



The Licensing Unit
Floor 3
160 Tooley Street
London
SE1 2QH

Metropolitan Police Service
Licensing Office
Southwark Police Station,
323 Borough High Street,
LONDON,
SE1 1JL

Tel: 020 7232 6758
Email: SouthwarkLicensing@met.police.uk

Our reference: 573/23

Date: 11th June 2024

Dear Sir/Madam

Re: Nags Head Pub, 231-235 Rye Lane, SE15 4TP

Police are in possession of an application for a review of the above premises licence in relation to the following licensing objectives; the prevention of crime and disorder, the prevention of public nuisance.

The application provides details of the concerns they have with regard to the operation of the premises, the continued noise and nuisance disturbance caused by patrons from the premises. The police have the following comment to make in relation to this application to review the premises licence.

Police have carried out searches on the police intelligence and recording systems from the last five (5) years and found the following;

- 3035719/21 – Crime report for Common assault

Incident of common assault where the bar manager had alleged that the suspect had hit him in the face twice, but this wasn't captured on CCTV. Independent witnesses stated that they hadn't witnessed the assault and that it was the staff from the pub who had come over to the female suspect and thrown/dragged her to the ground

- MDD21694 - Notification of offences (Form 694) 09/12/2021

Following an inspection of the premises, it was found that there are breaches in regards to the following conditions;

326 - That all appropriate staff shall be trained in the age identification scheme required at the premises and records of training shall be kept and made available for inspection by authorised officers of the Council

334 - That an age identification scheme shall be established and maintained. The scheme shall Require the production of evidence of age (comprising any PASS accredited card or passport or driving licence) from any person appearing to staff engaged in selling or supplying alcohol to be under the age of 18 and who is attempting to buy alcohol

- 3023926/22 – Crime report for Theft

Female had her handbag stolen from the premises while out. She stated that she was given a ride by some strangers and when she got out of the car, she realised that her bag wasn't with her

- 01/65740/24 – GBH

Police attended a call to an injured person who had been bottled from behind. CCTV showed the male walking towards the pub and past a female, the female then proceeds to grab a glass and hits the male over the back of their head.

- MDD24187 – Notification of offences (Form 694) 17/05/2024

Visit to the premises showed that there was a breach to Section 57(7) – Failure to produce a premises licence or a certified copy.

I found a number of calls and incidents in the locality of the premises but could not directly link them to the operation of Nags Head, 231-235 Rye Lane, SE15 4TP as there are other services in the area.

This is submitted for the information of the licensing subcommittee.

The Following is submitted for your consideration.

Yours Sincerely

PC Walter MINKA AGYEMAN 1264AS

Southwark Police Licensing Unit

To: Licensing Unit	From: Wesley McArthur wesley.mcarthur@southwark.gov.uk 020 7525 5779 (on behalf of the Licensing Unit in its role as a responsible authority)	Date: 18 June 2024
Subject:	Representation	
Act:	The Licensing Act 2003 (the Act)	
Premises:	The Nag's Head, 231-235 Rye Lane, Peckham, London, SE15 4TP	
Ref:	883052	
Location ID:	2572	
Ward:	Rye Lane	

We support the application for the review of the premises licence, submitted by the an other person (that being a local resident) under The Licensing Act 2003 (the Act), in respect of the premises known as Nag's Head, 231-235 Rye Lane, Peckham, London, SE15 4TP

1. The application

The application relates to the prevention of crime and disorder and the prevention of public nuisance licensing objectives. The grounds for the review in the application are as follows (copied verbatim):

- "The pub is located in a residential area surrounded by flats and it is noisy every single day of the week not just the weekends. It is becoming very difficult to sleep at night. We have spoken with the pub several times and they have tried different measures to keep the noise down but the fact remains that it should not have a license for an outdoor space until so late at night (I believe it is until 2 am). Furthermore, when the drunk pub goers leave they shout and scream and often stay under the windows of the apartments. We often smell cigarette smoke in our bedrooms.

Recently graffiti has shown up on our building and we often have drunk pub-goers throwing up outside our front door. It is a complete nuisance and I often do not feel safe walking past the pub on my way home at night owing to the drunk people on the street.

I have made several complaints to the local authorities about this pub over the years. Whilst I believe they have made some efforts to make the situation better it is just not acceptable to have a pub on the ground floor of a block of flats open until 2 am every day of the week.

In May 2022 I received the following email from the Southwark licensing team supervisor Andrew Heron

"The Council is restricted on enforcement action, as there are no conditions on the premises licence that are being breached. All we can do is advise the management of complaints, but have no powers to impel them to act. The Police deal with antisocial behaviour in the street, so they do have powers to act here. The likely only way forward for you would be to review the licence, as the Council have tried to intervene, but clearly have not made a difference."

In August 2022 we had a meeting with the pub and police after a community trigger was filed and there were some improvements.

However, the situation has gone back to how it was. With the summer months approaching it is only going to get worse.”

2. The premises

The current licensee (The Craft Union Pub Company Limited) took control of the premises 28 September 2020.

Various designated premises supervisors (DPSs) have been employed at the premises. The current DPS, Mr James Dawkins, was specified as DPS at the premises on 05 April 2022.

A map showing the location of the premises is attached as appendix 1.

Figure 1: View looking due north showing the premises and the residential blocks where the review applicant lives

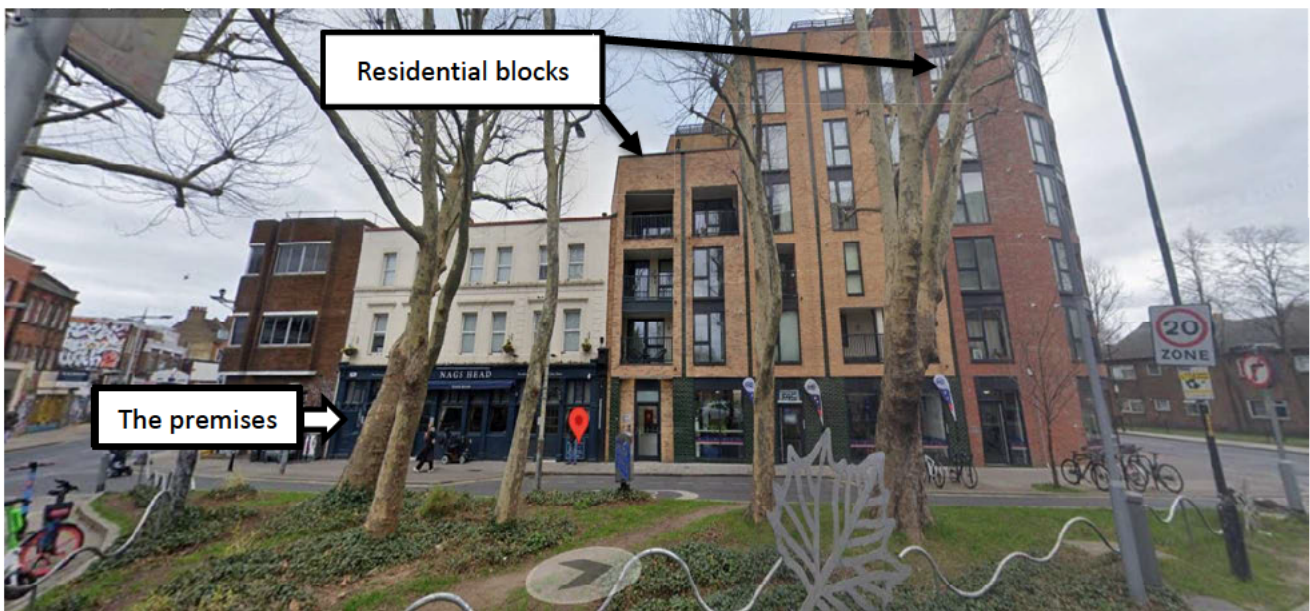
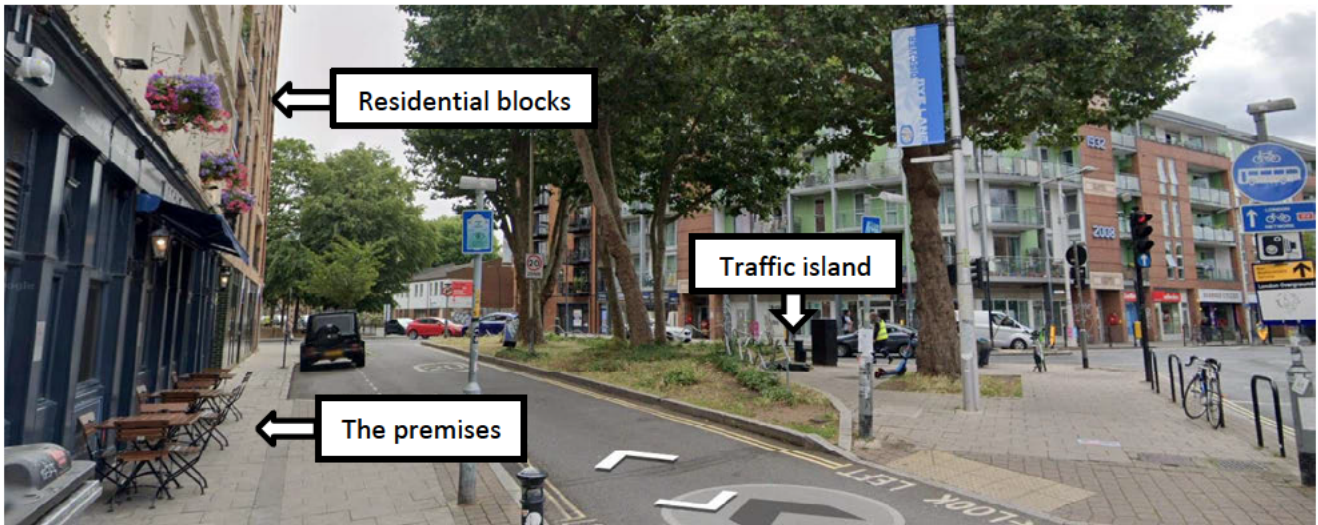


Figure 2: Close up view of the premises and residential blocks adjacent to the premises



Figure 3: View looking south east showing the premises and traffic island opposite the premises used by the premises' customers



3. Complaints

The Licensing Unit has received the following complaints regarding the operation of the premises:

Table 1:

Complaint reference	Date received	Source	Details
902233	03 June 2019	Local resident 1	Doors open, noise nuisance emanating from the premises and customers acting in a drunken and disorderly manner in the vicinity of the premises.
962144	17 September 2021	Local resident 2	Noise nuisance emanating from the premises and customers acting in a drunken and disorderly manner in the vicinity of the premises. Resident unable to sleep.
970398	31 January 2022	Local resident 3 (the review applicant)	Noise nuisance emanating from the premises and customers acting in a drunken and disorderly manner in the vicinity of the premises. Resident

			unable to sleep. Customers fighting.
976508	12 May 2022	Local Resident 2	Community Trigger activated due to 3 ASB complaints relating to: <ul style="list-style-type: none"> • 03/01/2022 • 21/01/2022 • 09/04/2022 (Full details in appendix 2).
976508	12 May 2022	Local resident 3	Community Trigger activated due to 3 ASB complaints relating to: <ul style="list-style-type: none"> • 07/09/2021 • 15/01/2022 • 08/02/2022 (Full details in appendix 3).
No reference. Email sent directly to licensing officer	19 July 2022	Local Resident 2	Drunk, loud and aggressive people congregating outside of the premises. Photos attached as appendix 4.
993515	06 February 2023	Local Resident 4	The Nag's Head pub on Rye Lane SE15 locks one of the two fire exit doors on weekends when the bouncers work. At these times the pub is packed and the fire exit door shouldnt be locked.
A21045	14 May 2024	Local Resident 2	Customers drinking in the streets in the immediate vicinity of the premises.

Although the complaints are unsubstantiated, we contend that the complaints are indicative of the operation of the premises causing residual problems in the locale, and that the local residents perceive a genuine problem as being caused by the operation of the premises.

Please note that 'unsubstantiated' simply means that we were not able to investigate the complaints at the time we received them. We received the complaints after the alleged problems had occurred. It means that we cannot verify whether the alleged incidents detailed in the complaints occurred, **not that they did not occur.**

It is worth noting that prior to 28 September 2020 (the date that the current licensee took control of the premises), the Licensing Unit had only received one complaint regarding the premises), on 03 June 2019.

All other complaints have been received after the current licensee took control of the premises.

It is possible (but speculation) that more complaints would have been received had it not been for the lock-downs in the COVID Pandemic.

On 12 May 2022 the community trigger, which is a tool to deal with high levels of complaints regarding anti-social behaviour, was instigated twice based on the complaints of two local residents (referred to as local residents 2 and 3 in table 1 above).

A meeting with the premises' management, area management, the police, local residents and the Licensing Unit was held on 05 July 2022. The minutes of the meeting are attached as appendix 5

Subsequent to this meeting, on 01 December 2022 the licensee submitted a minor variation to add the following conditions to the premises licence issued in respect of the premises:

1. The consumption of alcohol or other drinks is not permitted in any outside area after 22:00.
2. All tables and chairs in the outside areas of the premises will be removed and stored inside by 22:00
3. No more than 10 customers will be permitted in the designated smoking area after 22:00

The application was granted and these conditions are numbered 343 – 345 in the premises licence issued in respect of the premises.

Details of visits to the premises are attached as appendix 6.

4. Outcomes

The licensing sub-committee may choose to:

1. Take no further action
2. Impose further conditions
3. Curtail or remove licensable activities
4. Remove the DPS from the premises licence
5. Suspend the premises licence for a period of up to 3 months
6. Revoke the premises licence

We suggest that further conditions may be applicable as follows:

1. That all relevant staff shall be trained in their responsibilities under the Licensing Act 2003, the promotion of the licensing objectives and the terms and conditions of this licence. Records pertaining to such training ('the staff training logs') shall be kept at the premises, shall be updated every 6 months and shall be made immediately available to responsible authority officers on request. The training logs shall include the trainee's name (in block capitals), the trainer's name (in block capitals), the date(s) of training and a declaration that the training has been received and understood by the

trainee. If the staff training logs are a paper hardcopy then the signature of the trainee and the signature of the trainer shall be included.

2. That clearly legible signage shall be prominently displayed where it can easily be seen and read by customers, at all exits from the premises and in any external areas, requesting to the effect that customers leave the premises and locale in a quiet and orderly manner with respect to local residents. Such signage shall be kept free from obstructions at all times.
3. That the requirement for the deployment of SIA registered door supervisors at the premises shall be risk assessed on an ongoing basis. We would expect that risk assessments would be undertaken regarding any 'special events' at the premises such as parties, receptions, wakes, discos, major sporting events or any events where a large number of customers are expected at the premises. Copies of any such risk assessments shall be kept at the premises and provided to responsible authority officers immediately on request.
4. When SIA registered door supervisors are deployed at the premises, the door supervisors will be employed to control entry to the premises, to deal with the searching / scanning of customers, to deal with any anti-social or disorderly behaviour at the premises, to de-escalate confrontations, to assist with emergency escape from the premises, to deal with the ejection of people from the premises, to assist management in liaising with the police regarding instances of crime and to assist with ensuring that the premises' dispersal policy is adhered to. When deployed, they shall remain at the premises until all patrons have vacated the premises and until at least 30 minutes after the premises close. The door supervisors shall be easily identifiable.
5. That a dispersal policy to assist with patrons leaving the premises in an orderly and safe manner shall be devised and maintained regarding the premises. A copy of the dispersal policy shall be accessible at the premises at all times that the premises are in operation. The policy should include (but not necessarily be limited to) the following:
 - I. Details as to how customer / staff egress at the premises shall be managed to minimise causing nuisance.
 - II. Details of public transport in the vicinity and how customers will be advised in respect of it.
 - III. Details of the management of taxis to and from the premises.
 - IV. Details of the management of any 'winding down' period at the premises.
 - V. Details of the use of security and stewarding in respect of managing customer dispersal from the premises.
 - VI. Details of any cloakroom facility at the premises and how it is managed.
 - VII. Details of road safety in respect of customers leaving the premises.
 - VIII. Details of the management of ejections from the premises.
 - IX. Details of how refuse / waste in the local vicinity arising through the operation of the premises will be cleared up (e.g. flyer clean up, post event clean up).

All relevant staff employed at the premises shall be trained in the latest version of the dispersal policy. Details of such training, including the printed name(s) of the trainee(s) and the date(s) that the training was given, shall be recorded in the staff training logs at the premises. The dispersal policy shall be made immediately available to responsible authority officers on request.

6. That staff at the premises will be trained to interact with customers to request that customers behave at the premises in a quiet and orderly manner, and also leave the premises and locale in a quiet and orderly manner, prevent customers from

congregating outside of the premises and to ensure that customers do not block the roads or pavements in the immediate vicinity of the premises. Details of such training, including the printed name(s) of the trainee(s) and the date(s) that the training was given, shall be recorded in the staff training logs at the premises and shall be made immediately available to responsible authority officers on request.

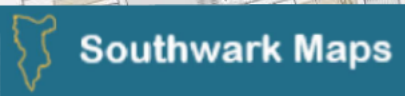
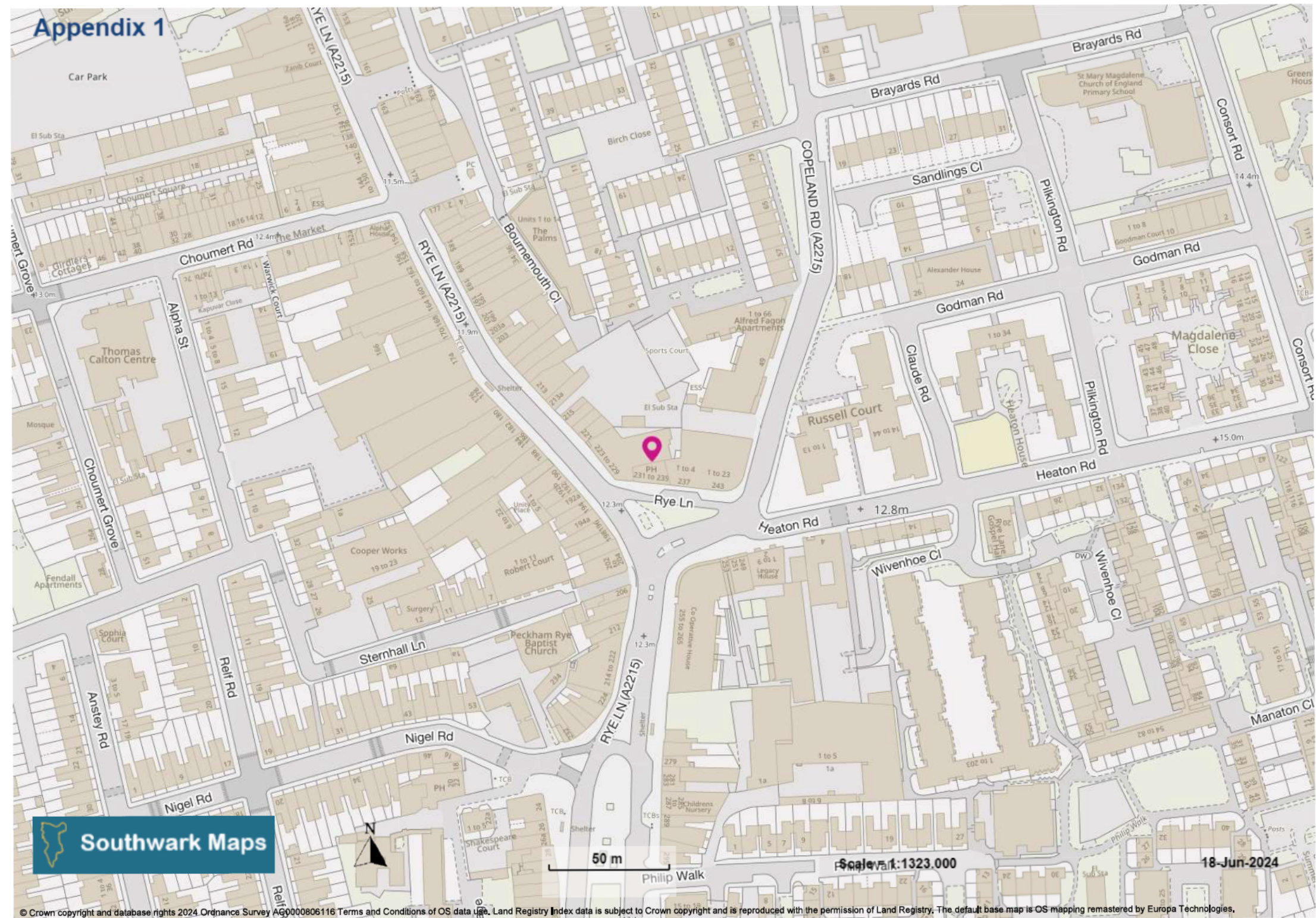
7. That any 'off sales' of alcohol shall be provided in sealed containers to be taken away from the premises.
8. That clearly legible signage shall be prominently displayed where it can easily be seen and read by customers at all exits requesting to the effect that customers do not consume alcoholic drinks bought at the premises in the vicinity of the premises. Such signage shall be kept free from obstructions at all times.

The LSC may also wish to consider any further conditions as it sees fit.

Yours sincerely,

Wesley McArthur
Principal Enforcement Officer

Appendix 1



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Scale 1:1323,000

18-Jun-2024

Appendix 2 (local resident 2)

Anti social behaviour Community Trigger

ASB Incident Details

Have you previously reported three separate ASB incidents in the last six months?	Yes
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Which dates did you report these ASB incidents?

Incident 1	03/01/2022
Incident 2	21/01/2022
Incident 3	09/04/2022

Who have you reported these incidents to?

Incident 1	SWK 1330221 and Police crime fight CAD 207/03/01/2022 and ASB 270/03/01/2022. Drunk people outside the pub, rowdy, loud, shouting, throwing glasses after a fox. 00:30 police arrived, 3rd sleepless nig
Incident 2	SWK 1334237G2D9 ASB outside the pub
Incident 3	Police CAD 58/09/04/2022 shouting, screaming, drunk people outside pub, on Lane and pavement Slept at 3am, exhausted

About the Incidents

Where did the incidents take place?	In front of Nags Head Pub 231 Rye Lane, Peckham
Who was involved in the incidents?	Customers of the pub
Please briefly describe what happened?	Since pub has opened under new owners/ management after the lockdown it became a nightmare to have a flat nearby. Previously it was old men's pub for local community with door closed after 11pm and everyone inside, NO tables outside, no groups of 20-30 people outside drinking, shouting, screaming, sometimes fighting. Now we cannot predict if it will be another sleepless night or not. Often happens during the week which impacts health (sleep deprivation) and work performance. It is unbearable. Customer crowds outside also attract other drunkards that are leaving other premises that (surprisingly!) close much earlier, coming here already off their face (it is illegal to sell alcohol to someone who is already drunk). Then some men urinate at the corner of our entrance door and many times there was vomit or even a man sleeping in their own vomit. Not great thing to see when neighbours take their kids to the park on Sunday morning. Also people's cigarettes smoke travels up here so I have not been able to open windows - only in pub closing hours. Pub opening hours are longer than grocery shop. It is utterly disgusting that pub is some sort of sanctuary and drunk people have more rights than people who just want to enjoy their home after work. It also does not feel safe on nights when there were fights if you happened to be on your way home. After each weekend there are plastic beer cups and other rubbish on the little square and pavement.
Has anyone else witnessed this?	Neighbours, police
How are the incidents affecting you?	Sleep deprivation affecting health (long term illness) and performance at work (I work for the NHS as some of my neighbours as well). Cigarette stink if I open the window. Anxiety, irritability, not feeling safe to come back home late. Cannot face the summer with the pub being open till 1 am. I cannot afford to leave MY HOME every weekend to sleep at friends or go away, and why should I? I am not able to enjoy my home any

Anti social behaviour Community Trigger

	more.
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Do you believe any of the following was the motivation for the above incidents?

If "Other", please specify the cause of incidents.	

Contact details

Name	
Address	
Postcode	
Email address	
Mobile phone	
Home phone	
Alternative phone	
Do you have a landlord?	Yes
If yes, please specify your Landlords name	

Monitoring questions

Date of Birth	
Race	
Religion or belief	
Gender (sex)	
Sexual orientation	
Do you consider yourself to be disabled?	No

Appendix 3 (local resident 3)

Anti social behaviour Community Trigger

ASB Incident Details

Have you previously reported three separate ASB incidents in the last six months?	Yes
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Which dates did you report these ASB incidents?

Incident 1	17/09/2021
Incident 2	15/01/2022
Incident 3	08/02/2022

Who have you reported these incidents to?

Incident 1	Southwark Council Noise Team
Incident 2	Police
Incident 3	police

About the Incidents

Where did the incidents take place?	The Nags head pub 231 rye Lane
Who was involved in the incidents?	The customers of the pub and staff from the pub
Please briefly describe what happened?	The pub has become an unbearable nuisance for the neighbourhood with people drinking in the street until long past 1 am. They are very noisy and aggressive and often we can smell the smoke from the smoking area. Several fights have broken out in the street including between the bouncer and one of the customers. The police have been called to the pub several times and the street is a complete mess the next day and full of broken glass and spilled drinks. We have tried to resolve the issue with the pub directly but they refuse to help in any way, every weekend has become unbearable and it is impossible to go to sleep before 1.30 or 2 am.
Has anyone else witnessed this?	Yes, many people have witnessed it including in my building.
How are the incidents affecting you?	Very negatively, not only is it difficult to walk past the pub on the street because the customers are taking up the entire walk way and are often very drunk and aggressive, but it is also impossible to sleep. You can hear shouting at all times of the night and I can smell smoke, both from cigarettes and weed in my bedroom - I am on the 4th floor.

Do you believe any of the following was the motivation for the above incidents?

If "Other", please specify the cause of incidents.	
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Contact details

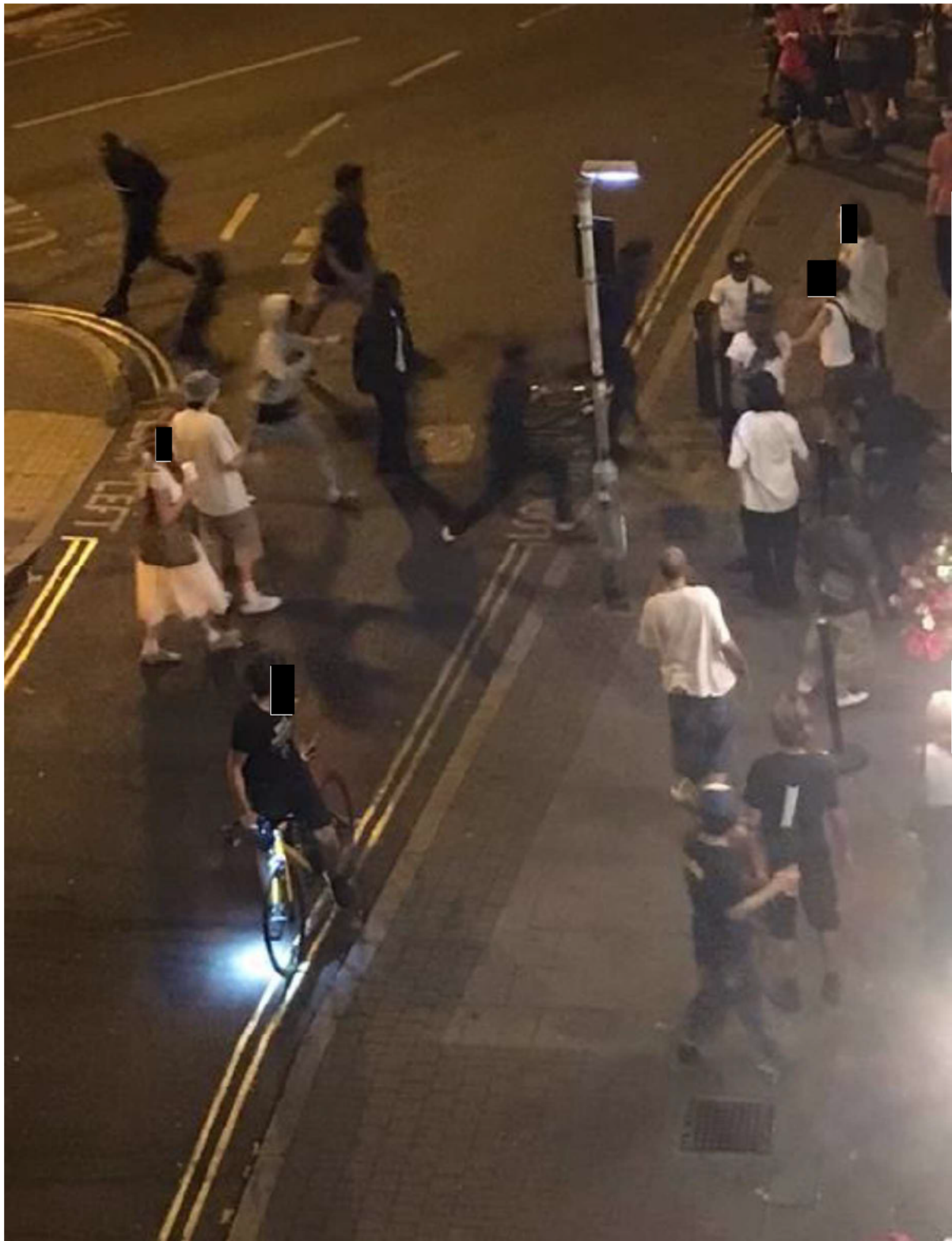
Anti social behaviour Community Trigger

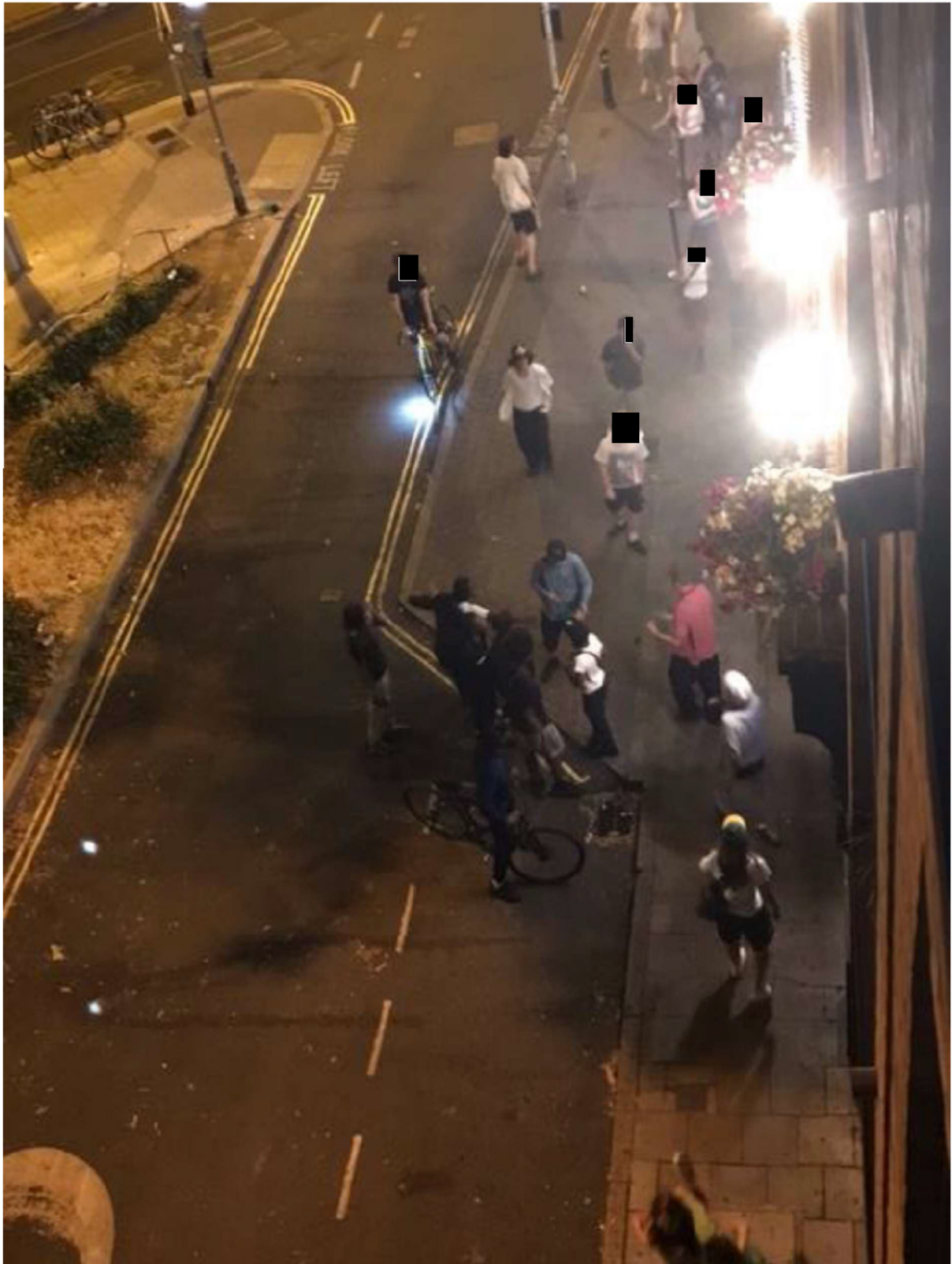
Name	
Address	
Postcode	
Email address	
Mobile phone	
Home phone	
Alternative phone	
Do you have a landlord?	No
If yes, please specify your Landlords name	

Monitoring questions

Date of Birth	
Race	
Religion or belief	
Gender (sex)	
Sexual orientation	
Do you consider yourself to be disabled?	

Appendix 4







Appendix 5

From: McArthur, Wesley

Sent: Wednesday, July 6, 2022 3:10 PM

To: William McLean [REDACTED]; Ian.Clements@met.police.uk;
neil.gardiner [REDACTED]

Cc: Heron, Andrew <Andrew.Heron@southwark.gov.uk>

Subject: RE: Nags Head Peckham

Hi All,

Below are my notes regarding yesterday's meeting:

Meeting regarding community trigger complaints in respect of The Nag's Head, 231 – 235 Rye Lane, Peckham, London, SE15 4TP.

05 July 2022 - 12:30

For Craft Union Pub Company Ltd (CU) – the licensee

Will McClean - Regional Manager, South London – Craft Union

Neil Gardiner - Licensing Manager, Stonegate Group –
neil.gardiner@stonegroup.co.uk

James Dawkins – DPS – The Nag's Head

Enforcement:

PC Ian Clements – Southwark Police Licensing

Wesley McArthur – Principal Enforcement Officer, Licensing, Southwark Council

The nature of the complaints were discussed and the fact that the community trigger had been engaged. CU were keen to know specific details of the complaints that had engaged the community trigger. CU acknowledged prior complaints and that a lot of customers do congregate outside of the premises, however CU stated that their customers were not loud and didn't engage in ASB. We advised CU that, even if the customers who congregate outside of the premises are behaving in an orderly manner, one of the complainants has felt intimidated and has avoided using the stretch of pavement immediately outside of the premises.

CU stated that they had voluntarily undertaken the following measures 2 weeks ago:

1. No drinks permitted outside after 10pm
2. Tables and chairs taken inside at 10pm
3. Barriers deployed at 10pm to delineate a smoking area
4. 10 smokers are permitted in the smoking area after 10pm (this number may increase to up to 20 people depending on how busy the premises are over summer)

5. One SIA door supervisor is deployed between Sunday to Wednesday, two are deployed between Thursday to Saturday

CU also stated that they sweep up the pavement in front of the premises daily.

CU were advised that the above measures were welcome and appropriate. CU stated that, to their knowledge, the above measures had been effective.

CU enquired if further complaints had been received recently (since the above measures were being actioned). I advised that I will provide an update.

CU were advised that local residents could submit a review of the premises licence issued in respect of the premises and that the police would support the review if evidence suggested there were any substantiated crime and disorder issues regarding the premises. CU were advised that a licence review could lead to further conditions being imposed on the licence.

The possibility of CU submitting a minor variation to formalise the above measures (1-5) was discussed. CU stated that they would need to consider an appropriate and workable figure regarding the number of smokers permitted outside if a licence condition regarding the number of smokers is recommended.

CU stated that they have received some complaints directly via social media (Instagram) from a specific local resident, but that the resident began to contact them incessantly (bordering on harassment) and so they ceased this line of communication, however CU are keen to engage with the complainants on a formal basis at a Teams meeting.

CU would like the meeting to take place on either 19 or 26 July.

It was decided that the situation would be monitored going forward, and if complaints persisted, or were substantiated, then CU would consider submitting a minor variation to add further relevant conditions to the PL. CU were advised to consult with the police prior to submitting a minor variation.

Follow up actions:

WM to invite complainants to a meeting to take place on 26 July 2022.

I have attached details of recent complaints submitted regarding the premises. Please note that these are complaints that have been submitted to the Licensing Unit, I do not have any details of complaints that may have been made directly to the police, or any that may have been made to the council's Noise and Nuisance Team.

Regards,

Wesley McArthur

Principal Enforcement Officer

London Borough of Southwark

E-mail: wesley.mcarthur@southwark.gov.uk

General: licensing@southwark.gov.uk

Phone: 020 7525 5779 (Please only call this number from MS Teams)

Fax: 020 7525 5705

Address: Licensing, Health & Safety, Hub 1, 3rd Floor, 160 Tooley Street, SE1 2QH

Date	Time	Officer	Notes
16/04/2020	17:32 NTE Visit	Jayne Tear	16/4/2020 17:32 closed ATOV
04/02/2022	22:08 NTE Visit	Richard Kalu	Visit to premises to carry out observations following repeal to government Covid - 19 lockdown restrictions to Plan B.X2 tables and chairs located at front of premises. X2 couple sat at tables and chairs. X4 males smoking at front of premises. Within the premises from my monitoring point observed X14 patrons drinking.
04/02/2022	23:18 NTE Visit	Richard Kalu	Visit to premises to carry out observations following repeal to government Covid - 19 lockdown restrictions to Plan B. No patrons located externally ATOV. No sound escape attributable from premises ATOV. No ASB witnessed ATOV connected to premises.
06/02/2022	21:01 NTE Visit	Richard Kalu	Visit to premises to carry out observations following repeal to government Covid - 19 lockdown restrictions to Plan B. No patrons located externally ATOV. X18 patrons located within premises drinking.
06/02/2022	22:57 NTE Visit	Richard Kalu	Visit to premises to carry out observations following repeal to government Covid - 19 lockdown restrictions to Plan B.X1 patron located externally smoking ATOV. No ASB issues witnessed ATOV at the front of premises or in the immediate vicinity of the premises.
11/02/2022	21:41 NTE Visit	Richard Kalu	Visit to premises to carry out observations following repeal to government Covid - 19 lockdown restrictions to Plan B.X2 tables and chairs located at front of premises. 0 patrons located externally ATOV. X2 SIA staff positioned at the front of the premises carrying out ID checks and monitoring the front of the premises.
13/02/2022	20:51 NTE Visit	Richard Kalu	Visit to premises to carry out observations following repeal to government Covid - 19 lockdown restrictions to Plan B.0 patrons located externally. X9 patrons within premises drinking. X2SIA members of staff at entrance of premises. No ASB activity witnessed at time of observation.
18/02/2022	20:49 NTE Visit	Richard Kalu	Visit to premises to carry out observations following repeal to government Covid - 19 lockdown restrictions to Plan B.X2 SIA staff at the front of premises carrying out ID checks. Notables and chairs located externally. X14 patrons within the premises drinking.
06/05/2022	23:05 NTE Visit	Charlie Jerrom	30-40 people outside, loud people noise was audible from the group of people, however no tables and chairs were in use and SIA staff were monitoring

13/05/2022	00:18 NTE Visit	Richard Kalu	<p>Visit to premises with Farhad Chowdhury (Principal Health & Safety Environmental Health Officer). Frontage has been modified with a roof and plastic sheet covering at sides. At time of visit, no patrons located at the front of premises. Additionally no tables and chairs were positioned in this area. We entered the premises and noted that there were X2 staff within the premises. No patrons were located within the premises. Farhad and myself discussed the structure at the front of premises and we were advised that planning have sent communication in respect of a planning enforcement Notice about the structure. We have been advised that they are now in discussion with planning about the structure and following a planning application process. We have also been advised that they will be providing a report to show that the area conforms to 50/50. Farhad has advised that he will schedule in a repeat visit with a colleague to assess whether this area can be regarded as 50 / 50 compliant. Will request repeat visit by NTE officers next week.</p>
13/05/2022	01:11 NTE Visit	Richard Kalu	<p>Visit to premises with Farhad Chowdhury (Principal Health & Safety Environmental Health Officer). X2 SIA staff at the front of premises at entrance. A One way entrance and exit from premises for members of the public has been set up. An entrance and exit door at the front of the premises closest to local resident(s) properties has now been closed. The aim of this is to stop patrons exited the premises and congregating beneath residential flats beside the premises. A new smoking area has been positioned to side of the property away from local residential flats at the side of the premises. SIA staff are monitoring this area and ensuring patrons stay within this defined area. ATOV SIA staff were advising patrons that the premises was very busy and that they were operating a one in and one way out policy ATOV. When I approached the SIA member of staff at the front of the premises, he stated "sorry sir it's probably unlikely you will get in tonight we are closing shortly". The SIA member of staff then stated, "come along next". I identified myself and asked to speak to the manger. 2 - 3 minutes later a Mr James David – XXXXXXXXXXX identified himself as manager and DPS of the premises. I have discussed the complaints received to date and the community trigger. James has advised that the premises is attempting to do everything it can to stop disturbance to local residents living in the immediate</p>

			vicinity of the premises. Noted as we were speaking members of the public walking past not connected to the premises were walking and shouting and screaming. James quickly moved over to these members of the public and asked if it would be possible for them to move on. James stated this is the issue that he was having as the road is a cut off junction. James advised us that he could only control his patrons but not drunk members of the public just walking down the road past his premises. I have advised James that the premises needed to get control mechanism in place to stop issues occurring externally. I have also advised James that there will be further routine visits to ensure compliance.
20/05/2022	00:40 NTE Visit	Charlie Jerrom	observations done, around 15 people outside smoking no drinking was witnessed and security were monitoring.
17/05/2024	21:45 NTE Visit	Ray Moore	21:45hrs, The Nags Head, 231 Rye Lane, SE15... Manager / DPS wasn't there so had to deal with the supervisor, Mathew LAW, who was very young and seemed somewhat inexperienced (he is not a personal licence holder). I spoke to the DPS at some length on the phone (James DAWKINS). There was a large number of people outside the venue (as the weather was very warm) and he said that the area was cleared at 22:00hrs ... which they were doing before we left - obviously any noise from there is going to head straight across the road to the flats above the supermarket. Gave notice number 3331 about these matters.
24/05/2024	20:50 NTE Visit	Ray Moore	4. The Nag's Head, 231 Rye Lane...not that many outside compared to previous week ... review notices up - pictures sent to Jayne Tear
31/05/2024	21:15 NTE Visit	Sayed Kadri	9 people in the cordoned off smoking area, 2 x SIA Staff members manning the front pavement area, I witnessed the SIA staff challenging 2 males that came from inside Nags Head that were attempting to light a cigarette outside the smoking area.
31/05/2024	21:45 NTE Visit	Sayed Kadri	whilst driving past we noticed more than 10 people in the smoking area but we didn't stop to take a photo as we was on route to East Dulwich Tavern.
07/06/2024	20:00 NTE Visit	Ray Moore	20:00hrs The Nags Head, 231 Rye Lane, SE15 -- People drinking outside, in the road and on the grass opposite. Photos sent to Jayne TEAR.