

Appendix D - Application to Review Premises Licence HDC/PRE00783, Huntingdon Pool and Snooker Club

Margaret Clark –

Good Morning,

I wish to make representation about the license regarding Huntingdon Pool and Snooker club.

I am writing this as an individual (although I do have some knowledge of the business in my role as the Deputy Manager of BID.)

As an individual, I walk my dog on a daily basis past the Huntingdon pool and snooker club. Each morning I have to scan the floor to see if there is broken glass left from the night before. I would say on average there is broken glass at least 2 days out of 7. Often there are beer bottles or glasses left on top of bins or in the flower patch by the small white House at the junction with Princes St. These could come from any of the other licensed premises of course, but the nearest is the 147 club. There is often urine in the doorway of The Attic – again I would say 3 times a week and occasionally I find small, emptied plastic Ziploc bags as well. Obviously all of this is dangerous to my dog and I certainly don't want to be stepping in any of it either.

This route is heavily used by early morning gym goers, and school children either going to Hinchingsbrooke School or the bus station to go further afield.

Kind Regards

Hannah Hancock – Huntingdon Business against Crime, Manager

My name is Hannah Hancock, and I manage Huntingdon Business Against Crime (HBAC). I have held this role for the past 14 years and I am based within Cambridge City Council and Huntingdonshire District Councils Shared Services CCTV Control Room.

My role is to act as a conduit between retailers and partners, to reduce crime and disorder linked to retail premises, in both the daytime and nighttime economy.

Huntingdonshire Business Against Crime is a non-profit organisation, covering the whole of Huntingdonshire. HBAC has a strict membership criteria and shares information with premises using a variety of mediums such as DISC (Cloud based information sharing system) and in person meetings. The purpose of the organisation is to support retailers in the fight against retail crime, train best practices to reduce the incidents, promote staff and customer safety through training programmes, support premises to report crimes and provide evidence that leads to a full investigation, and a positive outcome.

Outside of HBAC (daytime), I also provide a note taking a service to Huntingdonshire Pubwatch. All three market towns have a separate meeting each month, where various matters from the night time economy are discussed, bannings are passed and concerns are raised. The meeting must achieve a quorum of 6 separate premises prior to the meeting commencing. All meetings have a Chairperson and Secretary.

I have no voting rights at the meeting and attend as a guest.

Huntingdon Pool and Snooker Club

Huntingdon Pool and Snooker Club is a premises located within the St Benedicts Court Shopping precinct in Huntingdon town centre. They are a member of Huntingdon Pubwatch, have access to DISC, and also have a 2-way town link cellular radio which links them to all other premises and CCTV. The concerns that I would like to raise regarding this premises are linked to the four key licensing objectives.

The Prevention of Crime and Disorder

There have been ongoing concerns about crime and disorder related to the premises. The management has shown a limited effort in reporting crimes and disturbances to the relevant authorities. Moreover, there is a clear lack of engagement with any local deterrent programmes designed to reduce crime in the area – such as Pubwatch. This not only raises questions about the safety of patrons but also the surrounding community. Furthermore, there has been consistent vandalism in the area, including broken windows, which points to either insufficient security measures or a failure to report incidents effectively. The management has not been proactive in ensuring a safe environment, which is a fundamental requirement under this objective.

Public Safety

The safety of patrons and those passing near the premises is also a cause for concern. The exterior of the premises is often untidy and poorly maintained, contributing to a sense of neglect and a lack of care for public safety. Of particular concern is the issue of public urination outside the premises, which has become a regular occurrence. This creates not only a public health issue but also diminishes the sense of safety and security for individuals in the vicinity. These issues indicate a lack of adequate measures in place to ensure public safety, as required by their licence. Diamond Hampers – The Attic, have consistently reported issues with their staff when returning to work in the morning. Windows have been broken and more often than not there is bodily fluid left in their doorway. Anytime Fitness, who are located directly opposite the premises have also reported their customers feeling unsafe when leaving. Anytime Fitness is a 24 hour gymnasium, and does experience footfall throughout the night into the early morning.

The Prevention of Public Nuisance

Huntingdon Pool and Snooker has repeatedly failed to prevent public nuisance. As mentioned, the area outside the premises is frequently used for urination, including next to neighbouring businesses, causing significant discomfort and nuisance for the wider community. This consistent issue suggests that the management is not taking necessary action to discourage such behaviour, nor are they ensuring that the immediate surroundings are kept in an acceptable state. The lack of attendance and engagement from the management regarding these matters exacerbates the issue. Additionally, the untidiness of the premises' exterior adds to the ongoing public nuisance complaints. Security and management are rarely seen patrolling the area to check for welfare concerns.

The Protection of Children from Harm

While there have been no specific reports regarding children directly, the general environment created by the premises, including the disorder and neglect outside, presents a harmful atmosphere for families and children who may pass by the establishment. The visible signs of crime and neglect are not conducive to a family-friendly or child-safe environment, as is required under the licensing conditions. Reports have been received to suggest that ID checks in this premises are inconsistent and relaxed, and it is known by locals that children can get served in there.

Management Concerns

In addition to concerns related to the four licensing objectives, it is important to highlight the issues surrounding the management of Huntingdon Pool and Snooker. There has been a noticeable lack of consistent management presence on the premises, with no clear engagement or responsiveness to the issues raised by local authorities and residents. The management has failed to attend previous meetings and hearings regarding these matters, which demonstrates a lack of commitment to addressing the ongoing concerns. The inconsistency in the day-to-day management of the establishment further exacerbates the problems discussed, with little to no visible action being taken to rectify the concerns. The premises has struggled to retain managers and assistant managers, meaning that there is often no attendance at Pubwatch meeting from this premises. The current manager offered another individual to attend the meeting, however this individual was under investigation by police, and it was deemed would not be a suitable candidate. The information sharing system was rarely update or checked, leaving staff and management unaware banned individuals or situations of concern. On one occasion, lack of attendance and use of the information sharing system meant that a serious incident was not brought to the attention of the Pubwatch committee. This male then went into another premises the following week and bit the end off of another MOP nose. This would have been avoided had the manager attended the meeting, or updated the system – both or either of these actions would have resulted in the offender being banned.

Conclusion

In light of these issues, it is evident that Huntingdon Pool and Snooker has not been adhering to the conditions of their licence. Their failure to engage with crime prevention, maintain public safety, prevent nuisance, and ensure proper management of the premises is a violation of the four main licensing objectives. We urge the Licensing Committee to take serious consideration of these breaches and determine an appropriate course of action to address these issues, which may include additional conditions on their licence or, if necessary, revocation of the licence to protect the interests of the community.

Pubwatch attendance

Since 9th March 2022, there have been 30 Huntingdon Pubwatch meetings. Huntingdon Pool and Snooker have attended 12 meetings.

Huntingdon Pool and Snooker have reported 4 incidents via the DISC Information sharing system. This system is accessed by all Huntingdonshire Pubwatch premises and is used to highlight known and prolific offenders, raise incidents of concern or request the identification of unknown offenders.

Huntingdon Pool and Snooker lease a 2-way townlink radio. This links the premises to all other premises within Huntingdon as well as CCTV. Shopsafe (provider) gave notice to Huntingdon Pool and Snooker that their radio would be stunned (switched off) due to lack of payment.

CCTV

There are 2 CCTV cameras within Huntingdonshire District Council's CCTV Control Room which directly cover the ground floor entrance of St Benedicts Court, and Huntingdon Pool and Snooker Club is situated on the middle floor. It is accessible by stairs only. Both cameras are situated outside the premises on St Benedicts Court. The building also has an exit which leads onto the roof/car park of St Benedicts Court. This has vehicular access via a ramp from Princes Street.

St Benedicts Court also has CCTV within the property.

Below is a list of incidents from September 2023 – June 2024, further dates are available and can be requested from [REDACTED]

The cameras used are PTZ high definition and can be seized following an evidence request being sent to cctv.staff@huntingdonshire.gov.uk.

Cameras	Date	Category	Sub-Category	Call Source	Arrests	Result
1009, 1014	06/09/2023 01:10	Anti-Social Behaviour	Aggravating Behaviour	HBAC Radio (Day/Night Time) - Inbound	0	All in Order, No further Action Taken
1009, 1014	07/11/2023 02:00	Violence	Assault	Police Airwave - Inbound	0	Result Unknown
1009	12/11/2023 02:45	Violence	Assault	HBAC Radio (Day/Night Time) - Inbound	0	No Police Available - Requires Follow-up
1014	12/11/2023 03:57	Violence	Affray	CCTV Airwaves Police - Outbound	0	No Police Deployed - Requires Follow-up
1009, 1014	16/12/2023 04:18	Criminal Damage	Building	HBAC Radio (Day/Night Time) - Inbound	1	Arrest(s) at Scene
1009, 1014	18/12/2023 01:54	Anti-Social Behaviour	Aggravating Behaviour	HBAC Radio (Day/Night Time) - Inbound	0	Police Attend - Incident
1009, 1014	25/12/2023 02:01	Violence	Affray	HBAC Radio (Day/Night Time) - Inbound	0	All in Order, No further Action Taken
1009	01/01/2024 01:29	Violence	Assault	HBAC Radio (Day/Night Time) - Inbound	0	Area Search No Trace
1009, 1014	26/01/2024 23:17	Anti-Social Behaviour	Aggravating Behaviour	Police Airwave - Inbound	0	
1009, 1014	26/01/2024 23:38	Anti-Social Behaviour	Aggravating Behaviour	Police Airwave - Inbound	1	Arrest(s) at Scene
1009	24/02/2024 04:01	Anti-Social Behaviour	Drunk & Disorderly	HBAC Radio (Day/Night Time) - Inbound	0	No Action Taken
1009, 1014	09/03/2024 02:15	Violence	Assault	Police Airwave - Inbound	0	Police Attend - Result Unknown
1009, 1014	16/06/2024 23:37	Violence	Affray	Police Airwave - Inbound	0	Suspect(s) Found and Words of Advice Given

1009	St Benedicts Court Centre (77)
1014	St Benedicts Court/Waitrose (89)

The Attic, Diamond Hampers, St Benedict's Court – Interested Party

TO WHOM IT MAY CONCERN

I am writing this statement on behalf of Diamond Hampers and in relation to the review of licencing for the Huntingdon Snooker Club.

I am one of the directors of Diamond Hampers, along with Lianne Simpson, who founded the organisation.

Diamond Hampers is registered as a CIC and is a not-for-profit organisation. This means that any profit made, after overheads, is used to benefit the people in the local community. As directors we are volunteers.

We have a shop in St Benedict's Court in Huntingdon (The Attic, selling household items and clothing and this is situated next to the car park entrance, an entrance used by the patrons of the Huntingdon Snooker Club.

Since taking over the shop we have had to regularly clean up rubbish, such as beer glasses and cigarette butts and clean up the doorway where people have urinated. Our windows have been smashed several times and currently we have two broken windows that we simply cannot afford to replace. As our profits are used for people in crisis, in the local community, money spent on having to replace windows and take action to safeguard our property has meant that we are not able to provide the many services we would like to.

Myself, Lianne Simpson and Ewan Cameron-White (Supervisor at The Attic) have all provided Victim Impact Statements, showing the impact on us, the organisation and our volunteers.

Sandra Webb (Director)
Diamond Hampers CIC



VICTIM IMPACT STATEMENT

Name: Sandra Webb

Location: The Attic Diamond Hampers

Date: Various Dates

What behaviour did you experience?

Puddles of urine in the doorway quite frequently, cigarette butts, general littering which we as volunteers need to clean up with mop and bleach. This then delays opening up, which then has an impact on businesses.

As you look at the door it is mainly in the far left hand side where the urination happens. One morning I came into a pool of blood which I reported to the police, I took photographs and sent them to the police. The police gave me permission to clear it up, I was worried it was a crime scene and I wouldn't be able to open up the shop. Apparently, there was a fight that night that they were aware of, I was really worried about the contamination and the risk it poses to my health, the urination and the blood.

We have beer glasses left there, bottles, cans etc which we then have to touch and clear up, there has also been broken glass which I have had to clear up, it is dangerous for us as staff and volunteers as well as customers, and can put people off who want to come and visit the store to shop when they see us clearing up.

It is generally 3 adults who open up, but we have 3x teenagers who volunteer with us. I worry if they have to come into open the shop and see the mess it would really distress them. An example would be the blood, and how I needed to report it to the police and ensure I could clear it up, however they wouldn't have the knowledge to do this.

How did the behaviour impact you?

Did the behaviour appear to impact those around you, if so, how?

How did the behaviour make you feel?

The most distressing part is the broken glass, we have had our windows broken over 7x now. We can't afford to have someone come and replace them again, so we will need to have them boarded up, which doesn't make the business look very inviting. There are small shards of glass that fall out of one of the windows. The windows being smashed constantly makes me feel really un-easy I worry about the risk that it poses on us as staff and customers, and what would happen if the window was completely broken in and we were broken into.

I am fearful that one morning I am going to walk into the shop and find someone laying in the doorway, again if this was our younger volunteers it would really distress them. The incidents that happen also put people off from wanting to volunteer with us because they don't feel safe. While I don't believe it actually is, with it happening so often it feels targeted, and really disheartening when we work so hard to give something back to the community this happens.

We have members of the public coming in and commenting on the smashed windows and how uninviting it looks, comments often are 'you've not had your window smashed AGAIN have you?'

Do you know the names of any of the individuals involved, if not could you describe them?

N/A

This statement is true to the best of my knowledge and belief.

Signed: Sandra Webb

Date: 26/09/2024



VICTIM IMPACT STATEMENT

Name: Lianne Simpson

Location: The Attic – Huntingdon

Date: Multiple Dates

What behaviour did you experience?

Every Saturday and Monday we have to deal with urine in the shop doorway, it also happens during the week but mostly at the weekends. 90% of the time there is also cigarette butts, rubbish, glass bottles, dumped in the urine. Vomit often occurs but not as frequent as the urination. We have had blood broken glass and we fear for our own health and safety. We are predominantly volunteer led and they are having to come in and clean up somebody else's bodily fluids. There have also been syringes left in the doorway, I have had to purchase sharps boxes to make sure we can safely dispose of them. We have also had our window smashed 7x and we always report it to 101, unfortunately we don't have any surplus income to pay for additional security measures and without CCTV there isn't much police can do, it leaves us feeling incredibly vulnerable and it is incredibly disheartening to face this so often, due to a lack of additional funds, the latest breakages have remained un-fixed.

How did the behaviour impact you? Did the behaviour appear to impact those around you, if so, how?

A lot of our team have various additional needs both physical and educationally. I myself am classed as disabled and I struggle with the bending over, the cleaning and the extra stress and pressure it has on my body both physically and mentally, additionally I am heavily pregnant and fear that I may become unwell if I come into contact with the bodily fluids. As a largely volunteer led business, I fear that if these behaviours continue, we may lose some of our volunteers, which will heavily impact our business, some of our volunteers find these incidents very distressing to deal with and some of them are unable to deal with the matters due to the impact it has on them mentally. 2x of our volunteers on a Saturday are 2 females aged 17 and have autism, if they happened to have to deal with clearing up the next morning, they would be incredibly distressed.

How did the behaviour make you feel?

We have attempted to put a camera in the doorway but the batteries died every 24h because of the high footfall, as a charity we are unable to afford it. I fear for the health and safety of myself and my staff, I find this behaviour incredibly distressing and disheartening when we are a small charity trying to give back to the community and we are relentlessly targeted in a seemingly unprovoked attack.

Do you know the names of any of the individuals involved, if not could you describe them?

NO – Punters from the 147 Snooker Club.

This statement is true to the best of my knowledge and belief.

Signed: Lianne Simpson (via telephone to Charlotte Cramp)

Date: 23/09/24



VICTIM IMPACT STATEMENT

Name: Ewan Cameron-White

Location: The Attic Diamond Hampers

Date: Various Dates

What behaviour did you experience?

Every Saturday you can guarantee there is always a puddle of urine in the doorway. We have had blood, sick, and urine and general mess (littering) outside the doorway on different occasions such as bottles, glasses, fag ends etc.

We have also had our windows smashed now for the 8th time, we are unable to afford as a non-profit org to get these replaced.

How did the behaviour impact you?

It is utterly vile having to clean up other people's bodily fluids, it takes a lot of time to clean up, which can delay our opening, we used to put stock out the front of the store but due to the mess and the bleach we have to use we haven't been doing so. It makes the morning opening up feel very stressful and rushed. I try to take responsibility for cleaning the mess, most of the time, as a lot of our volunteers have various physical and mental additional needs, if they were the first to see the situation it would be very distressing for them. My partner who runs the shop is heavily pregnant and disabled and I worry about the impact it could have on her and the baby.

We clean the doorway as soon as we arrive in the morning but it doesn't always dry in time for opening, so we have people treading in a mixture of bleach and pee into our shop which is very unpleasant, leaving mucky foot prints behind.

There is a general worry every time we open the shop as to what is there when we come in, will it be smashed glass, urine, bottles etc.. it makes running the store feel very un-easy.

Did the behaviour appear to impact those around you, if so, how?

Some of our volunteers wouldn't physically be able to clean up the mess and it would be really distressing for them to deal with.

Customers seeing a wet floor with a mixture of pee and bleach can be off putting, as well as the boarded windows. Some of the other volunteers are worried about contamination from the fluids, where I feel disgusted by the behaviours and the messes that I deal with on a weekly basis.

How did the behaviour make you feel?

Disgusted, fearful of what I am walking in to and how we will financially survive if we keep getting vandalised.

Do you know the names of any of the individuals involved, if not could you describe them?

N/A

This statement is true to the best of my knowledge and belief.

Signed: Ewan Cameron-White

Date: 26/09/2024