

Representations received from the Designated Premises Supervisor of Crab and Lobster Tap

Dear sirs;

I would like to state that I take my responsibility of the DPS for the Crab & Lobster Tap very seriously. It hurts me greatly when I perceive my integrity and honour questioned. I do of course understand why there may be occasions for this to happen as I deem myself to be fully accountable for any issues or concerns raised by the Council, customers, neighbours or the community as a whole. I am comfortable however in the knowledge that I strive to run a well disciplined pub, offering a safe and pleasant evening for my customers.

I have strived to be reasonable and cooperative in everything I have been questioned about. I work closely with the Police and local Pub Watch. We support the Town, local businesses and support its events. Similarly, we would have been delighted to work in partnership with the Environmental Health team. I felt some regret when I was informed that the EHD was to complete a Review of the License, so very soon after I had offered and implemented some significant changes to my working practice. I had;

- > stopped all routine live music on Friday and Saturday nights
- > commenced a 'whispering campaign' for all customers outside the pub
- > brought forward the last drinks time from 0100 hrs to 2400 hrs at weekends. (This change was found to be completely unsustainable on the basis that the revenue dropped drastically.)

It was my belief that the EHD response to my proposals should have been one showing more patience affording all parties concerned the opportunity to see if the results were of improvement. One such example that the changes worked relates to a lady by the name of Barbara Irtelli, who had written to the Ventnor chronicle voicing her opinion that the pub was responsible for some levels of noise nuisance. I note however that she has also now written to the Licensing Committee stating that the nuisance has now been abated following the changes.

Since I took over the DPS duties of the pub, I have been away on holiday on a few occasions only. When away, I pass on my responsibilities to my most experienced member of staff. I always accept responsibility for the actions and behaviour of my customers. If they do not respect me, the premises of the immediate community, they will be barred from the pub.

I would like to stress that Grove Road is a gateway to Upper Ventnor. There is not a pub or bar in Upper Ventnor. Those people who want to drink, will drink in Ventnor and walk back to their homes, passing by the Crab & Lobster. The numbers of people walking home should not be underestimated. I am firmly of the belief that some of the reported nuisance, particularly after 0130hrs, is due to such people who have been drinking in other establishments.

The pub is a well respected pub and frequented by staff of other pubs and bars in the town. The result is that a good number of staff enter my premises up

to 2400hrs. Staff from the Spy Glass, Met Bar, Ale and Oyster, No 24, Bonchurch Inn and others are my customers when their premises close.

It would seem that the vast majority of the complaints relate to Friday and Saturday nights. It would then seem that any EHD proposals are not necessarily appropriate from Monday to Thursday and Sundays.

It has been mentioned that the pub is in a residential area. Of course I would agree with the statement, but I feel the need to respectfully point out, it could be argued, that the Town Centre is more of a residential area than Grove Road. The buildings in the town are closer together, higher and house more families in the 2 story of flats above the local shops etc.

The EHD placed a Notice on the pub window giving people the opportunity to write to the Licensing Committee. I was asked on many occasions what the Notice related to. By way of explaining the situation to all interested parties, I placed an explanatory notice asking people to comment, be their comments negative or positive. My Notice explained that the EHD had put forward several recommendations. They were then asked to forward their comments. I understand that the EHD perceived my Notice to be misinformed. My intent was truly to give accurate information to interested people.

I remain keen to provide well run premises where people of all ages can attend and enjoy each others company. I remain keen to work with all interested parties in the name of partnership to ensure all noise nuisance is alleviated.

My regards
David Weedon