

Subject: **McDonalds Restaurant, Belmont Road, Hereford.**

West Mercia Police are aware that the above named premises have made an application to vary their premises licence with regards to the provision of late night refreshment.

The following information is provided to assist the licensing regulatory sub-committee and as additional information to support the Police OBJECTION to this application.

Background.

I am aware that this premises has been licensed to provide late night refreshment since 2011.

McDonalds Restaurant is located on a main artillery route in and out of Hereford. It is located south of the city in the general direction of Abergavenny.

Its location is next to residential housing estates – on all sides. Immediately to its left (when facing) is a large hotel.

A short distance away in Goodrich Grove there is a local policing team office. This is NOT a police station and is a work base for a number of Police Officers and PCSO's who do not work 24 hours with their main core hours from 0800hrs to midnight (and 0200hrs on Friday and Saturdays). The level of staffing means that there are many occasions when the building is not occupied.

Police information history

For a number of years there has been a level of anti-social behaviour at or near the premises that has impacted on the quality of life of those who live nearby and to those who use the premises as customers plus those who work at the premises.

The majority of these issues have occurred during hours which are not covered by the existing premises licence and therefore have not been referred to this committee as issues that undermine the licensing objectives. However due to this variation application it is the view of West Mercia Police that what has been reported to the Police since 2013 is relevant to how the premises has managed issues that are within their responsibility to prevent.

(Police records prior to 2013 have been deleted due to data compliance requirements and are not available for the purpose of this submission)

2013 – 10 incidents
2014 – 40 incidents
2015 – 20 incidents
2016 – 25 incidents
2017 – 26 incidents
2018 – 26 incidents
2019 – 14 incidents
2020 (to 17/09/20) – 07 incidents

*The above information is provided as additional detail attached to this report.

The spectrum of incidents or issues concern a wide range of 'bad behaviour' – this includes youth anti-social behaviour such as assault, stone throwing, swearing and being abusive, refusing to leave the premises, being aggressive and causing minor damage to property.

Issues additionally include excessive noise from cars and customers, vehicle related anti-social behaviour – commonly known as 'boy racers' – such as car racing and revving of car engines.

There are concerns over child sexual exploitation and whilst this is not the fault of the premises the fact that young people do meet and congregate at the location has resulted in predatory conduct targeting young people.

There has been a number of incidents reported of adult drunkenness at the premises, potentially drink driving issues by those using the restaurant or drive through facility, adult domestic related assaults and arguments and road safety issues by vehicles queuing to enter the premises.

All this does impact on the effective management of the premises and importantly on the safety and wellbeing of the public.

Over the years there is a history of the local policing team having contact with the managers of the premises with the intention of highlighting concerns and assisting them to tackle the problems that area clearly within their remit to address. This has involved face to face meetings, regular patrol for the location and where necessary a proportionate investigation where a crime has been reported.

What has been identified is that there is on occasions no consistency in the way the managers at the premises address incidents. It is understood at whilst there are senior managers, there are shift leaders/supervisors who appear to have no clear direction on how to deal with matters or if they do they are not applying with what is directed.

Additionally this is compounded by the lack of ability or experience of some staff members to tackle bad behaviour promptly at the time it is occurring through a clear exclusion (banning) procedure. There are occasions where a person is banned by one supervisor only to allowed a short time later back in by another.

Summary

The level of anti-social behaviour is high for a premises of this nature

The vast majority of incidents are youth related

There is a high level of vehicle related anti-social behaviour

There are recorded incidents where staff have called on the Police to deal with incidents

The majority of incidents have occurred late afternoon/early evening

There are a number of incidents that have occurred after 2300hrs and when the premises is closed to customers