DPS, when present, and all members of staff shall provide when asked, all names, addresses and other contact details of witnesses. DPS, when present, to collate this information.
- b) A room to be designated for the gathering of this information. This may be the upstairs when not in use of the manger's office.
- c) If at the agreed time the police are not available, then the DPS, if present, or other staff to ring the police control room and leave all witness details and availability.

33

Best Bar None assessment carried out in March 2011 - PS Kirkbride reports: “.. security and related operating matters are viewed as that of Pro-Tech Security, as they are being “paid enough” for the service. A lot seems to get left to the door staff. DPS Ben Greenslade was not familiar with any of the Policy Document Pro Tech provided (which was quite good). Ben said that Time Bar have regular reviews of security with Pro Tech, especially more so of late, due to the recent rise in incidents, but nothing is written down by Time Bar representative to take back to the bar staff or monitor door staff etc. Pro Tech tend to make notes at the meeting as the problems to sort, apparently, tend to be from their side. Improvement advice about this was provided to Ben as part of BBN along with how to firm up Time Bar’s own Policy/guidance using the Pro Tech Document.”

Incident no/Intelligence Meeting	Date & Time	Location	Details of incident	Outcome
	16/12/2010		A meeting was held in order to address issues and concerns the Police had with the management of Time Bar. An Action Plan was agreed.	Actions agreed listed above.
103	18/12/2010 03:29 hrs	Time Bar	2 males arrested at location for D & D.	
27	20/12/2010 03:31 hrs	Time Bar	Altercation between 2 females, inside Time Bar, this has then escalated into the Botchergate resulting in criminal damage to a vehicle.	1 Male arrested.
44	25/12/2010 04:14 hrs	Time Bar	Male reported to Police that he had been head butted in Time Bar, earlier in the evening and then punched in the face.	PC 2050 to request CCTV.
107	27/12/2010 03:54 hrs	Time Bar	Fight at Time Bar, CCTV trying to speak to door staff. They can see who the female instigator is.	Female given Dispersal Notice.
194	01/01/2011 03:28 hrs	Time Bar	Suspicious male, searched. Negative search.	PC Andy Leather - "Staff outside Time Bar shouted up to CCTV that a man had a knife at Time Bar, been interacting with the staff, either trying to get in or coming out." Arrested for assault on a male previously reported.
44	03/01/2011 03:42 hrs	Time Bar	Male ejected from Time Bar for being verbally abusive to door staff.	Copy of Log sent to Sgt 321 Higgin re. Licensing issues.
43	08/01/2011 03:27 hrs	Time Bar	CCTV reporting Disorder outside Time Bar, states "everyone has left the premises with their drinks intact, people with bottles and glasses still wandering about - female arrested for D & D.	
46	08/01/2011 03:31 hrs	Time Bar	Time Bar staff requesting Police assistance. Theft of a handbag and contents from the dance floor.	PC 1733 OIC
297	16/01/2011	Time Bar	Female reporting that her brother had been assaulted by door staff, the previous night, they had stamped on his head and he had a footprint on his head. I/P has attended hospital and has a broken nose.	Male arrested and interviewed. CCTV shows him lawfully ejecting I/P.

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63	29/01/2011 03:40 hrs	Time Bar	Male badly assaulted in Time Bar. Enquiries at Time Bar re. CCTV etc, staff to be spoken to in order to collate any witnesses from the scene.	2 Arrested for GBH.
E-mail And Statement		Time Bar	PS 2052 - Statement from PC Claire Whatman who dealt with the job above and requested the CCTV, to be told that it would be available on Monday 31 st Jan. When she asked a member of staff for the CCTV they knew nothing about it. She has since re attended Time Bar on several occasions and spoken to numerous staff members, including Dan Greenslade and been given a number of excuses regarding the whereabouts of the CCTV footage., she was assured that the footage is kept for months. Another Officer attended TB on behalf of 2052 and spoke to Ben Greenslade who stated he knew nothing of the incident or request for CCTV. This footage was never received and had to be noted on a MG3 as refused.	Statement attached to chronology.
41	05/02/2011 02:25 hrs	Time Bar	1 Arrested for D & D. After refusal of entry by door staff.	E-mailed PC 2140 for details -- replied.
83	06/02/2011 03:49 hrs	Time Bar	Ambulance control have received a call from a male stating he has been assaulted by bouncers from Time Bar.	There have been no offences IP has been lawfully ejected from TB and is intoxicated - injuries sustained from falling over.
97	06/02/2011 04:27 hrs	Time Bar	Male kicked and punched I/P to the head whilst he was restraining another male Male has punched victim to the head several times after the offender had been ejected from the premises.	2 Door staff assaulted.
12	07/02/2011 01:43 hrs	Time Bar	Unknown offender assaulted a male in Time Bar.	Unable to identify the male from the CCTV, which had been collected from Time Bar.
64	12/02/2011 03:00 hrs	Time Bar	Manager wanting to make a complaint of assault.	1 Arrested for assault.
58	13/02/2011	Time Bar	Female assaulted another female on the dance floor and was	1 Arrested for ABH.

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	01:51 hrs		ejected by door staff. Ben Greenslade stated that this was one of the nastiest assaults he'd ever witnessed.	Ben Greenslade stated that he would provide a statement. PC Dixon or other officers have attended on 3 further occasions and been told he was either not there on too busy. No statement ever taken.
101	13/02/2011 04:00 hrs	Time Bar	Door staff calling for Police assistance. Male ejected from Time Bar and then assaulted a member of the public, who turned out to be his friend. Whilst in custody male continues to make threats to return to Time Bar.	Male arrested Section 4.
71	26/02/2011 03:58 hrs	Time Bar	Ambulance requested for male. Suspected of fallen over.	
64	27/02/2011 03:09 hrs	Time Bar	Male arrested for assaulting another male. Place of Offence - Time Bar	Arrested Section 4.
E-mail	06/03/2011 04:30 hrs	Time Bar	PS 261 Lawrie reports "At 04:30 hrs this morning we had somewhere in the region of about 150+ people kicking out of Time Bar. This resulted in low level disorder, couple of Section 27s being issued and 1 arrest.	
80	19/03/2011 04:34 hrs	Time Bar	CCTV operator reporting female trying to calm a male down at Time Bar.	
75	27/03/2011 03:54 hrs	Time Bar	Door Staff requesting assistance in removing Rahill from the premises.	Rahill left at Police request.
E-mail	27/03/2011	Time Bar	PC Log 75 refers to door staff from Time Bar requesting Police attendance to remove a male from the premises. On arrival a member of door staff stated that Darryl Rahill was within the premises drinking with six associates, including, John Eplett. Ben Greenslade was present at the front door and had instructed the door staff to remove Rahill as he is banned from entering. The door staff had reluctantly asked Rahill to leave but he had	Ben Greenslade stated he would submit the necessary paperwork to place Rahill on Pubwatch. A check of Pub Watch shows Rahill was not proposed by Time Bar at this time, but was eventually proposed by the The Wall on 25 th May 2011.

89			<p>refused stating that if asked to leave he would attack all the door staff. PC 1343 explained to door staff that Police would provide assistance but they would have to instruct Rahill to leave themselves. 4 PCs entered the premises and Rahill was initially asked to leave by a member of door staff. However the door staff then seemed to back away and PC 1343 found himself personally engaging with Rahill persuading him to leave the premises. Rahill was heavily intoxicated and highly challenging to deal with. Eplett and others tried to pacify him but the situation was very tense with Rahill repeatedly questioning the decision to remove him and being physically confrontational to police. He was finally removed without any disorder occurring. Ben Greenslade then asked to speak to PC 1343, he thanked him for removing Rahill stating that Rahill knocked a doorman out recently with one punch and that last week he had smashed a glass table over a customer's head. Greenslade stated that he would be submitting the necessary paperwork to Sgt 321 Higgin to place Rahill on Pubwatch It was very apparent that the door staff were scared of Rahill and that by failing to remove him themselves only served to increase the level of control he clearly has over the door staff.</p>	
44	27/03/2011 04:36 hrs	Time Bar	<p>Fight at Time Bar.PS 1522 requests CCTV to be played back to look at the actions of door staff. It is clear on the footage that door staff have a male on the ground and that one of them is seen to punch the male repeatedly and kick him whilst on the ground.</p>	<p>The I/P was unwilling to provide a complaint statement and does not wish to assist police with investigation of assault. He also stated he had no injuries. Peter Hrebik, door supervisor at Time Bar, arrested Sec 4</p> <p>PS James reports: " Hrebik punched and kicked IP while on the ground – ideally I'd like to see some refresher training for all the door staff involved in Time Bar.</p> <p>Monitored by Police.</p>
44	02/04/2011 02:17 hrs	Time Bar	<p>Fight reported outside Time Bar</p>	

52	02/04/2011 02:52 hrs	Time Bar	Lots of shouting going on outside Time Bar	Monitored by Police.
78	03/04/2011 04:11 hrs	Time Bar	As male left Time Bar he became verbally abusive	Arrested for D & D.
12	04/04/2011 02:36 hrs	Time Bar	Peter (door staff) states the radios are not working (phoning on his mobile phone)., 2 girls having a fight.	I/P refuses details.
33	09/04/2011 01:40 hrs	Time Bar	Staff requesting assistance with someone they have just ejected from Club.	
80	17/04/2011 03:19 hrs	Time Bar	Whilst inside Time Bar a male threw another male into a glass table causing it and another to smash.	Statement taken from Ben Greenslade manager of Time Bar. Compensation form completed. Suspect arrested. CCTV seized and booked into property store Durranshill.
52	22/04/2011 03:27 hrs	O/S Time Bar	Male arrested D & D	
62	22/04/2011 03:58 hrs	O/S Time Bar	Male arrested D & D	
78	23/04/11 03:48 hrs	Time Bar	Foreign male asking for Police – he is outside Time Bar and someone has threatened to hit his friend.	Male spoken to and his friend had been ejected from Time Bar. There had been some pushing and shoving outside but all gone on their way. No offences
51	30/04/2011 03:09 hrs	Time Bar	Offenders were ejected from licensed premises for causing disorder inside the premises. Once out on the street the offenders engaged in a protracted fight in the road.	
60	01/05/2011 03:25 hrs	Time Bar	Female reporting sexual touching in Time Bar by male, in toilets.	Following day, on reflection female decides it was accidental.
107	07/05/2011 00:00 – 02:00 hrs	Time Bar	Report of theft of Nokia phone from a handbag hanging on the back of a chair.	No CCTV requested – dealt with by 8921
130	07/05/2011 01:00 – 02:00 hrs	Time Bar	Theft of Blackberry Phone from handbag on table inside T.B.	No CCTV coverage.
50	15/05/2011 20:03 hrs	Time Bar	PC 521 speaks to male who has been assaulted with injury to eye. Ambulance attends.	1 male arrested for ABH at Time Bar; 1 arrested D & D and 2 Section 27 issued.

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80	15/05/2011 04:45 hrs	Time Bar	Disorder at Time Bar	3 detained.
83	15/05/2011 05:12 hrs	Time Bar	Male issued with Dispersal Notice for 6 hours.	
20	16/05/2011 02:20 hrs	Time Bar	Male cuffed and detained after previously being dispersed from area.	
23	16/05/2011 03:01 hrs	Time Bar	Male issued with Dispersal Notice for 6 hours.	
261	15/05/2011 03:00 hrs	Time Bar	Report of theft of I-Phone	CCTV not requested due to location inside Club unknown when phone stolen
16	23/05/2011 03:02 hrs	Time Bar	CCTV asking for police about a dozen in the middle of the road one with shirt off. Fighting has now stopped one is now parading in the middle of the road. Prior to this fight all had been in Time Bar	2 arrested Section 4.
54	26/05/2011 03:28 hrs	Time Bar	Ambulance requested for 19 year old female, fitting in the toilets. Door staff state this sometimes happens when she has had a lot to drink	Taken to CIC
18	28/05/2011 00:52 hrs	Time Bar	1 arrested D & D	
69	28/05/2011 04:08 hrs	Time Bar	CCTV operator requesting Police, observing problems with people leaving the area.	FATHER AND SON HAVE HAD A VERBAL ARGUMENT AFTER A FEW DRINKS AND BEING EJECTED FROM TIME BAR -
63	29/05/2011 02:31 hrs	Time Bar	1 arrested D & D	
98	30/05/2011 04:40 hrs	Time Bar	Male and Female both fitting, ambulance called. Male taken to hospital, Female taken home by family.	Patrol left Time Bar at 05:53 hrs.
170	30/05/2011 02:00 hrs	Time Bar	Female reporting having her handbag snatched off her as she left the toilets.	
31	06/06/2011 02:38 hrs	Time Bar	Outrageous staff reporting Time Bar were requesting assistance. Staff having a problem ejecting male but now gone.	
92	12/06/2011 04:51 HRS	Time Bar	Male punched victim several times to the head and upper body	Door staff spoken to but have declined to provide statements. CCTV to be examined

72	19/06/2011 02:49 hrs	Time Bar	<p>Male assaulted causing GBH. Report that I/P had his face and head stamped on. CCTV requested. Ben Greenslade was a witness and happy to give a statement.</p>	<p>Just wanted to make contact with you regarding an incident last Saturday night/Sunday morning (18/06/11) at Time bar. I've attached my statement as well.</p> <p>Myself and PC Morris were outside Time Bar about 02:50 when door staff ejected a male quite forcibly out on to the street. We walked over to the door where the male got back to his feet and walked away quite quietly and began to walk away with friends. At this stage none of the door staff brought anything to our attention and we were of the assumption he had not done anything we would need to get involved in. Within a few minutes, Dan Greenslade then came out shouting 'you need to get him locked up, he's just stamped all over someone's head.' Surprisingly as we have gone to approach the male who was then near the gates by the Crown he ran off and his mates tried to stand in our way when we began chasing him. We did catch him eventually and he was arrested initially for a GBH but ended up with a caution for ABH. He stated he punched the other male, the ip say's he was bottled and Dan Greenslade said he was stamped on!(so not exactly sure what happened but it was inside the bar and the IP suffered a broken nose)</p> <p>The concern from us was that nothing</p>
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225	19/06/2011 03:00 – 03:30 hrs	Time Bar	Male assaulted at the bar. Door staff stated they knew the assailant and that he could be a handful.	<p>was raised by the door staff when they initially ejected him, which would have saved the chase and the potential to lose an offender. Occasionally door staff don't necessarily witness the incident but I would have thought they have a good idea when they eject someone with force as to what they have been involved in.</p>
			<p>Statement from PC 2157 Justin Hill – "The IP was inside the club when he believes he was "happy slapped" – someone filmed him with an I Phone, when he went to move out of the way he was punched hard in the face by another male causing him to fall to the floor. The door staff can't remember anything and are unwilling to help, I spoke to both doorstaff on the night as I was aware that the incident took place within the Club and that the doorstaff and a member of bar staff and picked the male up from the floor and taken him outside, and left him. I spoke to the IP and he stated that he felt abandoned and that the door staff didn't do a thing to help him, except to put him outside. The doorman identified the DP to the IP but told him not to go near him as he was trouble, as they had dealt with him before in the Club. When I spoke to both the Doorman the next day the both denied any knowledge of speaking to the IP. I have been in touch with Ben and Dan Greenslade with regards to obtaining the CCTV from inside. It took</p>	

					some time to get then when I did it was the wrong date. I have left voicemails on Ben Greenslade's phone and posted a letter through the Club door but still haven't heard back from them with the correct CCTV disc. I finally received the correct dated disc on 13 th July, but as the camera faces at the bar it would not capture the incident or any other incidents taking place within the Club". "This to my knowledge is the only camera in the downstairs of the club and only covers the bars and tills". "I felt the door staff were uninterested. Ben Greenslade was on duty this evening and when I complained to Dan about the length of time I was waiting for the CCTV, Dan said he would get it sorted and it did arrive a couple of days later.
23	20/06/2011 02:11 hrs	Time Bar	Via Door staff, male being very aggressive and refusing to leave.	Left before Police arrival	
49	26/06/2011 01:40 hrs	Time Bar	Group of males ejected by door staff.	All in order on Police arrival	
92	26/06/2011 04:00 hrs	Time Bar	Female given dispersal notice for 8 hours.		
98	26/06/2011 04:23 hrs	Time Bar	Reporting rowdy male - dispersal notice issued 4 hours		
17	27/06/2011 01:12 hrs	Time Bar	CCTV operator reporting ASB/nuisance, states, can't get anything further from door staff.	1461 reports male ejected from T.B.	
77	02/07/2011 03:05 hrs	Time Bar	ASB/Nuisance, door staff assistance		
487	02/07/2011 23:20 hrs	Time Bar	PC Dixon and PC1925 report fight upstairs in T.B. Door staff not giving any details and asking Police to leave. Mr	Statement from PC Dixon and PC1925 - "2/3 people purposefully stopped us on	

	<p>Greenlade holding a private party upstairs and is processing all details.</p> <p>No Door staff on and only logged on after Police attendance at 23:27 hrs.</p>	<p>Botchergate to say there was a massive fight in Time Bar. We went into the Bar and the downstairs was empty, a bouncer from Walkabout came across and told us the door staff weren't signed on yet. We were about to go upstairs but PS1461 told us to let the door staff deal with it, a few people came down the stairs, a big lad was a bit agitated, we asked him to stay put while we found out what had taken place. All of a sudden the Walkabout staff pointed out the door staff right in front of us, this man hadn't given us eye contact or helped us in any way. It took a good 5 mins for him to approach us and then all he said was "you're not required". It was obvious something had gone on upstairs. Ben Greenlade was not to be seen.</p> <p>"It is common that whenever anything happens in the Club they plead ignorant and tend to get it outside as soon as possible, to distance themselves from it"</p> <p>"That same night another lad got thrown out of the Club, he was only very intoxicated, when we asked what the trouble was the Doorman gave us no details and wasn't helpful. When we spoke to the male he didn't know why he'd been thrown out".</p>
89	Time Bar	PC1461 issued a dispersal notice to a male for 12 hours.
109	Time Bar	Fight taking place outside bar, injuries and males taken to CIC.
123	Time Bar	PC 1124 asking for another patrol to Time Bar, not sure what
		E-mailed PS Morley for details

126	04:32 hrs 03/07/2011 05:13 hrs	Time Bar	has taken place as no one is saying anything. More patrols required as door staff and males pushing and shoving each other. Something also occurring inside the Club. Offender ejected from Club and given Dispersal notice. 2 males arrested	The younger Harrison had been ejected from Time Bar. His Dad wanted PC2135 to arrest the door staff for lawfully ejecting them etc.... They refused to leave the area so PC2168 and PC1346 arrested them D&D.
75	17/07/2011 03:23 hrs	Time Bar		Minutes of meeting in folder. Police to continue to monitor.
Meeting	20/07/2011	Durranhill PS	A meeting was held at Durranhill P/S. In attendance - Inspector Gilroy; PS Higgin; PC Paterson; John Heron, Time Bar Director, Ben Greenslade, Time Bar DPS and Director, David Crosland, Protec Security, Fred Watson, Carlisle Licensing. Sue Stashkiw Agreed Actions: 1. Improve co-operation and communication between Time Bar staff, door staff and Police. Provision of statements on request. Provision of CCTV at time of incident or in any case, within 24 hours of incident. 2. Clear demarcation of responsibility with regards to door policy and internal running of bar. 3. To actively place offenders on Pub Watch. 4. Ben Greenslade to resign as DPS and once fully trained, Dan Greenslade to take over. A meeting to be arranged with Police and Dan to discuss expectations. 5. CCTV. A training plan is to be devised whereby 1 person will always be available, during opening hours, in order to download evidence.	

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			<p>Times. Premises to be empty by: Friday – 04:00 hrs Saturday – 04:30 hrs Sunday – 03:00 hrs</p> <p>7. Ben Greenslade to submit a minor variation to club's licence covering items above.</p>	
E-mail from Andy Hunton Community Safety Officer	21/07/2011		FYI spoken with John Heron this morning and agreed to meet him and new DPS (Dan?) towards end of August to discuss CCTV suitability at these premises. This is to allow time for Dan to settle in.	
395	06/08/2011 23:26 hrs	Time Bar	Staff via PubWatch radio asking for assistance. 1 dispersal notice issued.	1 Dispersal notice issued.
74	06/08/2011 03:59hrs	Time Bar	PC2126 requesting for other patrols to attend here please disorder and I am single crewed.	All in order minor altercation both parties gone their separate ways.
E-mail from PC Chapelhow	07/08/2011	Time Bar	Time Bar turned the music off at 04:20 hrs and only then did people start leaving. 2 x Females (17 years) both left Time Bar, both would not pass Challenge 21.	PC2088 Dodd and PC Chapelhow attended and could both give SOEs if needed.
73	13/08/2011 03:29 hrs	Time Bar	Request for Police and Ambulance, young male been bottled and covered in blood. 2 males suspected. CCTV needed to ascertain who offender was. 1ST OFFENDER PUNCHED IP IN FACE USING HIS FISTS SECOND OFFENDER SMASHED BOTTLE OVER IP'S HEAD CAUSING MINOR INJURIES TO FACE AND HANDS	Just so you are aware there was a nasty assault inside Time Bar after 0300 this morning where 2 males assaulted a male using a bottle. This will end up as an ABH due to lack of injury. The incoming DPS Dan Greenslade had received a phone call from the perpetrator asking him to wipe the CCTV. Luckily Dan refused and told the Police he had been asked to do this. Dan claimed he did not know how to download the CCTV which clearly shows the assault so Ben is travelling back from a wedding in Birmingham as I speak to do it.

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97	14/08/2011 03:07 hrs	Time Bar	PS 1744 reporting a fight at Time Bar. Male was being restrained by door staff on our arrival, there has been some sort of disorder, where drink has been thrown.	I am going to meet him at the bar. I have phoned John Heron who is now extremely eager to help in anyway he can including proposing the 2 suspects for Pub Watch bans. Ben Greenslade travelled back from a wedding in Birmingham and supplied Police with the CCTV recording the assault. TRIAL AT CROWN COURT TO BE HELD 9 TH APRIL 2012
110	04/09/2011 04:16hrs	Time Bar	Anon member of the public staying at the Ibis hotel reporting looking out of bedroom window and can see people in the street passing things between each other. The noise coming from Time Bar is terrible. It is so loud. Log 112 now refers.	Male given a Dispersal Order.
112	04/09/2011 04:23hrs	Botchergate	Member of the public witnessing 2 males fighting, then a group have all started on one of the males, group is 10 or 12 males. Just past Witherspoons, male is getting assaulted.	Whatever had occurred has finished prior to our arrival and no one is telling us anything and they have all gone off.
51	15/10/2011 0217hrs	Time Bar	Report of something occurring at Time Bar males have walked off together unsure what has occurred	
55	15/10/2011 0242hrs	Time Bar	Report of a male rushing to leave area another male has been thrown out of the premises. 32yr old Male with head injury that is bleeding. There has been some sort of altercation in the toilets male will not give any details or contact number and has gone to CIC to have his head glued.	Males outside Time Bar appeared squaring up, no offences and males wandered off together. There has been some sort of altercation but unknown if any victim will confirm further enquires to obtain an IP.
67	16/10/2011	Time Bar	Report of two males head to head. Two males had fallen out	

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	0206hrs		and were nose to nose but no blows from either party they have fallen out and gone their separate ways no complaint or offences disclosed.	
99	16/10/2011 0326hrs	Time Bar	PC1910 requesting assistance to a male who has been assaulted, he has cuts to his hands and face. Mr Greenslade states if we view CCTV and anything happens it won't be recorded. Insp 505 states it is in order to view CCTV now. Male had injury to right eye and cheekbone and also left hand. CCTV viewed and no assault can be seen, other witnesses cannot recall speaking to male or any assault. Further enquiries to speak with male at home address, as he is intoxicated and making no sense. Messages left for him to contact us. No contact from this male as yet, message left and home address visited.	
449	28/10/2011 23:33 hrs	The Wall	Female states male had a packet of Cocaine in his socks and was heading into Time Bar.	To be stop checked if seen
159	19/11/2011 0030 - 0300 hrs	Time Bar	Theft of mobile phone from pocket of male.	£400
60	19/11/2011 0310 hrs	Botcherigate Party Party	3 males dispersed after overhearing them planning to go to Time Bar for a fight.	PC Hedworth
106	27/11/11 0340hrs	Time Bar	1 arrested for assault at Time Bar. IP may be suffering from concussion so his family will be taking him to CIC will need to be seen later on in the day.	Crime report for assault ABH submitted. male arrested.
242	27/11/2011 0100 - 0200 hrs	Time Bar	female reports she was in Time Bar between 1 am - 2 am when unknown females have grabbed IP from behind and pulled her to the floor in Time Bar on the dance floor and kicked her repeatedly causing bruising to her arms. Minor Injuries including Graze, Scratch, Minor Bruising, Swelling, Reddening of Skin, Superficial Cut, Black Eye.	ABH - CCTV to be viewed by PC French.
E-mail from PS Claire Sampson 1461	03/12/2011	Time Bar	I had occasion to speak with door staff last night about the closing of the door, the music is so loud I could hear it stood opposite Walkabout above all the other music going on.	Ben Greenslade delivered the CCTV for this job on 07/12/2011 with apologies. Says there was a mix up due to there being 2 incidents on the same night. E-mailed her a copy of conditions and closing time and cc Insp Gilroy for information

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			<p>When I did speak to staff they weren't obstructive, but just sort of shrugged their shoulders when I asked what time their door was supposed to be closed in respect of the noise. I had to speak to them twice, initially at 0100hrs and then again at around 0230hrs. I do accept that at some points it is busy with people going in and they can't help it, but on these two occasions it was a definite door jammed open scenario. I did not at any point speak to the Manager.</p> <p>On another note customers were still being allowed access to the premises at 0415hrs ?</p>	
<p>E-mail from PC Mulcahy</p>			<p>Last Saturday 3rd Dec 2011 I was on full nights the town had been fairly busy.</p> <p>My self and Pc 2106 Ingham went onto Botchergate after back shift left at 4am.</p> <p>Time bar was busy and still letting people in at 4:30 hours I seem to remember time bar still being open past 04:30 hours.</p> <p>We got called to a job shortly after 04:30 hours so not sure when it shut exactly but they were still letting people in whilst we sat outside. (Log 58 03.11.2011 at 04:45 hrs)</p>	
<p>E-mail from PS Higgin to Ben Greenslade and John Herron</p>	<p>09/12/2011 09:28 hrs</p>		<p>Hello John and Ben,</p> <p>Since our meeting back in July there has been a substantial improvement with regards to incident reduction and complaints regarding Time Bar however there have been a few problems over the last</p>	<p>PS 321 Higgin</p>

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			<p>we send which I feel we should bring to your attention. The main problems we have encountered being</p> <ul style="list-style-type: none"> A problem getting hold of the CCTV for an incident which was eventually resolved after numerous attempts Complaint about noise from the premises because of the front doors being wedged open Persons being granted access at 0415 on a Saturday despite an agreement to be completely empty by 0430 <p>Hopefully these will be isolated incidents and not a common occurrence. If you wish to discuss anything further please don't hesitate to give me a ring. Ben you are still officially DPS so this needs amending as per the agreement.</p>	
E-mail from Sgt Higgin from Ben Greenslade	09/12/2011		<p>Sir, Ben Greenslade phoned me this morning. I outlined our concerns. He insists that even though persons were admitted at 0415 the premises were empty at 0430!. He is happy to show me the CCTV to confirm that.</p> <p>He acknowledged that there had been an unacceptable delay with getting hold of the CCTV and blamed himself for not checking his e mail.</p> <p>I also updated him re the issue of the doors being left open.</p>	PS321 Higgin
E-mail from PS Lawrie	11/12/2011 01:30 hrs		At 0130hrs on the morning of the 11 th Door Staff from Walkabout and Party Party ran to Time Bar following a	1679

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110	25/12/2011 03:50 hrs	Time Bar	<p>CCTV operator reporting a Male headbutted and caused injury outside Club. 2 Females arrested for D & D outside Time Bar</p>	<p>ABH I/P not wanting to take this further.</p>
193	01/01/2012 01:52 hrs	Time Bar		
49	01/01/2012 03:43 hrs		<p>Police requesting ambulance to Time Bar. I assaulted and I arrested.</p>	<p>A glass was thrown beside victim's girlfriend, when victim remonstrated with male he was then punched in the face. Door staff state he had been evicted due to being D & D.</p>
57	07/01/2012 03:29 hrs	Time Bar	<p>Anon reporting that a male had just been assaulted by the Door staff and that he had just returned. Victim is seen leaving Time Bar and walking up the road he is approached by an unknown male who has been involved in some disorder near by. The unknown male and the victim appear to exchange words then the unknown male punches the victim in the face knocking him to the ground the back of his head contacting the</p>	
	07/01/2012 04:16 hrs	Time Bar/Botchgat e		

<p>E-mails to Time Bar from PC Lewis Re Log 57 Above.</p>	<p>07/01/2012</p>	<p>Time Bar</p>	<p>ker... The unknown male then walks off up Bow...ergate To whom it may concern:</p> <p>On the 7th January at 12:44 hours I contacted you via e-mail on the above address to request CCTV footage as per the message below (copied from the original e-mail): "The above log refers to a nasty assault that took place outside of Time Bar a bit further up). It is highly possible that the suspect and the victim had been in Time Bar just prior to the assault. The assault took place at approx 04:07 hours. I would be grateful if you could download the door footage and the camera at the far right of the building as you look at it from outside. I will require the footage from 0350 hours until 0415 hours from both the above mentioned cameras. I am currently on day shift and as such will ask one of my colleagues on night shift to call in and collect it. Many thanks in anticipation."</p> <p>A disc was collected the following evening by PC 991. This disc was found to be blank.</p> <p>On 9th January 2012 at 13:07 I again contacted you by e-mail explaining the above and requested the footage again as per the message below (copied from the original e-mail): "Please see e-mail below. The cctv this refers to was collected by PC991, however after being checked by the video unit it would appear the disc is blank. That is there is no footage on the disc. I need to point out that the case I am dealing with is a serious assault and your assistance would be greatly appreciated. To ensure that the footage does not go amiss please contact me directly when it is ready to be collected. Obviously due to the seriousness of the incident I would be grateful if I could get it as soon</p> <p>Sgt Higgin followed this up on 27/01/2012 and John Heron to act immediately. 31/01/2012 I now have a another 4 disc delivered from Time Bar and I have submitted them for re-format – PC Lewis</p> <p>3 out of the 4 discs you sent work fine...just the one with the assault on doesn't!!!</p> <p>Will book them in and await your direction! Tracey, CSI</p> <p>03/02/2012 Richard, Can you progress this please with Time Bar today.</p> <p>07/02/2012 1679 emailed PC Lewis to ask if this has been progressed if not I will contact John Heron and Ben Greenslade.</p>
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E-mail from Insp Gilroy	08/01/2012 04:30 hrs	Time Bar	<p>as possible."</p> <p>I was contacted by phone on the 10th by telephone from Ben GREENSLADE. I returned his call he stated that his brother had copied the disc and would get it sorted and get the correct footage to me as soon as possible.</p> <p>I received the disc and booked it in to the video store to be re-formatted. On 23rd January 2012 I received an e-mail from the unit stating that the incident was not covered. Today SPC 7632 and CSI checked the footage and it now appears that the date and time are incorrect and this is not the footage that was requested.</p> <p>I urgently require the footage for this case which as I previously stated is an unprovoked nasty assault.</p> <p>PC Lewis</p> <p>I am now running out of patience, options and time. I am on nights at the present time and have not viewed the footage myself, but trust what Tracy has seen. I have a feeling looking at the offence date that the CCTV loop may now have expired. I am back in on Monday and would appreciate some guidance on the best way to proceed with this now.</p>	505
At 0430am this morning (Sunday 8th Jan) Time Bar was absolutely bouncing. I went over to door and looked inside and the dance floor was full. I asked to speak to Dan who came outside at 0433am. Dan said that he "didn't realise that it was so busy, as he was upstairs in the office" He then contradicted himself by saying "we have only got busy in the last half hour" (which would tie in with				

		Concrete & Outrageous closing times) He told me that this would be the last song and at 0435am the music went off and they started to empty the premises, as quickly as possible.		
82	15/01/2012 0425hrs	Outside, Time Bar	Male was assaulted outside Time Bar he was punched to the head on more than one occasion causing the victim to fall to the floor.	
37	28/01/12 0210hrs	Time Bar	CCTV reporting a fight outside Time Bar. Ambulance requested for a male knocked out after being struck. 2 arrested section 4. 03/02/2012 Sarge, I dealt with 2 males who were arrested in the early hours of Saturday 28th January 2012 following an incident on BOTCHERGATE where another male was knocked unconscious. All three had come from inside TIME BAR prior to the incident. The male claims whilst he was in TIME BAR he was punched from behind however, did not want to pursue a complaint of assault. CCTV was requested from TIME BAR on the night, however, the disc which was later provided is corrupt with a distinctive imperfection within the recorded data area. Having heard the difficulties PC LEWIS has had and on speaking to the Video Unit about other examples of failed recordings I find it suspicious that this disc does not work.	Victim would have nothing to do with the police. PC 2065 submitting a CID6 regarding section 4 POA.

			Inspector GILROY rightly pointed out that there could be evidence for a public order offence inside the club, which I had not considered. Please could TIME BAR be required to provide working footage from inside the Club between 01:30 and 02:15 on 28/01/2012 to establish whether there are any offences to pursue. PC Park			
74	29/01/12 0248hrs	Time Bar	PS 966 reporting door staff reporting a male assaulted and flat out on the dance floor. Ambulance requested. Stating unknown 20yr old male unconscious and bleeding from the head. Male was taken to CIC by friends in a taxi. 3 out of the 4 discs you sent work fine....just the one with the assault on doesn't!!!			IP hasn't been in touch yet. He will be able to be spoken to at 1700hrs on 29/01/12. E-mail to PC Lewis from CSI.
E-mail Forensic Imaging- CSI Carlisle	01/02/2012					
E-mail to Insp Gilroy	02/02/2012		Please see the e-mail before. I am now running out of patience, options and time. I am on nights at the present time and have not viewed the footage myself, but trust what Tracy has seen. I have a feeling looking at the offence date that the CCTV loop may now have expired. I am back in on Monday and would appreciate some guidance on the best way to proceed with this now Can you progress this please with Time Bar today. They would appear to have a bad batch of discs. Maybe we could suggest they get some fresh ones and alter the write speed of their device to improve quality			E-mail from PC Lewis to Insp Gilroy
E-mail to Sgt Higgin	03/02/2012		Spoke to Dan Greenslade who assured me they have installed a new idiot proof system which should eliminate			E-mail from Insp Gilroy to Sgt Higgin.
E-mail to Insp Gilroy	04/02/2012					E-mail from Sgt Higgin to Insp Gilroy.

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76	12/02/2012 03:26 hrs	Time Bar	any future problems Female stating two men have stolen items from her handbag. Theft from handbag. Mobile Phone; Passport; keys and makeup bag.	2157 PC Hill dealing.
E-mail from CSI - PC Lewis	13/02/2012		The CCTV you have supplied is completely incorrect. This is now the 9 th or 10 th disc in a row that has been incorrect. From the description it is apparent that the required footage should be of the outside and not the inside anyway. All of the previous incidents either involved their staff fighting/excessive force or fighting directly outside of the club. I was under the impression that someone who can operate their system would be on duty at all times and to supply relevant CCTV within 24 hours. Since this change over we have not received ONE SINGLE DISC that was correct!!!	CSI Imaging Officer Durranshill Station
E-mail to PC Lewis/PC Park from 1679	14/02/2012		Bad news Jen, the disc Ben Greenslade dropped in was Martyn's job not yours, he said that in the envelope with the disc, there was a 2 page letter stating that your job is now gone, taped over and that the reason why they've had problems is because the date and time was set wrong on the system and no one knew how to put it right. So up until February 3 rd any evidence would have the wrong date and time on it (that will include yours Martyn). An engineer re-set their CCTV system so that everything is correct now and that the cameras have also been moved	E-mail from 1679 to Jen and Martyn. After a discussion with Ben on the phone.

SS

			<p>to cover better areas.</p> <p>So in a nutshell your evidence is gone and the DVD booked in is Martyn's.</p> <p>Also for our information both Dan and Ben are able to download any evidence needed.</p>	
57	18/02/2012 03:36 hrs	Time Bar	<p>Male arrested D & D after throwing up over someone in the Club and being ejected.</p>	1 arrested D & D
E-mail sent from PS Beattie.	18/02/2012	Time Bar	<p>Disappointingly Time Bar was still closing at 445 hours this morning and persons were spilling out onto Botchergate, obviously 15 mins prior to us reopening the gates and traffic being allowed to use the road again. PC 1963 Lewis initially spoke to Ben Greenslade and asked him if he was still open for a specific reason, party night etc, his response was " I have a 24 hour licence and I can do what I like". I entered the premises and spoke with Dan Greenslade who was slightly more cooperative, he explained that they were still heaving at 4am and didn't want to close. I explained I would be emailing yourselves as the below agreement is in place, there was a slight incident outside which is what drew us to the fact they were still open but nothing major, to be honest the pandas weren't rushed off their feet either but this is an exception to the rule, we may have struggled if staffing had been different. On top of that there is the issue with the CCTV which I believe you already have in hand. Just wanted to bring this to your attention as I feel we are moving backwards with Time Bar again.</p>	<p>Request for information from PC Lewis who initially reported the facts to her Sgt.</p> <p>Request for meeting sent by e-mail to Time Bar.</p>

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E-mail to Time Bar e-mail address.	20/02/2012	Durranhill	<p>Meeting requested with John Heron, Dan and Ben Greenslade. For March 2nd 2012 at 11 am at Durranhill PS.</p> <p>1679 telephoned Fred Watson to ask him about Ben Greenslade still being DPS when it should be Dan. Fred off until Weds. But message left for him to ring 1679 or the Inspector.</p>	<p>Waiting for reply from e-mail (both addresses sent to).</p> <p>1679 21/02/2012 Telephoned Ben Greenslade and left message about meeting time and venue, asked him to confirm that he had received it.</p>
Telephone conversation with John Heron	21/02/2012		<p>1679 spoke to John Heron, his house has just burnt down and he is homeless and won't be able to come to the meeting.</p> <p>He feels everything is going OK since the last meeting and has e-mails off Richard saying so. Now the CCTV is sorted he feels that it is starting to become a witch hunt and that they are being singled out. He pointed out that KISS are open until 5 am.</p> <p>He said that Police Officers are continuously asking the door staff what time they are closing, to the point that it's asked almost hourly from 11 pm onwards. Also, he wasn't aware of any major incidents happening in the Club. He stated that if the club is bouncing at 4.30 then he doesn't think it unreasonable to stay open until 5 am as the financial difference is huge and if there are no incidents then he can't see why they are being jumped on all of the time. He says Richard has agreed that also. He stated that the 4.30 am deadline, which they have stuck to, is crippling them financially. Also it has cost them a fortune to upgrade the CCTV so that they can produce evidence there and then to the police, which happened at the weekend to an Officer who stood and waited for his</p>	<p>Meeting arranged for 12 pm.</p> <p>1679</p> <p>I stated that I would look at KISS' closing times, but that if there were no incidents reported then whatever time they decided to close would not be an issue and that by no means were we singling Time Bar out but that we were trying to work with Time Bar to address issues which may affect their licence. The meeting was to discuss how things have gone since the last meeting and that it was fine if he was unable to attend, that hopefully Ben and Dan would be able to come.</p>

49	25/02/12 0236hrs	Time Bar	discuss He doesn't know what else they can do and feels that they are being victimised. PC 2067- requesting assistance. One coming in for police assault	A male was arrested Section 4 public order and police assault .
95	26/02/2012 0348hrs	Time Bar	SC 7631 requesting an ambulance for male bleeding heavily from his arm. Male has a bad laceration to his right arm. This male had a verbal altercation and smashed a sink inside the premises causing the laceration to his arm.	Male was arrested suspicion criminal damage to two sinks at Time Bar, he was conveyed to CIC by ambulance after sustaining a laceration to his right arm due to his injury he was street bailed.
51	26/02/2012 01:42 hrs	Time Bar	3 males came out of Time Bar then proceeded up Botchergate randomly hitting people in the faces.	1 male taken to CIC with injuries. ABH.
38	10/03/12 0149hrs	Time Bar	PC 1992- three males detained for D&D and Section 5 Public Order offences.	
37	11/03/12 0121hrs	Time Bar	Female reporting her son has phoned her stating he has been attacked outside the Time Bar.	Patrol spoke to male who had no complaints of assault , male had phoned mum as he was having a verbal altercation with another male. This other male has already been issued with a dispersal notice.
45	11/03/12 0138hrs	Time Bar	Male issued with a Dispersal Order to leave town for 6 hours.	
45	13/02/12 0749hrs	Time Bar	Female reporting she was slapped in the face at 0030hrs on the morning of 1 th March by another female in the toilet cubicle at Time Bar. Informant perceives this to be a hate crime.	Hate crime assault report submitted.
61	09/04/12 0202hrs	Time Bar	CCTV monitoring a male walking up Botchergate. He claimed he had been assaulted by door staff.	Door staff had lawfully ejected him from the front of the premises due to his initial behaviour. Male warned and advised regarding his behaviour and left the area on request.
72	22/04/12 02:51 hrs	Time Bar	Ambulance contacted to attend male.	Male recovered, refused ambulance and walked away.

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75	22/04/12 03:03 HRS	Time Bar	2 Menes arrested for D & D	2135
82	22/04/12 03:15 hrs	Time Bar	Offender hit victim over head with glass bottle causing 2cm cut to top of head and bleeding. Victim ejected from the nightclub and offender remained at scene	Officers approached whilst on foot patrol by male who had been ejected from Time Bar Botchergate Carlisle. Victim reporting that he had been assaulted prior to being ejected from Time Bar and received a 2cm cut to the back of his head. Male offender identified to officers at scene and arrested. Whilst at scene the victim was uncooperative and hard for police to control. Suspect interviewed by DC 1880 Hind and denied the offence claiming that he was the victim of the assault having been punched by the victim. Suspect captured for PROMAT procedure and bailed until 1st June 2012. Victim attended Carlisle Police Station on the afternoon of 22nd April 2012. Stated that he did not wish to support a police prosecution or attend court. He did have the cut to the back of his head photographed and provided a negative statement. Further enquiries by DC 1880 Hind to view CCTV from Time Bar and establish what has occurred and any possible public order offences.
80	07/05/12 0218hrs	Time Bar	Door staff requesting police. Two vans required, two arrested section 4 P.O.A. CCTV Operator contacted Police Officers on BOTCHERGATE to TIME BAR following information received that persons were being restrained by door staff.	2 arrested section 4 P.O.A

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	<p>On arrival at TIME BAR door staff had separated and retained two females. PC LIGHTFOOT removed and spoke to female A who declined to give any explanation as to what had happened nor provide any details and just wanted to leave and was so sent up BOTCHERGATE with friends. PC ROBBINS dealt with Female B and advised her to walk away. A has then gone to sit on the kerb on the opposite side of the road to TIME BAR with her friends. And as B has walked passed A has launched herself and both females have ended up rolling around on the floor pulling out each others hair extensions. Both arrested Sec 4POA.</p>		
65	<p>Time Bar</p>	<p>26/05/12 0400hrs</p>	<p>PC991 reporting male in his 20's has been pushed over by door staff hit his head on pavement and drifting in and out of consciousness, door man has pushed him so hard will have to bring him in for assault. Door man arrested on suspicion of assault.</p>
84	<p>Time Bar</p>	<p>24/06/12 0429hrs</p>	<p>PC2168 reporting that staff are requesting assistance with two males.</p>
91	<p>Time Bar</p>	<p>01/07/12 0304hrs</p>	<p>Large altercation on the street seen by CCTV. Males and females. 1 detained NFD</p>
68	<p>Time Bar</p>	<p>08/07/12 0225hrs</p>	<p>Male with a wound to face.</p>
78	<p>Time Bar</p>	<p>08/07/12 0253hrs</p>	<p>Male arrested D&D</p>
85	<p>Time Bar</p>	<p>15/07/12 0304hrs</p>	<p>Ambulance called for a male who had been unconscious but was now coming round no bleeding.</p>
			<p>Officers attended the CIC to speak to the victim. The victim was scanned as there was a possibility that he may need to be taken to RVI at Newcastle as there was concerns about his head injury. Peter Hrebik arrested for assault ABH. Victim refused point blank to make any complaint.</p>
			<p>Both males arrested for section 5 POA and resisting arrest. Males had been ejected from the premises then started to lunge at door staff and throw punches.</p>
			<p>Further enquiries to view CCTV and try to locate offender.</p>
			<p>This male had been knocked out by another male in self defence as this</p>

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106	15/07/12 0431hrs	Time Bar	PS1000 reporting a male arrested Section 4 POA.	male had been having a go at another male, number of witness confirm the situation. 1 male was taken to CIC with injury to his side possibly caused by glass. As PS1000 approached the scene the injured male's friend was being restrained by door staff this is the male arrested. Male left on police arrival.
86	21/07/12 0408hrs	Time Bar	CCTV reporting male about to kick off.	
54	22/07/12 0150hrs	Time Bar	CCTV reporting there is going to be a fight unless police attend.	Lads left Time Bar no disorder just finger pointing.
53	28/07/12 0225hrs	Time Bar	PC2142 reporting a female IP has a bloodied nose after being punched a couple of times.	Female offender arrested.
36	29/07/12 0110hrs	Time Bar	Ambulance attending a male with two chipped teeth who had also been unconscious.	Further enquires to take statement and trace offenders.
46	23/09/12 0157hrs	Time Bar	PC 2052 male 32yrs with head injury walking off towards Crown lounge, refusing details or to tell us what has occurred at this location.	
147	23/09/12 01:30 hrs	Time Bar	Male reporting he had been assaulted at 0130hrs this morning whilst in Time Bar caller said the police did go over and see him at the time and took his address and told caller to report it today. Caller has a broken front tooth, he was at the bar at the time.	Crime report submitted for ABH.
85/88	30/09/12 03:24 hrs	Time Bar	Female detained in the toilets of Time Bar for ABH. Another female arrested for Section 4. PC 1847.	Whilst inside nightclub victim made her way to the toilets. Once inside the victim saw a minor disturbance between the offender and another female. The victim intervened between the offender and female whereupon she was slapped across the face. The offender whilst the victim was on the floor then kicked the

109	30/09/12 04:42 hrs	Time Bar	<p>Suspect was ejected from the club he was being restrained by 2 males whilst shouting at door staff. He broke away from the males and attempted to throw a punch at doorstaff. Male Pava'd.</p> <p>After being away from front line for 3 years I found last night horrendous.</p> <p>At 02.50 I dealt with a nasty ABH at Time Bar. Log 88 At 03.10 hours I diverted to Walkabout 2 x S.4 log 85</p> <p>At 03.30 hours I requested Time Bar turn the music down by half, they did so, I didn't get his name but it was the English door supervisor with grey hair in his 50's. He said they were shutting at 05.00 hours.</p> <p>I entered Time Bar shortly afterwards to look for a missing tooth from log 88 the floor was running in liquid in the main bar and the female loo's were a health hazard, covered in blood from the ABH. You couldn't walk anywhere inside the building without slipping.</p> <p>At 04.15 there was approx. 95 inside, approx 20 people milling about outside of Mood doors and approx 30 outside of the cinema.</p> <p>There was just me and Dave available and we told the group from outside to start making their way home</p> <p>Around 4.20 hours the music stopped but people were still inside.</p> <p>The bar emptied and at 04.42 hours we then dealt with</p>	<p>victim in the face causing a tooth to be pushed up and into the mouth region. The victim left the toilet and a short time later the offender was ejected by doorstaff and arrested outside the club. 1847 -- 1 arrested D & D; 1 arrested Section 4.</p>
E-mail from PC Meek 1847	30/09/12			

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29	06/10/12 0205hrs	Time Bar	an officer Section 4 and D & D. Male arrested suspicion theft of a mobile phone.
32	27/10/12 0152hrs	Time Bar	PC 1636 reporting one male issued with a Section 27 Dispersal Notice and one male arrested D&D.
102	11/11/12 0521hrs	Time Bar	PC 1335 reporting a racial comment. A male had asked another male if he was English. The male ignored this comment but then the offender had stated 'Oh he's one of them'. The male has not suffered any alarm, harassment or distress regarding this comment. Incident forms submitted and enquiries will be followed up at a later date. Male arrested D&D.
33	18/11/12 0122hrs	Time Bar	
61	24/11/12 0414hrs	Time Bar	1692 was speaking with two persons outside Time Bar when approached by two males who pointed out that one of the males we were speaking to has a handgun in his back and has shown it to them. All in order two males ejected not willing to give us any details and are on their way home.
78	25/11/12 0332hrs	Time Bar	
69	08/12/12 0409hrs	Time Bar	A Member of door staff reporting aggressive male outside Time Bar waiting for door staff to finish in order to fight. The male is causing problems outside above, request police.
Sgt 1185	09/12/12 0100 hrs	Time Bar	Sgt 1185 Graham witnessed a male being "launched from inside the premises out onto the street. He went right across the pavement and landed on his face in the road" Door staff, when questioned, denied all knowledge. CCTV was not provided at the time. Greenslade stated he would drop the requested CCTV off at the police station the following morning but failed to do this. Eventually, after being contacted by Sgt Graham, he arrived with the CCTV late afternoon, but the CCTV coverage did not start until 0505hrs indicating that it was probably not switched on until then,
			Numerous arrested made.
			Male (Pubwatch nominal) moved away from the area.

56	09/12/12 0235hrs	Time Bar	<p>Male reporting his girlfriend and her friend have been assaulted by another female, first aid had been given but both are still bleeding. Leg and thigh injuries due to being hit by glass table, caller taking them to hospital. Caller reported the manager Ben Greenslade is not contacting the police. Caller very polite and gave full details.</p>	<p>or the incident had been erased and the CCTV restarted at that time. .(See attached statement from Sgt Graham). PC Prangnell was told by Ben Greenslade that the reason the CCTV was not working correctly was possibly due to a water leak from guttering on the old Mood premises. PC Prangnell saw no evidence of water damage within the vicinity of the recording equipment. This poor excuse was unacceptable due to the CCTV working perfectly well after the incident.</p>
				<p>PS1185 spoke to the victim and Ben Greenslade, Ben stated he would have CCTV ready in the morning. CCTV was not provided at the time. Greenslade stated he would drop the requested CCTV off at the police station the following morning but failed to do this. Eventually, after being contacted by Sgt Graham, he arrived with the CCTV late afternoon, but the CCTV coverage did not start until 0505hrs indicating that it was probably not switched on until then, or the incident had been erased and the CCTV restarted at that time. .(See attached statement from Sgt Graham). PC Prangnell was told by Ben Greenslade that the reason the CCTV was not working correctly was possibly due to a water leak from</p>

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58	15/12/12 0309hrs	Time Bar	PS 1185 arrested one male for being drunk and disorderly from Time Bar.	guttering on the old Mood premises. PC Prangnell saw no evidence of water damage within the vicinity of the recording equipment. This poor excuse was unacceptable due to the CCTV working perfectly well after the incident.
E mail From customer of the Ibis Hotel opposite Time Bar – to Licensing Officer	15/12/12	Time Bar 04:15 hrs	"We stayed at the IBIS hotel in Carlisle on Saturday 15 December. Our room was at the front of the hotel overlooking Botchergate. We were unable to get any sleep due to the noise levels of music that could be heard from the Time Bar opposite the Hotel. The noise levels of the music which continued until 4.15 am was in my opinion excessive. We were advised by the hotel staff that they had complained to the club management."	Ben was challenged as to why the offender was not stopped to which he replied "because her boyfriend was massive". Female offender arrested on suspicion GBH.
72	16/12/12 0247hrs	Time Bar	Door staff requesting assistance.	Drunken male left on request of police, no offences.
Pubwatch	17/12/12		No proposals this month from Time Bar.	

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Meeting				
E - Mail	21/12/12 0200 hrs	Outside Time Bar	<p>PC 2168 Hill reports:</p> <p>1) While outside of time bar at around 2am we asked the door staff how many people were in the premises. Both door staff looked at us with a very blank expression neither had any kind of counters. A member of staff did come out and say there was 85 inside but at that time on a busy shift I would highly doubt if that was the case</p> <p>2) it was a very busy day and people were in and out of the place like yo-yo's so the doors were pretty much constantly open all the time as well</p>	PC 2168 Hill
E - Mail	22/12/12 01:40 - 02:30 hrs	Time Bar	<p>I was on foot last night and stood outside Time Bar for a long period. I have got pocket note book entries regarding the door being open.</p> <p>At 0140hours the door was wedged open allowing music to spill out onto the street. There was about two or three people in the queue but no real necessity for the door to be open.</p> <p>At 0158hours there was not one person in the queue yet the door was still wedged open.</p> <p>And at 0227hours the queue was again empty yet the door had not been shut once.</p> <p>So over the period of almost an hour the door to the club did not shut once and appeared wedged open with a door stop throughout the whole period. Police left the area just after 0230hours and the door was still wedged open.</p>	PC Young 2212
164	22/12/12 0434hrs	Time Bar	<p>PC 2194 reporting a male has been arrested ABH.</p>	Male was later de-arrested as the IP had refused all details and is not co-operating.
14	24/12/12	Time Bar	Male dispersed from the area.	Male later arrested for breaching the

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45	0052hrs 29/12/12 0211hrs 29/12/12	Time Bar Time Bar	Theft of bag from Time Bar Staff recovered the bag nearby minus the cash. CCTV was requested from Time Bar to investigate the theft of a bag. It was arranged that it would be collected by someone later that night/following morning. When requested at 01:30 hrs Ben stated that he didn't get the message until 21:00 hrs and that burning it off now would mean a loss of coverage. He was told that it had been pre-arranged and it should have been completed.	dispersal notice. CID6 submitted and further enquires. PC 2106 Ingham. PC Aiston
E-mail from Inspector Sowerby	31/12/12 23:45 hrs	Outside Time Bar	"At 23:45 hrs the doors to Time Bar were wide open and the music could be heard at least 75m up Botchergate, above the noise of all other premises. I had to ask the door person to close the door to reduce the noise."	Inspector Sowerby.
197	01/01/13 0348hrs	Time Bar	PC 2171 male arrested on suspicion of assault, Male victim unconscious and ambulance requested. Victim spoken to who did not wish to make a complaint and wanted no police involvement.	
56	05/01/13 0255hrs	Time Bar	Pubwatch nominal arrested D&D after being allowed into Time Bar.	I arrested at XXXXXXXX for being D & D in the early hours of Saturday morning outside Time Bar. He had been in there and had kicked off attempting to head butt door staff when told to drink up. On checking pub watch he is on the list and should have been barred.
62	13/01/13 03:34 hrs	Time Bar	Offender was put out of Time Bar and then punched the door supervisor on a number of occasions however only one of the punched connected this has resulted in a cut and bloody lip and the victims tooth clasp has broken which costs £300.	1 arrested for ABH.

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APP 1 F

WITNESS STATEMENT

Criminal Procedure Rules, r 27.2; Criminal Justice Act 1967, s. 9; Magistrates' Court Act 1980, s. 5B

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Statement of: Liz Graham

Age if under 18: Over 18 (if over 18 insert 'over 18') Occupation: PS 1185

This statement (consisting of _____ page(s) each signed by me) 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: _____ Date: 17th February 2013

Tick if witness evidence is visually recorded (supply witness details on rear)

Further to my statement of 15/12/2012 I would like to add the following;-

In this statement I make reference to a member of Time Bar door staff called Peter HREBEK being on duty that night. I now realise that this was an error. The member of doorstaff on duty that night is known to me as 'Polish Pete' as I have heard him referred to by this name by customers and other doorstaff. I wrongly assumed that he was Peter Hrebek



Signature: _____ Signature witnessed by: _____

MINUTES OF MEETING RE: TIME BAR 2nd MARCH 2012

PRESENT: Inspector Gilroy; PS Higgin; PC Paterson; Ben Greenslade, Time Bar Director, Dan Greenslade, DPS..

The meeting opened with Inspector Gilroy discussing all the positive actions and general improvement in the management of the bar until the end of 2011. It was then agreed by all that there had been a general slippage in the early part of 2012.

The Club's CCTV was discussed and Inspector Gilroy expressed his disappointment and concerns re. the loss of evidence due to evidential discs supplied by Time Bar had the wrong time and date on them and therefore did not record the incident required. Ben admitted that this was something which had happened but that it was now rectified and it was now operating correctly. Dan stated that he would rather give the Officer requesting CCTV the evidence there and then and it was agreed by all that it would be perfectly acceptable to close the CCTV system down for 15 mins whilst burning off a disc. It was agreed that this is what will happen in the future. Ben also added that every area in the Club was now covered by the CCTV and there were no blind spots as before.

Closing times were discussed and Ben explained that if the venue was full at 4.30 am it broke his heart to have to close due to the financial loss. He also said that since Party Party had closed they were getting in a more undesirable clientele, which they didn't particularly want. Pub Watch referrals were then discussed and it was explained by Inspector Gilroy that if they referred these undesirable characters to Pub Watch then it would prevent them from entering their premises, therefore making it a nicer place to go and reducing the chance of violent incidents.

Dan stated that Ben has taken a step back from managing the Club and that he runs it now and that his paperwork has all gone to Licensing and expects to be the official DPS before the end of March.

Ben asked for extra time in keeping the Club open, he would have liked 4.30 am on Friday and 4.45 am on Saturday. Inspector Gilroy said that he would prefer the same closing times for both nights and that 4.30 am would be clear to everyone. It was discussed around the table and decided that although there had been a bit of slippage at the beginning of the year the overall running of the club had improved. The Police would continue to monitor the Club and if things started to slip then the times would be reviewed. This was agreed.

AGREED ACTIONS

- 1. Improve co-operation and communication between Time Bar staff, door staff and Police. Provision of statements on request. Provision of CCTV at time of incident (preferable) or within 24 hours of incident.**
- 2. Clear demarcation of responsibility with regards to door policy and internal running of bar.**
- 3. To actively place offenders on Pub Watch.**

- 4. Ben Greenslade to resign as DPS and once paperwork returned from licensing Dan Greenslade to take over, before the end of March 2012.**
- 5. One person will always be available during opening hours, in order to download evidence.**
- 6. Premises to be empty by:
Friday/Sat – 04:30 hrs
Sat/Sun - 04:30 hrs**

At the conclusion of the meeting Dan and Ben offered their personal e-mail addresses in order to contact them quickly and more directly.

MINUTES OF MEETING RE: TIME BAR 11 AM 20TH JULY 2011

PRESENT: Inspector Gilroy; PS Higgin; PC Paterson; John Heron, Time Bar Director, Ben Greenslade, Time Bar DPS and Director, David Crosland, Pro-TECT Security, Fred Watson, Carlisle Licensing, Sue Stashkiw Carlisle Licensing.

The meeting opened with Inspector Gilroy discussing the Action Plan, which had been agreed at a previous meeting on the 16th December 2010. He pointed out that a minor variation had not been subsequently submitted and questioned why. Ben Greenslade's reply was that he thought he would have been sent the paperwork, this had not been received. It was pointed out that this was his responsibility and that the licensing officers would offer completion advice on request

The number of calls for police service, since the 16th December meeting totalled 64. 43 of those reported were after 03:00 hours. It was then explained that the purpose of the meeting was to agree an Action Plan to improve co-operation and communication in order to reduce calls for service. At this point Ben Greenslade informed everyone that he intended to step down as DPS and that his brother Dan Greenslade would be taking over after completing his Licensing training. It was confirmed that Dan Greenslade would go on the next available licensing course. Licensing would be informed when this has been carried out.

Inspector Gilroy highlighted the nature of the incidents the police had responded to in and around the premises with particular emphasis on a number of serious incidents where the police felt particularly let down by the failure to provide CCTV and statements.

Dave Crosland stated that it was in the door supervisor's conditions of employment that they assist the Police.

An incident was discussed where Ben had witnessed an assault but had not provided a witness statement, he denied knowledge of this, stating that he does make statements and that he was shortly to attend court with reference Aaron Turnbull. He accepted that he could not recall all the incidents mentioned

John Heron is to ensure a detailed incident log is kept in the premises, detailing what incidents have occurred and what CCTV has been handed to the Police, he hoped that this would capture both positive and negative actions.

Provision of CCTV was discussed in particular around an incident where CCTV was never provided following a very serious assault. It was identified that the club currently is covered by two independent CCTV systems, one of which can be downloaded easily and the second which requires an engineer callout at a cost to the club of £80 per visit. It was agreed that the delays associated with this procedure were not acceptable

After discussion, an agreement was made to upgrade CCTV so that footage could be obtained immediately and also there would always be a suitably qualified person on duty at all times to download the CCTV.

Dave Crosland pointed out that there was a lack of communication with regards to incidents both inside and outside the premises, between Ben, Door Supervisors and bar staff and he admitted, because of known previous problems, that he had just recently put on new door staff.

Ben Greenslade admitted that he had overruled door staff on previous occasions, though that this was due to emotional blackmail, he denied letting undesirables in the premises. Inspector Gilroy pointed out that it was up to the management to set their admission policy, which the door supervisors should then follow. Mr Greenslade's interference at the door was likely to cause confusion and be inconsistent.

Pub Watch was discussed and Ben refuted not being an active member and stated that he was responsible for referring several prominent troublemakers.

AGREED ACTIONS:

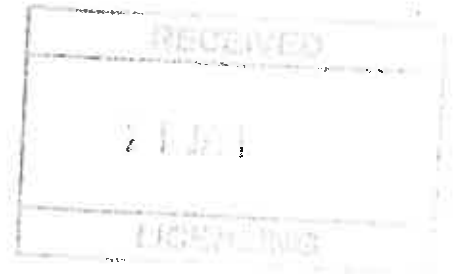
1. **Improve co-operation and communication between Time Bar staff, door staff and Police. Provision of statements on request. Provision of CCTV at time of incident or in any case, within 24 hours of incident. (Ben Greenslade agreed to submit a minor variation to the premises licence to include this provision).**
2. **Clear demarcation of responsibility with regards to door policy and internal running of bar.**
3. **To actively place offenders on Pub Watch.**
4. **Ben Greenslade to resign as DPS and once fully trained, Dan Greenslade to take over. A meeting to be arranged with Police and Dan to discuss expectations.**
5. **CCTV. A training plan is to be devised whereby 1 person will always be available, during opening hours, in order to download evidence.**
6. **Times. Premises to be empty by:**
 - Friday/Sat – 04:00 hrs**
 - Saturday/Sun – 04:30 hrs**
 - Sunday/Mon – 03:00 hrs**

At the conclusion of the meeting John Heron provided 2 e-mail addresses for direct contact with himself and the neighbourhood policing team.

Inspector Gilroy added that Police would continue to monitor the running of the bar and would inform John Herron and Ben Greenslade immediately if there were any further issues.

A review meeting is to be arranged.

APP. 2.



Ibis Carlisle,
Botchergate,
Carlisle,
CA1 1RP

Tel: 01228 518000
Fax: 01228 518010
E-mail: h3443-gm@accor.com

18TH January 2013

To whom it may concern,

After viewing the notice outside Time Bar from the council to review the licence for the premises we wish to make a representation from the Ibis which is situated just across the road from Time Bar.

Time bar causes the hotel numerous complaints on a weekend, as it is only open on a Friday and Saturday. We notice a lot of people accumulate outside the premises to smoke and also to get some fresh air. Also we have noticed that the level of music played from the bar is extremely loud. Time Bar are meant to keep the front doors closed at all times, yet they keep them open 99% of the time, to let in cool air as they have no air conditioning inside.

On a bank holiday weekend, when Carlisle is at its busiest, we find there are more complaints. This due to the fact that not only are more people visiting time bar but that more trouble seems to be caused, which makes our hotel guests feel unsafe and annoyed the fact they have been awoken.

The complaints we receive are not only in the morning of the guest checking out, but also during the night about the noise coming from Time Bar. The only way we can solve this problem is by moving the guest to another room which is situated at the back of the hotel facing the car park as we have no control over the noise coming from Time Bar. This is not always possible as most weekends we are fully booked and people just have to stay in that room. This has a massive impact on business as people do not wish to return to a 'noisy' and possibly unsafe area where the hotel is situated.

In the hotel we have chandeliers in the front window, and on some occasions the bass from Time Bar can cause these to bounce in the window. If this is happening then the bass must be vibrating through the walls and will be heard in the bedrooms.

We understand that people have to leave the premises at some point during the night, but this can also cause noise complaints, as when the majority leave when the bar closes, people shout and scream through drunken behaviour and also fights break out.

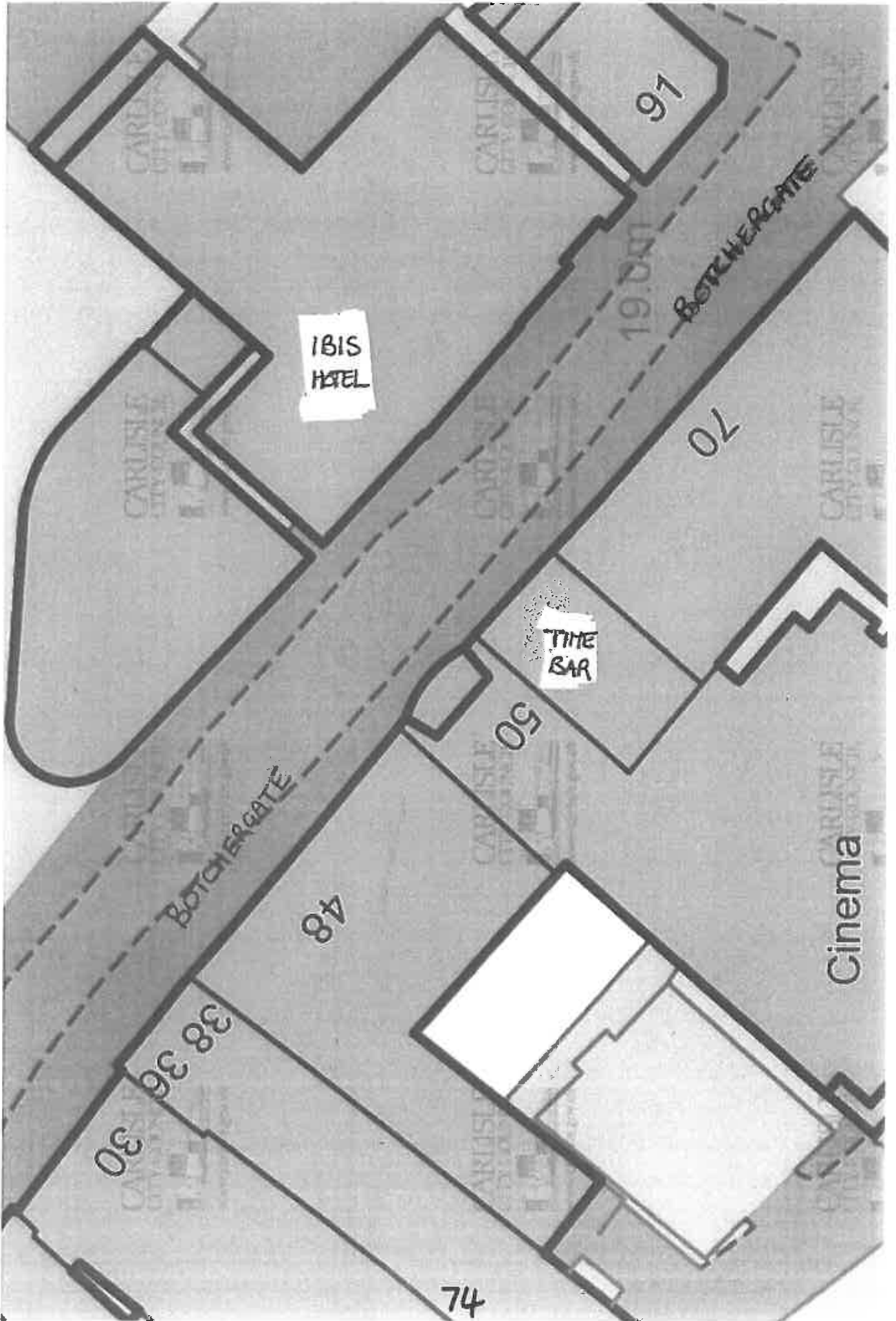
If you need any more information about how Time Bar affects the Ibis Carlisle, Please do not hesitate to get in touch.

General Manager,
Miguel Mendes

73



Ibis hotel Carlisle
Botchergate
CA1 1RP
Tel 01228 518000
Fax 01228 518010



APP 9



PRO-TECT UK

Unit A1, 10 Allenbrooke Road, Rosehill, Carlisle, Cumbria, CA1 2UT

T: 0843 289 1875
F: 0872 115 0189
E: information@pro-tect.co.uk
W: www.pro-tect.co.uk

F.A.O Ben Greenslade

Ref – Time bar Carlisle

15/02/2012

Dear Ben,

As requested, I can confirm that at no point over the Christmas period did Peter Hrebik work as a door supervisor on Time bar or anywhere else on behalf of our company. Peter Hrebik has not worked for us since September 2012 and moved to Manchester in October 2012. I can also confirm that on the night of 12th December 2012 the door staff on duty were Peter Jagielski and Thomas Gorski.

I can also confirm that there is a queuing system in operation at Time bar, although, like every other venue, it is always hard to police since the introduction of the smoking ban, causing customers to constantly leave and re-enter for smoking breaks. The Queue for entering is to the right of the premises, whilst the smoking area & queue for re-entry after being stamped is from the left. There have also been barriers purchased & used over the Xmas period following several requests for this to help try and control the access better.

Kind regards

John Lee Jeffrey

Managing Director

75



PROFESSIONAL SECURITY SOLUTIONS

15 Feb 2013

To whom it may concern,

On the night my partner Becky Elsworth was injured in an incident at Time Bar she asked Ben Greenslade to call me and let me know what happened. He rang me and explained that Becky and her friend Lauren had been in an altercation with a girl and had both been cut by glass as a result. He had taken them upstairs to clean them up but felt they would need to go to hospital. He asked if I wanted him to call an ambulance or whether I wanted to come and get her. I told him I would come and take her to hospital.

1 0 4

Liam Gray/

APP 5

Mr B Greenslade
48 Botchergate,
Carlisle
CA1 1QS

Dear Ben

Just wanted to take the time to say thank you for all your help with regards to the incident on Saturday 10th December 2012. Unfortunately myself and my friends were involved in an unprovoked attack in your bar on this evening.

I really appreciated all the help received from both yourself and your staff. You did your utmost to make us all feel at ease and calmed the situation down. Your attention and care to us all was amazing.

As a result of this we have never felt intimidated in returning back to Time Bar. I have been back to the bar numerous times after the incident and can honestly say that I noticed a change and been witness to no trouble since.

Kind Regards

Samantha Mayer

App. 5

Mr Ben Greenslade
48 Botchergate,
Carlisle
CA1 1QS

Dear Ben

Re: Time Bar Incident Saturday 10th December 2012

This is just a short letter to thank you for the superb way in which you looked after both me and my friend in the above incident.

The care in which we received from both yourself and your staff was second to none.

Having been unfortunately attacked off an individual in your bar I was then carried to safety off a member of your staff at which point you yourself then took the time to not only assess the situation, checking our injuries and our quite frankly hysterical state you then went on to personally administer first aid.

I simply wanted to take the time to thank you for all of your help not only that evening but also the messages and calls in the days after checking on my progress.

It is because of the care and attention received from both you and your staff that within a matter of weeks I returned to Time Bar for a night out and was made to feel completely at ease and safe.

Kind Regards

Rebecca Elsworth

APP 0

Jonny Connor

New Message Actions

Jonny Connor

Aight mate, we ok for guest list tonight?

Ben Greenstade

Yes mate

Jonny Connor

Cheers mate

Jonny Connor

Aight mate, we're gonna com

Aight mate, me and jaz gonna come for a few beers, we ok for guest list? Xx

79

Jonny Connor

We ok for guest list mate? Xx

Ben Greenstade

Yes brn

Ben Greenstade

Just given all details too police etc now, CCTV etc being made available too, I'm furious about what happened, please rest assured, I'll be dealing with those individuals at the end of shift, I hope I haven't come across mate at any point. My priority was to get the girls sorted and ensure police were called, if you need anything get in touch. B

Jonny Connor

New Message Actions

Jonny Connor

Guest list

Aight mate, any chance of getting me, jaz and Justin on guest list tonight? We're planning on coming but know that your not always on the cover now. Cheers

Ben Greenstade

Yes mate it be about

Jonny Connor

Cheers mate, catch u for a beer later

Ben Greenstade

Ask for yusef on the door mate, say you spoke to me

Jonny Connor

No worries mate, cheers

Jonny Connor

Aight mate, are me and jaz ok for guest list? Cheers JC

Ben Greenstade

Show this message to the bar door x - yes !!! Always x

Hurry up though x

Jonny Connor

I have seen dan cheers mate x

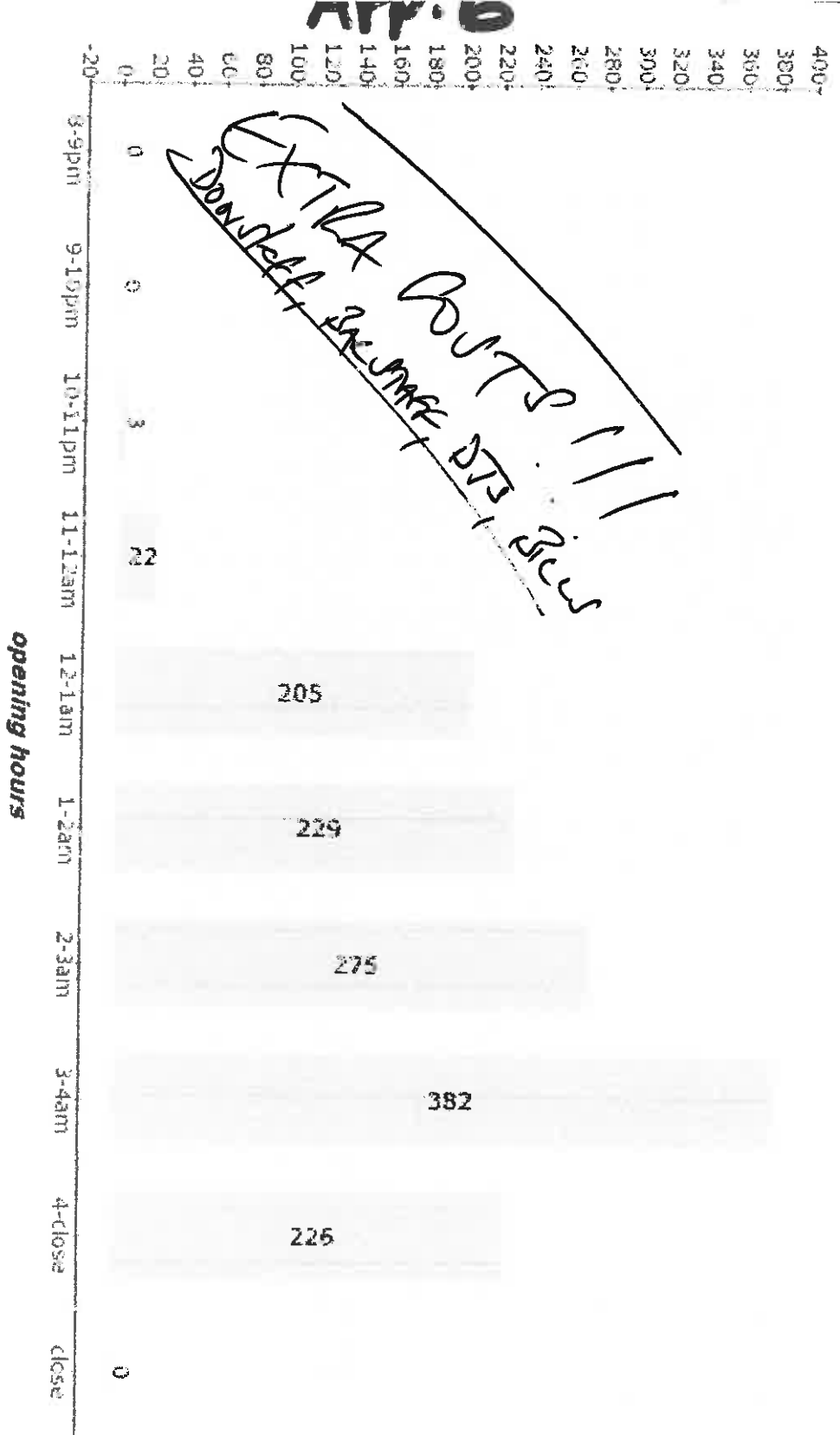
Jonny Connor

Aight mate, cheers for the invite for tonight, unfortunately I can't

Sgt 1185 Graham states that my connor would have normally frequently in time bar 11.00 head

registered sale times @ time bar

product sales



We had tried opening earlier too see if we could generate sales from 8-11 pm , as you can clearly see even after advertising this we generated 3 product sales before our normal opening of 11pm. This was tried for a two week period at a increased running cost to the business. TO ALTER OUR OPENING HOURS ANY FURTHER WOULD BE A DISASTER TOO THE BUSINESS AND WOULD ALMOST DEFINITELY SEE CLOSURE AND LOSS OF EMPLOYMENT TO THE 20 EMPLOYEES.

Evidence - Complaints on tripadvisor.com (IBIS Carlisle)

Find attached a number of detailed complaints from customers who have stayed at the Ibis hotel in Carlisle over the past 2 years. These are not all the complaints, but the complaints that referred to noise pollution specifically.

Clearly highlighted are points made by complaining customers about noise issues that affected their stay at the hotel. Clearly shows that Time bar isn't the only offender and that compared to other venues is mentioned on much fewer occasions???

In his letter dated the 18th JANUARY 2013 to the licensing department, Mr Miguel Mendes (current hotel manager) states that complaining customers who stay at the Ibis are moved to rooms at the back of the hotel to reduce noise pollution, but by reading these attached complaints/reviews you can clearly see that most noise and issues have been mentioned arising from (the back/carpark side of hotel)

Venues that have been mentioned in the reviews/complaints are

AUSTRALIAN BAR (CAN ONLY BE WALKABOUT)

LAP/POLE DANCING CLUB (CAN ONLY BE ROUGE)

NIGHTCLUBS ON THE CAR PARKSIDE OF HOTEL (TERMINAL/KISS/
CLUBROCK)

Even though I do believe TIME BAR contributes to the noise issue in this area, I don't believe (from reading the detailed reviews/complaints from these furious customers) we are by no means the main contributor to this problem?????

Also for the record Mr Mendes also states in his letter that time bar has no air conditioning? Too confirm we have fully function air con and have done for 5 1/2 years? This can be viewed and evidenced at any time

APP. 7.



Peter D
Sydney Australia

Top Contributor

- 71 reviews
- 25 hotel reviews
- Reviews in 29 cities
- 14 helpful votes

“Good value”

Reviewed 9 April 2012

Great location and staff make this hotel good value. Rooms are a bit small and the noise from the hotels opposite are negatives but are an unavoidable consequence of the location

Stayed April 2012. Travelled as a couple

- Value
- Location
- Sleep Quality
- Rooms
- Cleanliness
- Service

Was this review helpful?

[Problem with this review?](#)

[Ask Peter D about Ibis Cartise](#)



GULLIVERHamps
Hampshire

Contributor

★ 12 reviews

🏨 7 hotel reviews

🌐 Reviews in 10 cities

👤 12 helpful votes

“NICE POD - SHAME ABOUT THE NOISE....”

🌟🌟🌟🌟🌟 Reviewed 1 October 2011

We stayed at the Carlisle Ibis with a David Urquhart Travel coach party. A little confusion ensued from the start, as the car park was not well signed and our driver had to go round the block a couple of times before we found it - (arrived in the early evening , so darkness had fallen.) 'A lit sign would be good here' to paraphrase Julia Roberts in Pretty Woman!

No portorage available at the hotel chains, so after a long coach journey in warm unseasonable weather, we were all a little tired, dragging our various baggage into the hotel. The 'key ceremony' was quite well organised (sometimes they are not when a party of almost 50 arrives!) Thank God for lifts, no stairs to negotiate at the end of a tiring day's travelling... Our room was clean, quite well appointed, and we loved the POD bathroom! Shower really good for a hotel. Easy to operate, AND removable from its holder, which is unusual. One thing we like about these faceless, impersonal hotels is that each room is identical, and usually (and this one WAS,) very clean! Only drawback was being within sight - AND SOUND - of the many nightclubs/bingo halls/Australian bars, and Pole Dancing bars!!!! The noise



FoodAndArt
Cheshire

Senior Contributor

★ 34 reviews

🏨 29 hotel reviews

🌐 Reviews in 13 cities

👍 8 helpful votes

“Less Noise”

⊙⊙⊙⊙⊙ Reviewed 5 September 2011

We got a room as close to the lifts as possible to reduce the noise from the night drinking outside. This is the favourite hotel stop for the young cumbrians in for the weekend.

If you can sleep heavily it is a great value hotel. Very small rooms but well laid out like the rest of the chain

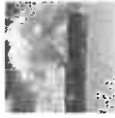
Stayed September 2011, travelled on business

⊙⊙⊙⊙⊙ Value

⊙⊙⊙⊙⊙ Sleep Quality

⊙⊙⊙⊙⊙ Cleanliness

⊙⊙⊙⊙⊙ Service



Posted by at:
AccorHotels.com Traveller
Chris J
Liverpool

Senior Contributor

★ 23 reviews

🏠 7 hotel reviews

🌐 Reviews in 11 cities

👍 30 helpful votes

"Nightmare on Botchergate!"

🌑🌑🌑🌑🌑 Reviewed 3 September 2011

3 people found this review helpful

We had a nightmare experience. The noise nuisance from nearby clubs and bars is unbearable and we were kept awake until 4am.

We are frequent travellers in the UK and overseas this is the worst stay we have ever encountered.

Sleep deprivation is a form of torture and that's how I describe our stay: "Sheer torture".

Clearly the hotel is aware of this ongoing issue, since there is not only the normal double glazed window, but also a "secondary" third glazing sliding pane on the inner edge of the window surround. It does NOT work!

We were in a first floor room at the front overlooking Botchergate. If you MUST stay at this hotel insist on a room at the rear!

the staff on the reception desk were nothing short of surly and the hotel feels a bit grubby and down-at-heel, worn carpets and the like.

I have stayed at Ibis Hotels before. They are basic and practical and normally reliable for a stay of one or two nights.

The location of this hotel makes it a place to be avoided like the plague, certainly on Friday and Saturday nights, and perhaps other nights.

Also, the car park is shared with a lap dancing/pole dancing club, since this could be offensive and embarrassing to guests, especially those with children.

So, if you are a group of clubbers who are going to stay up till 4am and don't mind a rather depressing, grim hotel with a decent "bathroom pod with power shower" this is ideal for you!

Stayed August 2011, travelled as a couple

🌑🌑🌑 Value

🌑🌑🌑 Sleep Quality

🌑🌑🌑 Cleanliness

🌑🌑🌑 Service



Traveling_Mate_UK
London, United Kingdom

Reviewer

- 3 reviews
- 3 hotel reviews
- Reviews in 3 cities
- 4 helpful votes

"Ibis Horribilis"

⊗⊗⊗⊗⊗ Reviewed 24 August 2011

2 people found this review helpful

The Ibis website says this is a "budget" hotel. That noise in your head right now is the sound of alarm bells ringing.

Okay, it's cheap and cheerful - but what's the point if you can't get any sleep? Our bed was rock hard (a thin foam sheet over a solid wooden panel), the water from the tap smelled terrible (we had to use bottled instead), the room's temperature was ridiculously hot (the air-con unit was broken), and the noise from the late-night clubs next door and opposite kept us awake all night! The staff won't like you either - they don't appear to like anyone.

On the plus side, the plastic "made by McDonalds" rooms are completely idiot-proof and clearly designed to withstand stag and hen weekends. The 1970's sci-fi bathroom "modules" are good fun too - it's like being in an episode of Blake's 7.

Do yourself a favour and stay well clear of this place. If you're skint and can't afford anywhere better, sleep in the car - I wish I had.

Room Tip: Ask for a room at the back of the building - the front is far too noisy.

See more room tips

Stayed August 2011, travelled as a couple

⊗⊗⊗⊗ Value	⊗⊗⊗⊗ Cleanliness
⊗⊗⊗⊗ Sleep Quality	⊗⊗⊗⊗ Service

2 people found this review helpful

BEWARE - IF YOU WANT TO SLEEP IN THIS HOTEL AT THE WEEKEND - Wife & I, plus other family members, stayed (thankfully) just one night - a Saturday - having read some reviews prior to booking (as we always do before staying in any hotel) - and on the strength of it being "clean and possibly some noise" at weekends we went ahead and booked/paid for 5th August 2011 - BIG MISTAKE REGARDING SLEEPING OPPORTUNITY - this was in the hope that we could get some sleep half way through a long drive from North of Scotland to South of England - I can honestly say having stayed in umpteen hotels all over Europe and the USA - in all price ranges - DO NOT BOOK THIS HOTEL IF YOU WANT ANY SLEEP, unless you intend being one of the hundreds of revellers roaming this public/club area until 05:00 hrs and then want a nearby hotel room to "sleep-it-off". Reviews we read gave the impression the noise would only be up until about the normal pub closing/clearing the street time - i.e. about 01:00 hrs (which would have been acceptable for a weekend's hoard of merry-makers & DJs showing-off their loud-speaker volume) - but we should have known - the clues were there: when trying to drive into Botchergate, looking for the hotel car park (which you share with all the Bingo players). Metal swing-gates at both ends of Botchergate which are swung closed to traffic on Friday and Saturday nights (to allow police, ambulance & fire service easy access, and more politically correct "to avail the poor teenagers & jobs easy access when transferring from one pub to the next in a small area without having to think about staggering into traffic" - heavy police presence (large vans & patrol cars) throughout the whole night - waiting for the obvious mayhem & arrests - the local Council obviously been taking advice from the police about "containing" their weekend problems by concentrating all the pubs and night-clubs into one small area to make it easier for them - and since the only Hotel in the street is the IBIS- well, make your own mind up - but the room was clean, staff were freindly and helpful - it's not their fault the Council has licensed and allowed a Hotel to be situated in such an unbelievably noisy street.

Room Tip: Room was clean. Everything worked, i.e shower, TV, kettle, etc

See more room tips

AM.7



NigelH1954
Wrexham

Reviewer

3 reviews

Reviews in 3 cities

2 helpful votes

"OK hotel, VERY BAD location!"

Reviewed 11 August 2011

1 person found this review helpful

Had the misfortune to stay in this hotel on a Saturday night after travelling from Leeds on the Settle - Carlisle railway (lovely journey by the way). As we left Carlisle's railway station at about 3.00pm we were met by several collections of very drunk people (causing no trouble but obviously very drunk). This, I thought was not a good sign!

Found the hotel easily, about 100 yards away down the main street, Botchergate. Nice, clean hotel as Ibis usually are. Air conditioning refused to work but didn't really have time to point out to the hotel management - in fact the whole hotel was extremely warm considering the outside temp was only about 16 and raining.

Went out later, avoiding drunks, for a meal and then to the cinema across the road. When we exited the cinema we were very surprised to find out that the road outside the hotel was closed off to traffic for the night so that the revellers didn't get run-over by cars. In fact, virtually the whole road was a mass of clubs and bars playing loud music!

Never mind, went to bed but even with the triple glazing that the hotel had installed we were kept awake until about 4.00am by all the noise!

Clearly this is not the hotel's fault but if I had taken the time to read all the similar reviews on your site, I would certainly have avoided this area! Next time I'll check it out before we book!

Stayed August 2011. Travelled as a couple

Value

Sleep Quality

Cleanliness

Service



mammydragon

Contributor

★ 17 reviews

🏨 15 hotel reviews

🌐 Reviews in 12 cities

👍 47 helpful votes

"A cool ensuite but noisy room"

🌟🌟🌟🌟🌟 Reviewed 2 August 2011

This review is based on our personal experience of the Ibis Carlisle as of the 22nd July 2011, therefore any reviews that were submitted before or after this date may be totally different.

We chose to stay here one night before our travels around Scotland as it was central and well priced.

Check in was quick but the lift was very small and slow. Room was usual Ibis standard and we had a funky "space age" ensuite with an incredible shower - I want one!!

I rang for extra pillows as we had two very flat ones and no spares on the shelf as is usual custom, the lady on reception advised they had run out as the hotel was very busy!

Our room was situated above a night club, across from the Walkabout bar and we looked directly at a bingo hall and associated car park. As the night wore on (we got there around 9pm) we noticed that the window didnt seem to close properly so we got a fair bit of noise which went on until after 3am with car doors banging, cars roaring off, lads shouting at each other, shrieking females etc. Even going across to Wetherspoons before going to bed to get a bit merry didnt help!!

We mentioned our problems and noise to the male receptionist the next morning & his reply was "inside I can make a phone call. outside I cannot control" - Fair point.

Loved - the space age ensuite

Loathed - having a flat pillow and a noisy room



Bobz42
Silverstone United Kingdom

Senior Contributor

★ 21 reviews

🏠 13 hotel reviews

🌐 Reviews in 15 sites

👍 11 helpful votes

“Helpful staff, pet friendly but noisy”

⊕⊕⊕⊕⊕ Reviewed 28 May 2011 via mobile

We were looking for a pet friendly hotel and these guys are ideal! They didn't charge us for the 2 dogs and there is free car parking at rear of the hotel!

The hotel backs onto the bingo and pole dancing clubs

With the hotel being in the centre it seems to be regularly used by say stag night groups so we found the place noisy both inside and outside

There's loads of places to eat and drink near to the hotel!

On the downside, we thought the hotel needs a darned good clean. There were liquid stains in the room carpet as well as the stairs carpets. If u look at the edges of the carpet, it also needs a darned good clean, both in the room and the rest of the hotel!

The room is ok, bathroom is a module style but functional. The bedding really needs new mattresses and pillows not impressed by either and we were seriously looking at moving to another hotel!

The mattress was the type where you can feel the mattress springs through it and the pillows have def seen better days

But saying that, the staff are excellent and very friendly. Thx

Stayed May 2011



Mactourez
London United Kingdom

Senior Reviewer

★ 7 reviews

🏨 5 hotel reviews

📄 Reviews in 5 cities

👤 13 helpful votes

“Hotel for insomniacs”

⊙⊙⊙⊙⊙ Reviewed 8 October 2010

1 person found this review helpful

After a long journey from the north of Scotland we broke our journey for a rest at Carlisle before going to the South. We told the reception that we were very tired and needed to sleep and rest. We were allocated a room on the front of the hotel, went out for a meal and returned to the room for R&R. Our room was opposite two nightclubs and several bars playing loud music. The music and noise grew and grew and even turning up the tv to max could not block out the unbearable noise and we could not sleep. By 02:15 in the morning we had had enough as the music was not getting lower and the street in front of the hotel was littered with drunks fighting and shouting, we decided to leave and head for home. Our complaints were ignored and as we were leaving the hotel the night manager then offered us a quieter room at the rear of the hotel. We refused notifying him of our displeasure. On leaving the hotel where our car was parked at the rear the offer of moving us became a very tongue in cheek offer as there was at the “Quieter” part of the hotel another night club and a lap dancing club with their speakers blaring out a drunk woman was lying in the car park and being assisted to her feet by an old man. Escape to the south was such a relief. This was our first and last experience of Ibis Hotels.

Stayed August 2010, travelled as a couple

⊙⊙⊙⊙⊙ Value
⊙⊙⊙⊙⊙ Location
⊙⊙⊙⊙⊙ Sleep Quality

⊙⊙⊙⊙⊙ Rooms
⊙⊙⊙⊙⊙ Cleanliness
⊙⊙⊙⊙⊙ Service



Couple490
North of Scotland

1 review

1 helpful vote

"Won't go back..."

Reviewed 10 July 2010

1 person found this review helpful

Booked this hotel for an overnight stop on route to London from the North of Scotland. Arrived at 11pm and was greeted by a very pleasant night porter called Andrew. Room was very basic but clean. Pillows require changing as they were wafer thin and there was only two on a double bed.

We were woken at 3am by drunks shouting in the corridor arriving back from the nightclub next door. Then at 4pm by another drunk singing in the carpark. Therefore, did not have a good night's sleep which was the only purpose for our stay.

Buffet breakfast was good value for money. Andrew deserves a gold star, he was very customer focused and is an asset to the hotel.

Stayed July 2010, travelled as a couple

Value

Cleanliness

Location

Service

Sleep Quality

Was this review helpful?

[Problem with this review?](#)

[Ask Couple490 about Ibis Carlisle](#)

“AVOID if you want to sleep in fact just AVOID

⊙○○○○ Reviewed 17 October 2011

3 people found this review helpful

Never ever stayed in a hotel as bad as this, from the none staff to the shocking behaviour of the other guests it was : bad we checked out after 2hrs

eller

What the Ibis website doesn't tell you is this hotel is a hoibhen party's. is next door to a nightclub, overlooks a pole d is on the main street where a heavy police presence is ev the evening. if your here to get off your face with mates th recommend it..... but

ies



ouiboy
ireland

2 reviews

Reviews in 2 cities

“nightmare”

⊙⊙⊙⊙⊙ Reviewed 11 June 2010

stayed here for 3 nights in early June, first night(thursday) was fine However the following night was a total disaster- thundering sound from nearby nightclub which didnt end until approx 3am, then the drunks started to return to the hotel, rampaging along the corridors some idiot even tried to bang our door in (i assume he got the wrong door) the place did not go quiet until well after 4am not long afterwards the early birds started to rise- result no sleep whatsoever. I of course reported this to receptionist who (eventually) sorted us out with another room at the rear of hotel and on a higher floor This proved to be a much quieter location Neither of the rooms we stayed in had a working extractor fan, hence the showering experience seemed more like being in a steam room, also the shower temperature was very intermittent- from ice cold to very hot! On the plus side the beds are big and very comfortable, shame about the noise at front The hotel location is central and easy to find Should you decide to stay here I would advise requesting a room at the rear, assuming you want some sleep

Stayed June 2010, travelled as a couple

⊙⊙⊙⊙⊙ Value

⊙⊙⊙⊙⊙ Location

⊙⊙⊙⊙⊙ Sleep Quality

⊙⊙⊙⊙⊙ Rooms

⊙⊙⊙⊙⊙ Cleanliness

⊙⊙⊙⊙⊙ Service



ScotlandAmanda
scotland
1 review

“Avoid unless you want rowdy drunks and music keeping you awake !!”

Ⓜ️Ⓜ️Ⓜ️Ⓜ️Ⓜ️ Reviewed 7 June 2010

Loud and I mean loud music from bar below keeps you awake til 4am. Drunken youngsters trying to get into their rooms. I could go on I oh at the lap dancing club at the back. The street makes Benidorm look classy by 10 pm there was girls lying in the street so drunk they could not walk. On plus side rooms clean if basic and staff nice enough

Stayed June 2010, travelled with friends

Ⓜ️Ⓜ️Ⓜ️Ⓜ️ Value
Ⓜ️Ⓜ️Ⓜ️Ⓜ️ Location
Ⓜ️Ⓜ️Ⓜ️Ⓜ️ Sleep Quality

Ⓜ️Ⓜ️Ⓜ️Ⓜ️ Rooms
Ⓜ️Ⓜ️Ⓜ️Ⓜ️ Cleanliness

Was this review helpful?

[Problem with this review?](#)

[Ask ScotlandAmanda about Ibis Carlisle](#)



Posted by a
premium.com traveller
DaznJojo
Lancashire

Contributor

- ★ 19 reviews
- 🏨 9 hotel reviews
- 🌐 Reviews in 11 cities
- 👤 20 helpful votes

“AVOID if you want to sleep in fact just AVOID full stop”

⊖○○○○○ Reviewed 17 October 2011

3 people found this review helpful

Never ever stayed in a hotel as bad as this. from the none interest from the staff to the shocking behaviour of the other guests it was simply terrible. so bad we checked out after 2hrs

what the ibis website doesnt tell you is this hotel is a hotbed for stag and hen party's. is next door to a nightclub. overlooks a pole dancing club and is on the main street where a heavy police presence is evident from 6pm in the evening. if your here to get off your face with mates then i would recommend it..... but



Sazzlealfie

Senior Reviewer

★ 6 reviews

🌐 Reviews in 4 cities

🏆 3 helpful votes

“Fighting, swearing until 6.30 in the morning”

⊙⊙⊙⊙⊙ Reviewed 5 January 2011

Stayed here for two days over new years eve we arrived at the hotel had a quick check in and went straight to the room which was clean and had everything you needed. Started getting ready about 6pm and music was coming from other rooms which we didn't mind as it was NYE and everyone was in the party mood. We came back about 3am and for half hour everything was quiet until the drunks started coming arguing screaming swearing fighting banging on doors. One lad was threatening another kicking his room door telling him to get out so he could punch him with a few choice words in-between. This argument got very heated and reception was called when someone came up the group denied any wrong doing. This argument and fighting continued until 6.30am when the group of lads were finally allowed into their room. You expect a bit of noise on NYE but this was ridiculous

Stayed December 2010

⊙⊙⊙⊙⊙ Value
⊙⊙⊙⊙⊙ Location

⊙⊙⊙⊙⊙ Rooms
⊙⊙⊙⊙⊙ Cleanliness
⊙⊙⊙⊙⊙ Service



TherobosKendal...
Kendal, United Kingdom
2 reviews

Reviews in 2 cities

2 helpful votes

"Awful hotel"

⊖○○○○○ Reviewed 23 May 2012

2 people found this review helpful

I stayed her on Monday evening. The receptionist was indifferent and the reception area smelled of garlic. My room was at the back of the hotel and the nightclub was loud until the early hours. When I returned the next day my towels had been removed and not replaced. reception told me it was impossible to get new ones! I checked out early - when I handed over my keys another but equally indifferent receptionist did not even ask why.

Stayed May 2012, travelled on business

⊖○○○○○ Value

⊖○○○○○ Location

⊖○○○○○ Sleep Quality

⊖○○○○○ Rooms

⊖○○○○○ Cleanliness

⊖○○○○○ Service

Was this review helpful?

[Problem with this review?](#)

[Ask TherobosKendal_UK about this Carliste](#)



John K
ayrshire

1 review

2 helpful votes

"Ibis Carlisle"

●●●●○ Reviewed 10 April 2012

2 people found this review helpful

We stayed here on the Sunday of the Easter Weekend. The hotel is in a good location and easy to get to. The room was clean and good value for money. Although I did find that it was noisy particularly with other guests walking to their rooms- it was like a heard of elephants going past, even though it could have been only the one person going past.

And the staff failed to tell us that the parking permit expires at 12pm on the day of check out, so we ended up with a £80 parking fine. What if we had checked put late, would we still get fined even though we were still in the hotel???

Stayed April 2012 travelled as a couple

●●●●○ Value

●●●●○ Location

●●●●○ Sleep Quality

●●●●○ Rooms

●●●●○ Cleanliness

●●●●○ Service



- 👤 **Traveler**
- 👤 **Yachira**
- 👤 **Contributor**
- 👤 **4 hotel reviews**
- 👤 **Reviews: 9 of 10**
- 👤 **6 helpful votes**

"do not touch with a very long bargepole"

👤👤👤👤 **Reviewed January 2015**

I booked a room in this hotel in mid week in mid January for my two daughters who were traveling to Carlisle by train for their grandparents funeral. They are both teachers and had a 6 hour journey to Carlisle after teaching all day. I could not get room at first choice hotel so settled on this as we had been told it was new. It was very near station and well placed for us to collect them in the morning to go to the funeral.

They arrived at about 10pm and were shown to a room which on initial impression was fine. Overall there are no complaints about comfort or cleanliness, but read on!!!

After settling in a cup of tea they were ready for sleep by about 11.15pm. They were assailed by noise which they say was like washing machines, hoovers and siren sound but unidentified buzzing. At 1am they rang reception to complain and got a grumpy response that the noise was from an adjacent Chinese restaurant. However about 5 minutes later after what

sounded like clanging doors the other noises seemed to miraculously stop 15 minutes later it started again. This was continued until @ 2am when they rang reception again and demanded to be moved. The person on duty was very unhelpful and under some pressure agreed to move them.

He told them that the only room available was on the night club side, that it was student night and there was likely to be noise until 4.30am. It however they could not be moved again. The room was fine and it was quiet so they got a few hours sleep. In the morning they complained to the

day duty person. It appeared that no record had been made of the night events, that the hotel was almost empty as it was mid week in low season so loads of empty rooms and all the staff about student night etc was

frustrating. They were given the back the trolley for breakfast and were told there was going to be a meeting about it at 11am. We have heard no more but I have written a formal complaint and requested reimbursement of the whole cost. Be warned.

Room Tip: go to another hotel

See more room tips

"nov 15th stay and nov 23rd stay"

⊙⊙⊙⊙⊙ Reviewed 27 November 2012

nov 15th stay we never slept all night been on botchergate all we heard was noise from outside we had to get up for flight nxt morning 4am so was shattered not good start .. but staying after hol was even worse .. got to bed only to be woken up by loud noises twice 2am and 4am loads ppl outside our room earlier when we checked in i asked for a quieter room this time on way bk has we never slept last time i dnt know why i bothered) outside our room there was so much noise and police in the morning when we went down to breakfast police cars , camera ppl .. sniffer dogs and police searching places in hotel cid etc app a man with a gun and ppl were arrested outside our room i nearly opened my door to see what was going on im so glad i never i didnt only bec my suitcase was in the way and i was tired .. i cant fault the staff but i would never stay agian sorry not after this

Stayed November 2012. travelled as a couple

⊙⊙⊙⊙⊙ Value

⊙⊙⊙⊙⊙ Location

⊙⊙⊙⊙⊙ Sleep Quality

⊙⊙⊙⊙⊙ Rooms

⊙⊙⊙⊙⊙ Cleanliness

⊙⊙⊙⊙⊙ Service

Was this review helpful?

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[Ask Jules / about Ibis Carrisle](#)

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Lisa D
Chorley, United Kingdom

Senior Reviewer

★ 7 reviews

🏨 6 hotel reviews

🌐 Reviews in 5 cities

👤 1 helpful vote

“The worst hotel to date,had 2hrs sleep, hen and stag parties running up and down all night in the hallways shouting...”

⊛○○○○○ Reviewed 26 November 2012

Despite the Ibis Hotel being held up with armed robbers in the morning then having hen and stag parties in the hotel they were running up and down the hallway most of the night shouting at each other. Also I had a man trying to get into my room at 4am in the morning in a very drunk state and would not accept any reasoning. So all together I had about 2hrs sleep and having to work all day the next day on 2hrs sleep it was not good. The front reception staff did not care at all and did not offer any type of compensation at all and I paid nearly £50 for the room with no sleep Bargain ... NOT. If I will NOT be recommending this hotel to my work colleagues for the future business work with a stay over I will tell them to check in at the Premier Inn where at least they offer the goodnight guarantee... Shame on you the IBIS hotel in Carlisle..

Room Tip: Yeah just don't waste your money, worst Hotel stay ever
See more room tips

Stayed November 2012, travelled on business

⊛○○○○○ Value
⊛○○○○○ Location
⊛○○○○○ Sleep Quality

⊛○○○○○ Rooms
⊛○○○○○ Cleanliness
⊛○○○○○ Service



tnb43
Halifax, England, United Kingdom
Senior Contributor
★ 21 reviews
🏨 3 hotel reviews
📍 Reviews in 16 cities
👤 10 helpful votes

"Could be really good value, but it's not"

🌟🌟🌟🌟🌟 Reviewed 11 November 2012

I'll keep this simple and split into what was good, what was OK and what was bad

Good

The shower (actually one of the best showers I've ever found in a hotel.)

Acceptable

Furnishings
Comfort

Bad

One side is right next to a couple of night clubs. beware if you don't want a very late night yourself.

Cleanliness (Edges of the carpet all around the room stood out as being filthy)

Lack of clarity over how you get the free parking (in our case, we found out after being led into paying to make sure we avoided any fines that the reception provides a permit).

Temperature of the cooked breakfast (perfect if you love lukewarm sausages and cold fried eggs)

Staff attitude to being told the cooked breakfast is cold (we were politely informed that the thermometer disagreed).

Stayed October 2012. Travelled as a couple

🌟🌟🌟 Value

🌟🌟🌟 Location

🌟🌟🌟 Sleep Quality

Was this review helpful?

Yes

🌟🌟🌟 Rooms

🌟🌟🌟 Cleanliness

🌟🌟🌟 Service

Problem with this review?

Ask tnb43 about this review



Posted by an
AccorHotels.com traveller
leftwichhall
London United Kingdom

1 review

“Walking the Wall”

⊙⊙⊙⊙⊙ Reviewed 30 September 2012

Very nice hotel with clean rooms and good service. However to be there on Friday night in Botchergate with all the night clubs and late drinking pubs is not a great idea.

The revelry continues until 4am and then you can sleep !!

Stayed September 2012. travelled with friends

⊙⊙⊙⊙⊙ Value

⊙⊙⊙⊙⊙ Location

⊙⊙⊙⊙⊙ Sleep Quality

⊙⊙⊙⊙⊙ Rooms

⊙⊙⊙⊙⊙ Cleanliness

⊙⊙⊙⊙⊙ Service

Was this review helpful?

[Problem with this review?](#)

[Ask leftwichhall about this Carisic](#)



Gareth2011
1 review

"Worst hotel experience"

Reviewed 12 September 2012

1st night - Sunday

Had lasagne it was uncooked and had no sauce. One colleague had a hair in hers - mentioned this to the server and he asked what colour it was. All items were put into 1 bin 1st night and we did not have to sign for this so we do not know what has been charged to the room.

Monday Breakfast

They did not have mushrooms but on Tuesday when the coach trip was in hotel they had a full breakfast

Tuesday Night

Came for a few drinks later and had to start signing for them. Colleague went to bar to order Baileys coffee from menu to be told no one can make them.

Wednesday Night

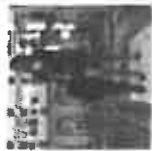
Came in from work, other guests were getting service at tables. We went to the bar to order a drink to be told they only had whiskey and asked if they would be able to go out for something but told no as they would need permission from a manager to do so. Two other colleagues ordered soup then main meal came first and Graham asked if they wanted their soup after they'd finished their main meal then they brought back the same food after they'd eaten their soup.

Over the course of our stay we have had multiple dirty glasses and had to get new drinks. Service was shocking - not even a smile and took forever.

Stayed September 2012

Location

Room
Cleanliness
Service



stoneyuk
London, United Kingdom

Senior Contributor

★ 24 reviews

🏨 9 hotel reviews

📄 Reviews in 14 cities

👤 2 helpful votes

"Good but be mindful of the night life outside the door"

ⓄⓄⓄⓄⓄ Reviewed 16 June 2012

Good simple business type hotel - staff helpful, rooms clean and comfortable and reasonable weekend price too. However, this hotel is right in the part of town where the night life is and therefore can be (is) noisy outside the hotel door. A notice on the main entrance door says it is locked at 10pm and that residents must use their room cards to get back in - this arrangement, I assume, is to keep the outside life from getting in. There is a noisy night club behind the hotel and although the music stopped at 3am, the screaming females didn't stop until 4.30am. Tip: As I will be staying there again very soon, the hotel staff have booked me into a quieter room that overlooks their car park. Would recommend that you do the same!

Room Tip: Ask for a room on the quieter side of the hotel
See more room tips

Stayed June 2012, travelled with friends

ⓄⓄⓄⓄⓄ Value

ⓄⓄⓄⓄⓄ Location

ⓄⓄⓄⓄⓄ Sleep Quality

ⓄⓄⓄⓄⓄ Rooms

ⓄⓄⓄⓄⓄ Cleanliness

ⓄⓄⓄⓄⓄ Service

Was this review helpful?

[Problem with this review?](#)

[Ask stoneyuk about this Carisle](#)



pshai78
London, United Kingdom
1 review

"Good Location but extremely noisy"

④④④④ Review of 5 June 2012

Very nice location, walking distance to loads of Restaurants in the area (the family friendly ones are 15minutes and more walking distance beside the Chinese (adjacent to hotel) and Nandos (around the corner)). Rooms are of average quality, mattresses are not of good quality just firm sponge (no springs) There is a shower and toilet and they were clean and relatively good condition

Had an issue with using the lift at mornings. Lift is used by cleaners to move their items which gives the guest 2 options either wait, we had to wait for 15 minutes with a pram, or use the stairs if you cant

Another problem is location, there are more than 6 nightclubs around the hotel that produce enough noise to party in the room with the windows closed! Our weekend was a nightmare and were unable to sleep until 4am especially with a baby that couldn't sleep due to noise - tried to change room but were told hotel fully booked

We did not try the restaurant We had a coffee and the only option was a coffee machine and not a proper espresso machine, was disappointed.

For breakfast we went to the Pub in front of the hotel but options are limited, nearest cafe was 15 minute walk in a shopping centre

Room Tip: Get ear plugs in order to sleep at night, otherwise you will stay awake until 3am due to the nightcl

See more room tips

Stayed June 2012, travelled with family

④④④④ Value

④④④④ Location

④④④④ Sleep Quality

④④④④ Rooms

④④④④ Cleanliness

④④④④ Service



conrad169
Macclesfield, England

Top Contributor



52 reviews



23 hotel reviews



Reviews in 22 cities



21 helpful votes

"Good Location, Clean and basic"



Reviewed 30 May 2012

The hotel is on Bolchergate which even on a Tuesday evening was full of people drinking as there are door to door pubs. This is great if you want a busy place with lots of bars etc but avoid this if you want it quiet

The hotel is average for an Ibis, just minutes walk from the town centre and train station. The rooms are basic but very clean. I was pleased to have a double bed for a single room but the bed was rock hard!

The food looked awful and microwaved. The breakfast is very limited with cheap ingredients. I wouldn't pay the extra £7.50, I would go elsewhere for food and a drink. The bar is very soul-less and grim, the bar waiter was quite rude and at £6.50 for a glass of warm cheap wine - I would definitely go elsewhere.

The reception staff were very nice and check in and check out was efficient. I am going to Carlisle again in the next few weeks and will certainly be booking elsewhere

Stayed May 2012, travelled on business

Value

Location

Sleep Quality

Rooms

Cleanliness

Service

See which rooms travellers prefer - 55 traveller tips

355 reviews sorted by [Date](#) [Rating](#)

English first 

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nanaUk
UK

Reviewer

 3 reviews

 3 hotel reviews

 Reviews in 3 cities

 7 helpful votes

"Fine if you want NO sleep"

 Reviewed 22 January 2013


Writing this at 4 02am on a Wednesday morning having gone to bed at 10pm and basically not slept a wink due to the INCESSANT noise from a nightclub at the back of the building. Im on the 3rd floor so can only imagine how much louder it gets on lower floors. One to seriously avoid

Stayed January 2013

 Value

 Location

 Rooms

 Cleanliness

 Service

Was this review helpful?

[Problem with this review?](#)

[Ask nanaUk about ibis Carlisle](#)



Sazzieattie

Senior Reviewer



6 reviews



Reviews in 4 cities



3 helpful votes

"Fighting, swearing until 6.30 in the morning"



Reviewed 3 January 2011

Stayed here for two days over new years eve we arrived at the hotel had a quick check in and went straight to the room which was clean and had everything you needed. Started getting ready about 6pm and music was coming from other rooms which we didn't mind as it was NYE and everyone was in the party mood. We came back about 3am and for half hour everything was quiet until the drunks started coming arguing screaming swearing fighting banging on doors. One lad was threatening another kicking his room door telling him to get out so he could punch him with a few choice words in-between. This argument got very heated and reception was called when someone came up the group denied any wrong doing. This argument and fighting continued until 6.30am when the group of lads were finally allowed into their room. You expect a bit of noise on NYE but this was ridiculous.

Stayed December 2010

Value

Location

Rooms

Cleanliness

Service