



WITNESS STATEMENT

Criminal Procedure Rules, r 27. 2; Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B

URN:

Statement of: Amanda Garnham

Age if under 18: OVER 18 (if over 18 insert 'over 18') Occupation: POLICE OFFICER

This statement (consisting of 6 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 anything in it, which I know to be false, or do not believe to be true.

Signature: [Signature] Date 8/6/15

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

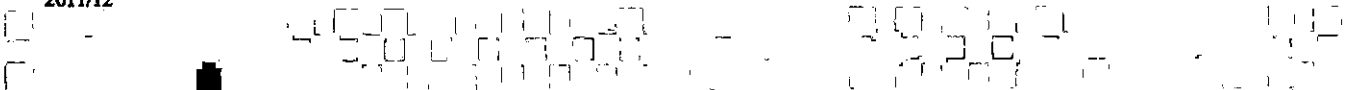
Since November 2013, I have held the post of Licensing Officer for Suffolk Constabulary based at Landmark House in Ipswich.

I first got involved with the premises when I accompanied my colleague, Stuart Elliott-Smith to an address in Kingsway, Mildenhall to discuss noise and anti-social behaviour issues linked with the premises on 5 June 2014. I was aware of some issues with drunkenness and disorder from the premises prior to this as Police Officers had been called there regularly to deal. This was my first contact with residents. They appeared to be at their wits end with noise and dispersal problems.

It was quite apparent that the local Safer Neighbourhood Police team had been visiting regularly and trying to do some work with the licensees and residents, visits recorded on our Innkeeper Licensing database since September 2011 dealing with drunken behaviour, noise, arguing and fighting in the street outside the premises.

On 13 June 2014 I visited the pub along with Ps Amanda Griggs to deliver a DPS support pack collated by Suffolk Constabulary. We spoke to the DPS who then was saying had health issues and explained that he was also the resident DJ for the disco's at the premises.

Signature: Signature witnessed by:





Continuation Statement Of: ...Amanda Garnham.....

... Page ...2 . Of 6.

Local Police Officers continued to monitor activities at the premises and visits were made by our night time economy team to check the licence was being adhered to. There was a request for signage to be put up about removing glassware from the premises.

On 20 December 2014, there was an assault which caused an injury on a female by doorstaff ejecting the female. I spoke to the DPS Mr Watts who seemed very stressed and concerned about his health, he was struggling to get time to download CCTV. He disclosed that he was considering retiring due to his ill health. It seemed that problems calmed until the arrival of the new DPS Louise Malone and her son Alex at the beginning of March 2015. I heard that neither had experience running a pub before and the son was only around 18 years old to be managing the bar. Louise had assured the Licensing Authority that she was local and would be able to pin point trouble makers due to her knowing many faces within the community.

On 27th March 2015 there was a multi-agency meeting with FHDC Licensing, Local Police Officers from the Safer Neighbourhood team and Constabulary licensing Stuart Elliott-Smith. This was held at the premises for the benefit of the DPS and new staff outlining all of the issues and complaints to date including previous years, types of complaints and expectations for improvements.

Crime still continued at the premises, whilst it being reported was not deemed to be negative, it appeared that staff were overwhelmed and needed Police assistance to remove problematic and violent customers, customers taking drugs, customers outside the premises causing anti-social behaviour and excessive noise as well as excessive intoxication. Neighbours had called in about the excessive bass from the music late at night.

Stuart Elliott-Smith met with Phil Arnold from Greene King on 8th April 2015 explaining that the complaints of assaults and excessive drunkenness were still of concern which we felt were not being dealt with by the existing staff and DPS. Phil organised a meeting at the premises for local residents to attend and air their concerns. This was held on Thursday 17th April 2015 at 10am. I attended and took notes, exhibit AG/1.

Signature:

Signature witnessed by:



Continuation Statement Of: ...Amanda Garnham.....

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The premises agreed to turn the bass of the music down at midnight, monitor dispersal at the end of the night, be more robust with banning customers and to monitor levels of intoxication. I outlined my concerns to Phil and Louise after this meeting regarding the existing doorstaff and their effectiveness. It was agreed that this would also be monitored and they would be changed if necessary.

I put together a template letter for the premises to use to support their banning procedure AG/2, whilst we were not involved in the influence of who they banned, we offered to assist by locating offenders and serving the letters if the premisies were unable.

On 27th April 2015, I telephoned Louise Malone to get an update on the incident which occurred on 24th April around 9pm. Males were fighting outside the premises and using fence panels as weapons. Firearms Police arrived and tackled the males, one of which tried to remove the officer's weapon from its holster and was dipping in and out of conciousness. This male was so intoxicated that he needed to be removed by ambulance to A & E where he was kept in until the following afternoon sobering up under observation.

On Friday 1 May 2015, Phil Arnold from Greene King came to the Council Offices along with Sheila Gowans (Licensing) and David Cowley (Environmental Health and Enforcement). I mentioned the issues around door staff again. David took photographs of the incident book and refusals register which were lacking in entries. I viewed the CCTV with Phil Arnold and Alex to see why the males were fighting. It was father and son drinking, there seemed to be some disagreement where they both got up and were going to leave, having an argument at the front door. Although it seemed on CCTV to be fairly good natured, there was a lot of arm movement and the father preventing the son from leaving. No staff interevened and no doorstaff present at this time of the night which could have prevented this from escalating to such a scale where Police were required. The same weekend, further reports came through from residents about noise and levels of intoxication. A joint agency letter was being drafted as a final warning to the premises from both the Constabulary and Forest Heath Licensing.

Signature:

Signature witnessed by:



Continuation Statement Of: ...Amanda Garnham.....

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Further calls from the premises into May regarding violence, one in particular against doorstaff.

A further meeting was called for a residents update held on 21 May 2015 at FHDC offices at 1130. I attended and took notes AG/3. On a positive note, noise from the music had decreased but there were still issues regarding dispersal and noisy customers/fighting at the front of the premises. I asked the residents in attendance what their wish for the premises to improve would be, they were all in agreement that dispersal had to be improved and the hours to be reduced to 12am from 2am. They could not believe that the premises had been granted such a late licence in the outset and continued to have a late licence despite the complaints against them.

At the end of the meeting I asked Phil Arnold to give some sort of commitment from Greene King on how it could improve the dispersal or reduce the hours as residents requested. Mr Arnold said he was not in a position to do this and would need more time to discuss with his Company and Solicitors and was then going on holiday. I told him he had 2 weeks to come back to me with some suggestions. He said that if they removed the 2am licence, they would never get it back and it would not be an attractive pub for lease. I handed him a copy of all crime reports since the beginning of the year collated by Stuart – exhibit SES/1 which Phil stated he had not seen before. Stuart assured me that the crimes and calls had been gone through with Pc James Greenhalf during meeting dated during 27th March 2015. The joint agency final warning letter was also sent to the premises and Phil Arnold posted after this meeting, exhibit AG/4.

On Thursday 29th May 2015 just after midnight, there was a disorder in the street whereby numerous customers fell into the road from the front of the premises and started attacking each other and in particular one male. Police report number SC-290515-1 attached, exhibit number AG/5. The initial call to Police did come from Alex Malone at the Premises but 4 further calls came from members of the public and residents. Report reads at least 8 people involved in a fight, they are all drunk. One witness sees someone with a baseball bat. I telephoned all of the witnesses, they were all happy to describe what they saw but only one felt confident enough to give me a statement.

Signature:

Signature witnessed by:.....



Continuation Statement Of: ...Amanda Garnham.....

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Statement from Sampson Selvarajah confirming that he was on his way home from work which is why he was passing the pub at that time. He had cause to stop his vehicle as he saw around 10-15 customers spill out onto the road in front of his car all attacking each other then turning onto a male on the floor in the road. 6-7 of the crowd continued to punch and kick the male on the ground taking pleasure in assaulting him. Sampson managed to eventually drive around the crowd but stopped a bit futher on to call police, he saw a male with a metal baseball bat trying to intervene and disperse the crowd.

Other witnesses, Mr Cadoret and his wife live directly opposite the pub and had called the incident in. Mrs Cadoret described 3 groups of people fighting, 2 groups of males and a group of females initially. Mr Cadoret stated that they have only lived at the address for 6 months but are looking at moving because they cannot cope with the disorder and the noise any longer, he described the recent event as a 'riot' and sees this happening every single weekend. He feels very vulnerable at the address and he has a 7 year old child who cannot have her window open because the noise keeps her awake. He also feels that anyone could try and attack them if they try and interevene. He wanted to come to the neighbourhood meetings but could not attend due to him working during the day.

Mr Layton stated that he saw fighting in the road, people coming out of the pub, broken glass in the road.

Although the CCTV from the premises does not show the fight, it does show the customers coming and going from the front of the premises freely with glassware, a small altercation with a female customer, customers looking out of the front window at the fight, Alex telephoning the Police but not intervening, vehicles having to swerve past the crowd in the street, Alex cleaning the glass up from the road and Police arriving within a couple of minutes where customers have fled back inside the premises. 20150529 (midnight onwards).

The consistency of this type of crime every week, mostly past midnight, strongly indicates that no matter the amount of assistance from external agencies, which has been extensive, will not improve the management, clientele or drunkenness at this premises.

Signature:

Signature witnessed by:



Continuation Statement Of: ...Amanda Garnham.....

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I can see the only way forward to return a suitable level of reassurance to the public is to revert this premises from a badly managed late pub/nightclub back to a community pub closing by midnight. To this point the only available option left was to serve review papers on the premises on 4th June 2015.

Signature: 

Signature witnessed by:

AG | 1

COMMUNITY MEETING NOTES

MAIDS HEAD PUBLIC HOUSE, KINGSWAY, MILDENHALL

THURSDAY 17TH APRIL 2015

10AM-1230PM

ATTENDANCE:

(Premises)

Alex, Louise, Jason Watts (security) Resident DJ

(Residents)

No: 12 Mr and Mrs Gilbert, No17 Janese Morris, No 15. Patrick Finn

(Agencies)

Pc 331 Garnham (Police Licensing)

Pc 1213 James Greenhalf (Safer Neighbourhood Team)

Phil Arnold, Greene King

PURPOSE – To have an open forum style meeting with residents, discuss issues freely and meet the new staff at the pub.

Summary and Actions

- Louise and Alex to monitor customers, with the support of Jason and the door team, to have a more robust approach in dealing with problem customers. To effectively eject and ban violent and disorderly customers. To continue to write in incident/refusals/ban log.
- All staff to monitor noise levels whilst there is live music and to turn the base down to a minimal level at midnight. No music should be heard from the premises from midnight – residents have taken contact telephone numbers to call the premises if they feel the music is too loud. Resident DJ also to ensure base and volume is significantly decreased at midnight.
- All staff and doorstaff to monitor dispersal at the end of the night, to ensure that customers leave quietly and vacate the area quickly. Residents to call contacts at the premises if they feel the dispersal noise is too high or can hear any incidents which may require their presence during the course of the night or end of business.

- **If noise levels persist with music, Phil Arnold will authorise official personnel to come out and monitor and record levels.**
- **To assist staff at the premises combat persistent anti-social behaviour and to support the banning of individuals, Police will present a joint approach letter to individuals explaining that their behaviour is unacceptable and that the premises has banned them for a set period of time. This will also be supported by Greene King.**
- **All staff to monitor levels of intoxication and adhere to the challenge 25 policy.**

The meeting will continue to be held monthly, organised by Greene King for an initial period of three months whilst new staff implement actions and build confidence with nearby residents.

AG/2

BANNING LETTER

MAID'S HEAD PUBLIC HOUSE
9 KINGSWAY
MILDENHALL
IP28 7HN

DATE:

PERSONS NAME

DEAR:

YOU ARE BANNED FROM THE MAIDS HEAD, 9 KINGSWAY, MILDENHALL IP28 7HN

The staff at the premises are working with the community, Police and Greene King to promote a safer environment for customers and residents.

Your conduct and or presence in this venue undermines these efforts, therefore, the premise's management have made the decision to ban you for a period of months. **Please do not attempt to gain entry within this time and respect the staff and Management's decision.**

The Police and Greene King do not influence the decision on who is banned from a licensed premises, however, fully support the premises with it's decision. **BEHAVE OR BE BANNED.**

Signed:

Supported by



SUFFOLK
CONSTABULARY

KINGSWAY COMMUNITY MEETING NOTES THURSDAY 21 MAY 2015 @ 1130

COUNCIL CHAMBERS, FOREST HEATH DISTRICT COUNCIL

MILDENHALL

MEETING CONCERNING MAIDS HEAD PUBLIC HOUSE – KINGSWAY, MILDENHALL

Attendance

Steering: Tom Wright - Business Regulation and Licensing Manager FHDC
Sheila Gowans – Licensing Officer FHDC
A/PS Amanda Garnham – Suffolk Constabulary Licensing Officer
A/PS Jake Lees – Suffolk Constabulary Night Time Economy Officer
Sophie Morris – Suffolk Constabulary Licensing Support
Pcso Bill Butcher – Suffolk Constabulary Safer Neighbourhood Team Mildenhall
Mr and Mrs Finn – Residents @ 15 Kingsway
Ms J Morris – Resident @ 17 Kingsway
Mr and Mrs Gilbert – Residents @ 12 Kingsway
Louise Malone – DPS and landlady @ Maids Head PH
Phil Arnold – Greene King

Introductions around the table.

Tom Wright steering the residents to voice their concerns about the issues surrounding the Maids Head, any noticed improvements or declines in ASB and noise issues since the new tenants have taken over in March and from the last community meeting.

Mr Finn – had issues surrounding dispersal and who's responsibility it was for dealing with noise in the street. He also raised concerns regarding litter, particularly glass.

Mrs Finn – felt that things had generally declined specifically around antisocial behaviour and loitering outside of the premises at the end of the night. She is finding the noise level of dispersals preventing her from sleeping.

Ms Morris – On a positive note, felt that the music emanating from the premises was less noticeable and greatly improved, however, felt that the antisocial behaviour outside of the pub and drunken arguments around 2am (which she witnesses from her window) had not improved.

Mr and Mrs Gilbert – They feel generally over the years, the problems at the premises have greatly improved from what they used to be. Mrs Gilbert mentioned that they are heavy sleepers and tend not to be awoken by noise from the premises but had problems with the music and bass. Since the last meeting this has greatly improved but the groups of people congregating outside the premises is still an issue. Mrs Gilbert then questioned why the premises had such a late licence as she did not think 2am was a normal closing time for a pub.

Other residents agreed with this statement and all felt that the 2am licence should not have been granted and that there were no other late night premises with the same closing time nearby. Tom Wright explained that the later licence was granted in 2011 after being heard by a committee, only one resident objected to the application. The changes to the licensing legislation in 2005 allowed licensed premises to apply to be open 24 hours to encourage business and reduce binge drinking and crime.

Another point brought up was responsibility for dispersals from licensed premises and also persons loitering in the street. Tom pointed out that the premises had some responsibility within the immediate vicinity of the premises. Bill Butcher and Jake Lees explained the legislation that the Police had strict protocol on with regards to dispersal and would deal with ASB if criminal offences were being committed such as criminal damage, swearing and fighting. Amanda Garnham reiterated that police attendance is based on priorities which are graded for all telephone calls received. Also mentioned was the capability of banning which fell onto the responsibility of the premises unless a customer had been investigated for a criminal offence and found guilty by a Magistrates court which could lead in a ban from licensed premises. Tom stated that no glass should be leaving the premises, Louise mentioned that they use plastic after 12am at events and doorstaff prevent glass from leaving the premises.

Louise stated that she is local and had always wanted to run a pub. She is aware that her son Alex is somewhat young and inexperienced but is doing his personal licence and is still receiving support from Greene King.

Phil Arnold wanted to reassure residents that these meetings were helpful for information sharing and had already actioned requests from the residents and Police. These were to reduce the volume of the bass of the music and change the doorteam to a more professional outfit. He asked for a little bit of time to see the benefits of the new doorteam for dispersals.

In summing up, Amanda Garnham asked residents if they had a wish to change anything about the situation for the better to bring it forward to Phil and Louise:

Mr Finn – Improve the dispersal of patrons at the end of the night

Mrs Finn – Reduce the hours to 12am

Mrs Morris – Improve dispersal

Mr and Mrs Gilbert – Reduce the hours to 12am and improve dispersal.

These requests were discussed after the meeting and it was agreed that Greene King and the premises would review the crime statistics and performance of the new doorteam over the next 14 days and revisit the issues with the Police.

These are notes made by APS Garnham and are summarised to cover key facts.



AG/4

Forest Heath & St Edmundsbury councils

West Suffolk
working together

The Company Secretary
Greene King Retailing Ltd
Abbot House
Bury St Edmunds
Suffolk
IP33 1QT

Our Ref: WK201510399
Ask for: Tom Wright
Direct Line: 01638 719223
email:licensing@westsuffolk.gov.uk

28 May 2015

Dear Sir or Madam,

**Licensing Act 2003 – Failure to uphold the Licensing Objectives
Maids Head, 9 Kingsway, Mildenhall, Suffolk, IP28 7HN – PL093
Licensing Authority: Forest Heath District Council**

I refer to the meetings regarding the above licensed premises on the 27 March, 1 May and 21 May 2015 to discuss the management arrangements for upholding the Licensing Act Objectives.

As you are aware, since the new tenants took over the running of the pub the following range of allegation/incidents have been received:

- Disorderly conduct outside the pub
- Frequent noise disturbance
- Noisy inebriated patrons gathering outside residents homes being so loud as to drown the volume of the residents television
- Allowing patrons to become unacceptably intoxicated
- Broken glass trailing from the pub along the road.
- Less desirable clientele.
- Increase in violent crime and associated disorder, particularly after midnight

These matters have been raised during the meetings and in part through other correspondence. Additionally the meetings have identified the following matters:

- The DPS continues to work off site and leave her son, Alex in charge of the day to day running of the premises.
- Experience of running a licenced premises
- Tenants lack of awareness of Licensing Act objectives and premises licence conditions
- Potential breaches of the premises licence conditions
- Training and development for the tenants.

Suffolk Police are receiving increased allegations regarding the management arrangements, and are attending incidents of anti-social behaviour following periods of excessive drinking, especially after 24:00 hours.

It is disappointing that the allegations and residents' concerns continue and have increased, particularly when Greene King are very familiar with the history.

The meeting of the 21 May at the officers of Forest Heath District Council, which included some local residents for the first half succeeded in focussing on some issues. Whilst an improvement in the disturbance from loud amplified music was noted following residents feedback, it was clear that additional steps are needed to ensure patrons disperse without causing disturbance.

Please be aware the Licensing Authority as a responsible authority under the Act and Suffolk Police will be considering formal arrangements for ensuring the licensing objectives are upheld sufficiently, including, if necessary by way of a review of the premises Licence if significant improvements do not occur. The Police and Licensing Authority will continue to monitor and investigate allegations as appropriate.

To this end, I would therefore ask that you consider carefully how you as the licence holder, and the tenants will ensure full compliance with the Licensing Act objectives and the premises licence, and what formal changes you shall be seeking to enhance the premises licence in order to demonstrate this.

The decision to write to you in this instance has been made in line with the Council's Enforcement Policy which can be found on the Council's website at www.westsuffolk.gov.uk. Please note that under the Freedom of Information Act 2000 the contents of this letter may be passed, by the Council, to third parties.

If you have any queries, please do not hesitate to contact either myself or the Constabulary's Licensing Unit.

Yours faithfully

Tom Wright
Business Regulation and Licensing Manager

APS Amanda Garnham
Suffolk Constabulary

Cc: Mr Phil Arnold, Operations Manager, Greene King PLC, Abbot House, Westgate Street, Bury St Edmunds, Suffolk, IP33 1QT

Ms Louise Malone, 6 Nursery Close, Mildenhall, Bury St Edmunds, Suffolk, IP28 7GA

Ms Louise Malone, Maids Head, 9 Kingsway, Mildenhall, Suffolk, IP28 7HN

AG/S

NORFOLK & SUFFOLK CONSTABULARY

ISR Report:

SC-29052015-1 (*CLOSED Incident*)

29/05/2015 00:04:14	PS04, CONCERN FOR SAFETY	SC-29052015-1 / SC	999	SUFFOLK
Priority:(2) A(R) Emerg (20 Min)	CONCERN FOR SAFETY	H1	Officer Dealing:1494	
Operator:37971516	Dispatcher:37972750	H12R (571272,274797)	Creator Wkstr:SC019	

Address Information	
THE MAIDS HEAD, THE MAIDS HEAD	
9 KINGSWAY, MILDENHALL, BURY ST. EDMUNDS, IP287HN	
Proximity:	<input checked="" type="checkbox"/> Gazeteer Validation
Complainant Information	
ALEX, 01638581176 CLI: 01638581176	
THE MAIDS HEAD, 9 KINGSWAY, MILDENHALL BURY ST. EDMUNDS, IP287HN	
WITNESS <input type="checkbox"/> Not Used <input type="checkbox"/> Not Used <input type="checkbox"/> Vuln. / Upset <input type="checkbox"/> Result Required <input type="checkbox"/> ETA / Grade Given	
Notes:	

Disposition Codes
VIOLENCE AGAINST PERSON
MIXED ADULT GROUP

Date / Time Information		
Call Received	29/05/2015	00:04:14
Call Answered	29/05/2015	00:04:14
Incident Created	29/05/2015	00:04:14
Address Validated	29/05/2015	00:04:14
Initial Input Complete	29/05/2015	00:04:27
Resource Dispatched	29/05/2015	00:05:31
Arrived At Scene	29/05/2015	00:06:16
Units Cleared	29/05/2015	00:17:07
Incident Disposed	29/05/2015	05:49:42

Qualifiers	
DISPOSAL QUALIFIERS	None
NORFOLK FACTORS	Not Applicable
THEME	CRIME

Unit Activity					
HM17	29/05/2015	00:05:31	1494	1505	5 En Route to incident
THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN					
HM11A	29/05/2015	00:05:37	1798	1845	5 En Route to incident
THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN					
HM11	29/05/2015	00:05:41	1697		5 En Route to incident
THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN					
HM11	29/05/2015	00:05:48	1697		2 On Patrol
RESOURCE HAS BEEN REMOVED SC-29052015-1					
HM11A	29/05/2015	00:06:16	1798	1845	6 At Scene
THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN					
HN10A	29/05/2015	00:06:30	1188		5 En Route to incident
THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN					
HN10	29/05/2015	00:06:37	788		5 En Route to incident
THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN					

HM14	29/05/2015	00:09:03	1807		5 En Route to Incident
	THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN				
HM14	29/05/2015	00:11:37	1807		6 At Scene
	651807				
HM17	29/05/2015	00:11:54	1494	1505	6 At Scene
	651505				
HM17	29/05/2015	00:12:14	1494	1505	6 At Scene
	651494 TIMER SET TO :				
HN10	29/05/2015	00:16:23	788		6 At Scene
	THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN				
HN10A	29/05/2015	00:16:24	1188		6 At Scene
	THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN				
HM14	29/05/2015	00:16:54	1807		2 On Patrol
HM11A	29/05/2015	00:17:04	1798	1845	2 On Patrol
HN10	29/05/2015	00:17:05	788		2 On Patrol
HM17	29/05/2015	00:17:06	1494	1505	2 On Patrol
HN10A	29/05/2015	00:17:07	1188		2 On Patrol

ISR Relations

AUDIT INDICATOR - SET	QUALITY ASSURANCE CHECK COMPLETED
CALL CARD - TRANSFER	NPAS@NPAS-20150529-0002
MANUAL CIS REF - ISR RELATION	MH/15/1025:REQUESTED BY OPERATOR 37912111

ISR Comments

Created From Shadow Incident	29/05/2015	00:04:16	SC019	37971516
4 PEOPLE FIGHTING O/SIDE	29/05/2015	00:04:24	SC019	37971516
COMMENTS DISPLAYED ON SCREEN FOR:, Location Comments 9 KINGSWAY	29/05/2015	00:04:30	SC019	37971516
OBJECT(S) VIEWED	29/05/2015	00:04:31	SC019	37971516
OBJECT(S) VIEWED	29/05/2015	00:04:32	SC019	37971516
Transfer To .7-H-BU1 From Terminal SC019 Control	29/05/2015	00:04:41	SC019	37971516
ANOTHER INFT ON THE LINE - AT LEAST 8 PEOPLE INVOLVED IN THIS FIGHT	29/05/2015	00:04:44	SC047	37912668
.	29/05/2015	00:04:44	SC047	37912668
NO WEAPONS	29/05/2015	00:04:49	SC047	37912668
.	29/05/2015	00:04:50	SC047	37912668
THINK THEY ARE ALL DRUNK.	29/05/2015	00:04:54	SC019	37971516
SOMEONE WAS ON THE FLORR GETTING KICKED	29/05/2015	00:04:56	SC047	37912668
.	29/05/2015	00:04:56	SC047	37912668
MALES AND FEMALES.	29/05/2015	00:04:59	SC019	37971516
O1 NUMBER OF CALLS COMING FOR THIS LOCATION	29/05/2015	00:04:59	SC002	37973049
.	29/05/2015	00:05:00	SC019	37971516
NY INF IS THE LANDLORD.	29/05/2015	00:05:13	SC019	37971516
NO WEAPONS SEEN	29/05/2015	00:05:18	SC019	37971516
.	29/05/2015	00:05:19	SC019	37971516
MY INFT - MR LAYTON	29/05/2015	00:05:22	SC047	37912668
.	29/05/2015	00:05:23	SC047	37912668
C/E	29/05/2015	00:05:25	SC047	37912668
HM17 (1494) DIRECTED TO 571272,274797	29/05/2015	00:05:31	SC017	37972750
HM17 MOBILISED BY DRAG/DROP	29/05/2015	00:05:31	SC017	37972750

HM11A MOBILISED BY DRAG/DROP	29/05/2015	00:05:37	SC017	37972750
FURTHER CALL FROM TEL: [REDACTED] REPORTING THE SAME	29/05/2015	00:05:41	SC009	37911313
HM11 (660181) DIRECTED TO 571272,274797	29/05/2015	00:05:41	SC018	37912303
.	29/05/2015	00:05:42	SC009	37911313
HM11 MOBILISED BY DRAG/DROP	29/05/2015	00:05:42	SC018	37912303
CALLER [REDACTED] STATING SOMEONE HAS A ****METAL BASEBALL BAT***** DOES NOT THINK THE GUY HOLDING IT IS INVOLVED LOOKS LIKE HE IS TRYING TO GET RID OF THEM	29/05/2015	00:05:44	SC046	37912560
HM11 2 On Patrol	29/05/2015	00:05:48	SC018	37912303
JUST SEEN HIM SMASH IT ON THE FLOOR AND TELL THEM TO FUCK OFF	29/05/2015	00:05:55	SC046	37912560
.	29/05/2015	00:05:56	SC046	37912560
Transfer Accepted At Terminal SC018 For Control	29/05/2015	00:06:11	SC018	37912303
COMMENTS DISPLAYED ON SCREEN FOR:, Location Comments 9 KINGSWAY	29/05/2015	00:06:12	SC018	37912303
OBJECT(S) VIEWED	29/05/2015	00:06:13	SC018	37912303
O1 From Oscar1 -	29/05/2015	00:06:26	SC002	37973049
.	29/05/2015	00:06:26	SC002	37973049
I have reason to suppose that in the course of their duty the officers attending this incident may have to protect themselves, other officers, members of the public and/or the	29/05/2015	00:06:26	SC002	37973049
victim of this incident from violence or threats of violence of such severity that they will need to use force.	29/05/2015	00:06:26	SC002	37973049
.	29/05/2015	00:06:26	SC002	37973049
I have therefore authorised the deployment of Taser.	29/05/2015	00:06:26	SC002	37973049
HN10A MOBILISED BY DRAG/DROP	29/05/2015	00:06:31	SC017	37972750
HN10 (788) DIRECTED TO 571272,274797	29/05/2015	00:06:37	SC017	37972750
HN10 MOBILISED BY DRAG/DROP	29/05/2015	00:06:38	SC017	37972750
.	29/05/2015	00:06:47	SC017	37972750
CCTV ON HIGH STREET	29/05/2015	00:06:51	SC017	37972750
CALL RECIEVED FROM [REDACTED] - ADVISING THERE IS A MASSIVE FIGHT OUTSIDE LOCUS - SHE STATES THERE IS AT LEAST FIVE PEOPLE - NO FURTHER INFORMATION C/E	29/05/2015	00:07:09	SC036	37911516
MY CALLER HAS C/E AS WANTING TO LEAVE - STATES ALTHOUGH HE WAS IN A VEH HE DID NOT FEEL SAFE - HAPPY FOR US TO CALL HIM AS HE WITNESSED THE ASSULT - STATES HE IS WANTING TO GET	29/05/2015	00:07:20	SC046	37912560
HOME AS HIS GIRLFRIEND IS VERY PREGNANT	29/05/2015	00:07:20	SC046	37912560
.	29/05/2015	00:07:20	SC046	37912560
O1 NPAS FOR AIRCREW WE HAVE HAD A NUMBER OF 9'S ON THIS ON TG BU1	29/05/2015	00:07:28	SC002	37973049
Transfer To NPAS From Terminal SC002 External	29/05/2015	00:07:38	SC002	37973049
NPAS INC NPAS-20150529-0002 REFERS	29/05/2015	00:07:43	SUFFAPPSRV	37INXFER
TRANSFER OF INCIDENT TO SC-NPAS SUCCESSFUL	29/05/2015	00:07:43	SUFFAPPSRV	37INXFER
TRANSFER OF COMMENTS TO SC-NPAS SUCCESSFUL	29/05/2015	00:07:46	SUFFAPPSRV	37INXFER
FIST FIGHT	29/05/2015	00:07:54	SC017	37972750
3 PEOPLE INVOLVED	29/05/2015	00:08:12	SC017	37972750
NO BASEBALL BAT SEE	29/05/2015	00:08:15	SC017	37972750
HM14 (1807) DIRECTED TO 571272,274797	29/05/2015	00:09:03	SC017	37972750
HM14 MOBILISED BY DRAG/DROP	29/05/2015	00:09:04	SC017	37972750
WILL MAKE NPAS 14 AWARE, CAN WE CONFIRM OFFICERS ON SCENE PLSE.	29/05/2015	00:10:07	SUFFAPPSRV	NPAS
Transfer Accepted At Terminal SC018 For Control	29/05/2015	00:10:19	SC018	37912303
COMMENTS DISPLAYED ON SCREEN FOR:, Location Comments 9 KINGSWAY	29/05/2015	00:10:20	SC018	37912303
OBJECT(S) VIEWED	29/05/2015	00:10:20	SC018	37912303
.	29/05/2015	00:11:13	SC017	37972750
NO COMPLAINTS FORTHCOMING	29/05/2015	00:11:25	SC017	37972750

STILL NO TRACE OF ANY WEAPONS	29/05/2015	00:12:43	SC017	37972750	
.	29/05/2015	00:12:44	SC017	37972750	
HM11A HAS TAKEN THE MOBILE NUMBER FOR THE INFT	29/05/2015	00:13:11	SC017	37972750	
WHO WITNESSED ASSAULT AND SAW THE MALE WITH THE BB BAT	29/05/2015	00:13:20	SC017	37972750	
NPAS STOOD DOWN	29/05/2015	00:13:22	SC017	37972750	
AS NOTHING FOR THEM AT THIS TIME	29/05/2015	00:13:25	SC017	37972750	
.	29/05/2015	00:13:26	SC017	37972750	
O1 AWARE OF UPDATES AUTHORITY NOW RESCINDED	29/05/2015	00:14:22	SC002	37973049	
HN10A PS 1188 - MALE HAS BEEN SPOKEN TO	29/05/2015	00:16:17	SC017	37972750	
HE IS TRYING TO SAY HIS NJ IS OLD FROM THE 80'S	29/05/2015	00:16:45	SC017	37972750	
WITNESSES HAVE NOT SEEN ANY ASSAULT	29/05/2015	00:16:51	SC017	37972750	
CRIME RELATED INCIDENT CRIME TO FOLLOW	29/05/2015	00:17:03	SC017	37972750	
.	29/05/2015	05:49:15	SC021	37912111	
MH/15/1025 ASSAULT OCCASIONING ABH -	29/05/2015	05:49:16	SC021	37912111	
Relation: MH/15/1025:REQUESTED BY OPERATOR 37912111 MH/15/1025 ASSAULT OCCASIONING ABH -	29/05/2015	05:49:23	SC021	37912111	
Disposition code: 'CR01','GEN06'	29/05/2015	05:49:42	SC021	37912111	
Arrests Cautions Persons	29/05/2015	05:49:42	SC021	37912111	
OIC 1494	29/05/2015	05:49:42	SC021	37912111	
Qualifiers, None	29/05/2015	05:49:42	SC021	37912111	
NC && SC Qualifiers, Not Applicable	29/05/2015	05:49:42	SC021	37912111	
SC-29052015-1 HAS BEEN DISPOSED	29/05/2015	05:49:42	SC021	37912111	
CORVUS REQUEST REMOVED FROM I/F TABLE	29/05/2015	05:50:04	CORSVR	CORSERV	
INCIDENT PRINTED IN WEBSTORM:	29/05/2015	09:10:53	WEBNET	37910798	
CORVUS REQUEST REMOVED FROM I/F TABLE	29/05/2015	09:11:02	CORSVR	CORSERV	
PRINTED SO CAN BE ADDED TO E-CINS CASE AND INN KEEPER - HC12D	29/05/2015	09:12:04	WEBNET	37910798	
CORVUS REQUEST REMOVED FROM I/F TABLE	29/05/2015	09:12:28	CORSVR	CORSERV	
QUALITY ASSURANCE CHECK COMPLETED BY OPERATOR 37911227	29/05/2015	12:17:07	SC007	37911227	
CORVUS REQUEST REMOVED FROM I/F TABLE	29/05/2015	12:17:44	CORSVR	CORSERV	
INCIDENT PRINTED IN WEBSTORM:	31/05/2015	15:54:47	WEBNET	37975558	
CORVUS REQUEST REMOVED FROM I/F TABLE	31/05/2015	15:55:04	CORSVR	CORSERV	
No.	Action Plan Title	Status	Priority	Badge #	Officer Last Name

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WITNESS STATEMENT

Criminal Procedure Rules, r 27. 2; Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B

URN: / /

Statement of: Stuart Elliott-Smith

Age if under 18: over 18 (if over 18 insert 'over 18') Occupation: Licensing Officer

This statement (consisting of 6 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 anything in it, which I know to be false, or do not believe to be true.

Signature:  Date 8th June 2015

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

Since November 2013, I have held the post of Licensing Officer for Suffolk Police Constabulary, based at the Licensing Team, Landmark House, Ipswich.

In June 2014, I was made aware by our the local Mildenhall police team that some residents were experiencing issues of noise and disorder which they felt were related to the Maids Head pub, 9 Kingsway, Mildenhall, IP28 7HN. Due to this I visited the premises and spoke to the designated premises supervisor at that time, Mr Watts, to discuss the issues raised. At this stage no other action was taken other than requesting that the local police team should attempt to monitor the dispersal from the premises more closely.

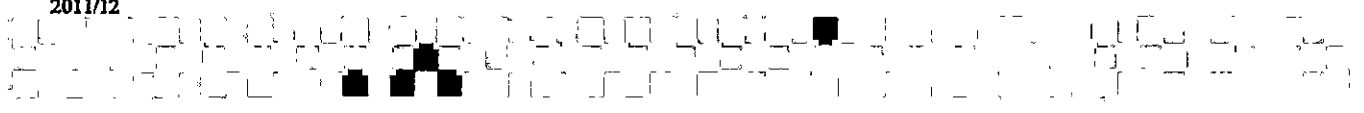
Following this I then continued to monitor the reported crime and disorder from the premises. As such I was made aware of all the incidents of crime and disorder, which I have listed below.

On Saturday 20th December 2014, officers attended the venue at approximately 02:15 hours following a call from a member of the public that door staff had assaulted them. On arrival officers ascertained that a female had been assaulted by another female customer, both of whom were heavily intoxicated. The victim had received minor injuries after being punched in the face and the offender was being detained in a significant struggle on the floor with door staff.

Subsequent enquiries showed that the door staff had used reasonable force to place the offender on the floor, however in her highly drunken state she had been very violent and had kicked the walls several times, breaking her own leg. A member of door staff stated to police that the female was 'heavily intoxicated' 'staggering about' and that 'he felt he had a reasonable excuse to use the level of force necessary to control the female as if he hadn't he felt the situation would have escalated into more violence and large fight'.

On Saturday 10th January 2015, officers were called to attend the pub at approximately 00:50 hours to the report of a customer causing criminal damage. It was found that two brothers had been drinking at the venue and had become heavily intoxicated. They had argued and one of

Signature:  Signature witnessed by:



them punched his hand through a glass window pane at the venue, causing himself a deep wound which was bleeding heavily.

Throughout this time period we continued to received contact from residents relating primarily to noise issues and disorder at dispersal times.

On 3rd March 2015, the Constabulary received a formal notification of the request to change the Designated Premises Supervisor at the venue from Mr Watts to Mrs Louise Malone. As part of the process for this, I contacted the area manager, Phil Arnold, for Greene King Retailing Limited to obtain further details for the applicant. I discussed the premises with him, including the previous issues we had experienced and those being reported by the public. He made me aware that Mrs Malone would have her teenage son, Alex, working as the bar manager the majority of the time although she would be closely supporting him.

I then spoke to Mrs Malone directly to obtain some additional details. She also agreed that her son would be the main bar manager and that he was working towards his personal licence with a view to eventually becoming the Designated Premises Supervisor. I made her aware of the previous issues within the community (noise complaints etc) and our concerns about this.

At 02:00 hours on Saturday 7th March 2015 officers on local patrol encountered a male being ejected from the premises, together with his girlfriend. The male was shouting and swearing at another male and then targeted abuse at the police officers as well. He then proceeded to kick a telecommunications box before confronting the officers aggressively to the point where they drew their Pärva spray and had to take hold of his arms to restrain him and arrest him.

At 02:30 hours on Saturday 21st March 2015 a female reported that another customer had grabbed her face during a confrontation and that she was then forcibly ejected by door staff. No arrests were made following enquiries.

On Wednesday 25th March 2015, at approximately 00:25 hours a male offender entered the premises and was correctly refused service of alcohol due to licensable sales having already ended. He then went to the toilets and caused damage to pipework before leaving. The male was subsequently identified and given a community resolution.

On Friday 27th March 2015, a multi-agency meeting was held at the premises to discuss the issues which had happened and to look at the wider issues previously reported. The meeting was attended by staff from the Licensing Authority, local noise team, PC Greenhalf, Sgt Francis, Mrs Malone, Alex Malone, Phil Arnold the area manager for Greene King and myself. During this meeting we ensured they were aware of complaints previously made against the premises as well as discussing the recent crime reports which were affecting their own time period at the pub. I made it clear that my expectations were for intoxication levels to drop at the premises and that incidents involving highly intoxicated people would not be acceptable

As part of the meeting, I suggested that the premises should consider carrying out some engagement with the local residents and Phil Arnold agreed to look at taking this forward by organising a meeting.

At approximately 00:30 hours on Saturday 4th April 2015, officers attended the pub to assist with a male who needed to be ejected. On arrival officers found the male on the floor being

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restrained. He was in a highly intoxicated state and, when allowed up, was visibly unsteady on his feet. He was arrested for being drunk and disorderly.

On Sunday 5th April 2015 at approximately 02:00 hours, officers attended the premises following a report of numerous fights at the location. A male was found with a cut to the bridge of his nose and blood over the right side of his face. The victim was in a visibly intoxicated state. He stated he had been the victim of an unprovoked assault in the smoking are of the premises from a male who had been acting aggressively and threatening people. Door staff had intervened after the initial assault and the offender had left the premises prior to police arrival. The area was not covered by CCTV. No arrests were made.

Whilst at the premises dealing with this incident a female also stated that she had been assaulted by the same offender, who had thrown her into a wall causing bruising and grazing to her arms and knees. Again, officers stated she was unsteady on her feet, visibly intoxicated and unsuitable to obtain an immediate statement from.

On 8th April 2015 at approximately 15:30 hours, I visited an unrelated premises in Newmarket together with Licensing Authority Officer Sheila Gowans and Greene King area manager Phil Arnold. At this time I spoke with them both for about 30 minutes in relation to the Maids Head and the recent crime issues there – primarily assaults. I expressed my concerns that Alex was not suitable as a bar manager at this stage and highlighted the excessive intoxication levels that had been noted by officers attending crimes. Mr Arnold informed me that beer sales had increased and that he would speak with the DPS to try and address the issue directly.

On 17th April 2015, I was aware that members of the constabulary attended the community meeting which had been arranged by the premises via Greene King. The meeting was held at the pub itself.

On 24th April 2015 at approximately 21:45 hours, officers attended the pub following a call that three males were fighting at the premises with fence panels. On arrival officers located several men at the side of the venue in the access way for vehicles. The suspect was heavily intoxicated as was another male who was with him. The suspect made several attempts to grab hold of the firearm of one of the attending officers and had to be restrained. It was noted that due to his intoxication level, the suspect kept dipping in and out of consciousness and he also had a minor head injury from the previous fight. Due to this the male spent a considerable period of time in hospital before being arrested.

During police interview he stated he had been at the pub on a drinking 'bender' and could not remember how much he had drunk or any of his actions on the afternoon and evening due to his intoxication.

On Sunday 17th May 2015 at approximately 01:20 hours, police officers attended the pub following reports of a male 'kicking off'. On arrival door staff were restraining a male on the floor. It was stated that that male had been staring at females in the venue, to the extent that he had been warned about his behaviour. He then sexually assaulted a female at the venue by grabbing her bottom which caused an altercation. He then repeated these actions when approached by a female member of door staff and was ejected from the premises. The suspect continued to try and access the premises by attempting to climb over the fence and, when this failed, started kicking the fence instead.

Signature: Signature witnessed by:

During police interview the suspect admitted drinking lager and spirits at the premises to the extent that he was unable to anything of significance. He had only a vague recall of the physical altercation with door staff.

On 21st May 2015, I was again aware that members of the constabulary attended a community meeting organised by the premises in order to involve local people with any issues regarding the pub. The meeting took place at the local council offices. I provided a written crime summary for this meeting, exhibit SES/1.

On 27th May 2015, a female reported an assault which had apparently taken place at 00:30 hours on Saturday 16th May at the Maids Head pub. She stated that several females had attacked her whilst in the smoking area of the premises. This incident was not reported to the police at the time by staff or the victim, despite the facial injury she received. Again, this area is not covered by CCTV.

On 29th May 2015 at approximately 00:01 hours, the Constabulary received several calls from members of the public and also from Alex Malone that a fight was taking place at the pub. On arrival officers located a male stood outside the premises who had a swollen bottom lip, from being punched in the face. He stated to officers that he had been involved in an altercation and 'we sorted it out like gentlemen'. Officers subsequently reviewed the CCTV from the premises in relation to this incident and it is clear that people were going in and out of the pub as this disorder from customers took place outside and into the street.

Following this incident, the application to submit a premises licence Review was made on 4th June 2015 by the Constabulary Licensing Team. I have updated the initial crime and incident report which I produced on 1st June 2015 to reflect the most recent incidents, this is now SES/2.

As a Constabulary Licensing officer for Suffolk Police I have an overview of the crime at all venues across the county. The crime type and levels at the Maids Head public house are reflective of a poorly managed nightclub which is heavily mirrored by the highly intoxicated state of both victims and offenders at the venue. I am not aware of any other remotely comparable crime or disorder statistics for a public house venue within the county.

The vast majority, with just one exception, of crime which has occurred at the premises has been after midnight. In those crimes involving violence or disorder it is abundantly clear that the major contributing factor has been heavy intoxication of those involved who are at the venue as customers.

It is now my viewpoint that the premises is operating in an unsafe manner which is likely to cause or contribute to violent crime and disorder. The DPS, Mrs Malone, has not shown any progress in dealing with these issues and even on the most recent incidents it is clear that her teenage son remains in place as the primary bar manager despite his inexperience. There appears to be a lack of any determination by either the DPS or the licence holder to stop these issues.

The premises licence reflects that of a nightclub in respect of its hours but without the other conditions that would normally assist in driving good practice at a premises (formal need for door staff, training etc). The venue currently creates a hugely disproportionate level of crime and

Signature: Signature witnessed by:

disorder and clearly significant change is required to prevent this from continuing or escalating even further.

We have taken repeated steps to try and resolve this matter with both the DPS and the premises licence holder, via their representative. To date this has clearly not been successful and no changes of any note appear to have been made.

As such the Constabulary feel that the following changes and conditions are the minimum level of requirement to ensure that the licence is suitable to comply with upholding the Prevention of Crime and Disorder objection of the Licensing Act:

The operational hours of the premises should be significantly reduced so that all licensable activity ceases at 23:00 hours and that the premises is fully closed by 23.30 hours. Due to the lack of action by the current DPS and the extremely poor management demonstrated at the premises we also request that Mrs Louise Malone be removed from this post.

Beyond this, we also feel that the wider licence requires improvement as it does not appear to be generally sufficient for the current circumstances of the venue.

Suggested conditions:

1. During licensable activity where sales of alcohol are taking place, a member of staff shall regularly patrol within the premises to check for any customers who may be showing signs of increased intoxication, vulnerability or aggression and ensure that suitable positive action is taken. Where any action is needed an entry shall be placed into the Incident Register.

2. A minimum of two SIA registered door staff at the premises each Thursday, Friday and Saturday from 21:00 hours until 30 minutes after closure of the premises.

3. The premises licence holder shall implement a suitable and sufficient drugs policy, the content of which shall be agreed with the Police and notified to the Licensing Authority.

4. A defined written dispersal policy shall be operated and managed with specific actions to be taken by nominated staff at the end of all licensable events. This policy shall be agreed with the Police and notified to the Licensing Authority. This shall include SIA staff wearing fluorescent jackets, tabards or similar high visibility clothing. Door staff on duty shall assist with a safe and orderly dispersal of patrons.

5. The premises licence holder shall aid the onward dispersal of patrons from the licensed premises by means of a list of licensed local taxi and private hire firms prominently displayed at the exit points.

6. All bar staff engaged in the sale of alcohol shall be trained in responsible alcohol retailing to a minimum standard of BIIAB Level 1, or equivalent, within three months of commencing employment at the premises. Training records shall be kept on the premises and produced to the Police or authorised officer of the Licensing Authority upon request. For the avoidance of doubt this training may be administered in-house in accordance with the relevant criteria.

Signature: Signature witnessed by:

Stuart Elliott-Smyth

6/6

Training shall be reviewed at six-monthly intervals to ensure that staff are up to date with the latest legislation.

7. The DPS shall ensure that all persons authorised to sell alcohol at the licensed premises have received instruction from the DPS on relevant licensing requirements/offences and have been authorised in writing from the DPS to supply alcohol under their authority.

8. The premises licence holder shall adopt a 'Challenge 25' proof of age scheme. The premises licence holder shall operate a requirement for the production of a passport, driving licence or other bona fide form of identity carrying a photographic image, where the individual requesting the supply of alcohol appears to be under the age of 25.

9. Suitable and sufficient lighting and CCTV to be placed into the outdoor smoking area. Lighting and CCTV in this area to be fully maintained and checked each day.

10. All instances of drunkenness, disorder, drug use or violence will be challenged, resulting in the ejection or retention of the individual(s) and under serious circumstances, consideration shall be given to their permanent exclusion from the premises in future.

11. Any individual found in possession of any illegal substance or weapon shall be excluded or ejected from the licensed premises. The Police shall be notified promptly, and in any event within 36 hours, of any attempt by an individual to gain access to the licensed premises whilst in possession of an illegal substance or weapon.

12. A full personal licence holder shall be present at all times when the premises is open for the sale of alcohol.

Signature:

Signature witnessed by:

SES/1 1/3

Maid's Head Public House, Mildenhall

Crime and Incident Summary for 2015

Compiled using the police Innkeeper system by Stuart Elliott-Smith on 20/05/15.

10/01/15, 00:50hrs:

WHILST HEAVILY INTOXICATED KNOWN OFFENDER HAS USED HIS FIST TO PUNCH AND SMASH A PANE OF GLASS 10X10 INCHES

07/03/15, 02:00hrs:

INTOXICATED OFFENDER HAS BEEN ESCORTED FROM PREMISES BY DOOR STAFF, HE HAS THEN STARTED AN ARGUMENT WITH ANOTHER MALE WHO WAS STOOD OUTSIDE. HIS ATTENTION HAS THEN BEEN DRAWN TO THE POLICE OFFICERS IN ATTENDANCE AT WHICH POINT HE HAS BEGUN SWEARING AND SHOUTING LOUDLY AT POLICE. OFFENDER HAS THEN MADE A BEELINE FOR OFFICERS WHILST KICKING A COMMUNICATIONS BOX AND ACTING IN A THREATENING MANNER.

08/03/15, 01:40hours:

SEVERAL CALLS RECEIVED TO THE POLICE WITH CONCERNS FOR A VERY INTOXICATED FEMALE IN KINGSWAY AND OTHER PLACES AROUND THE TOWN FOLLOWING THIS. POLICE ARRIVED AND THE FEMALE REFUSED ANY ASSISTANCE BUT WAS IDENTIFIED AS HAVING BEEN SERVED IN THE MAIDS HEAD.

19/03/15, 18:00hrs:

CALL RECEIVED FROM A RESIDENT OF KINGSWAY STATING THAT THERE WAS A SMASHED GLASS BOTTLE OUTSIDE THE FRONT OF NUMBER 25 AND IT WAS REPORTEDLY A PATRON OF THE MAIDS HEAD THE PREVIOUS EVENING.

21/03/15, 16:47hrs

LOCAL RESIDENT COMPLAINING ABOUT NEW LANDLADY STATING ONLY BEEN THERE TWO WEEKS ALREADY NOISE, MUSIC, SHOUTING, DRINK DRIVERS GENERAL ASB IS BEYOND IT. COMPLAINANT HAS HAD ENOUGH.

21/03/15, 02:30hrs

CALL RECEIVED FROM VICTIM OF TWO ASSAULTS INSIDE THE PUB - THE FIRST OF WHICH WAS A FRIEND WHO SHE HAD DISAGREED WITH WHICH RESULTED IN HER BEING GRABBED BY THE CHEEKS. THE SECOND OF WHICH A COMPLAINT OF THE BOUNCER FORCEABLY REMOVING HER FROM THE PUB BY ALLEGEDLY GRABBING HER ROUND THE THROAT.

23/03/15, 00:15hrs

DPS CALLED POLICE TO REPORT A MALE HAD BEEN INTO THE PUB AND ON BEING REFUSED A DRINK DUE TO END OF LICENSE TIME HE SEEMED TO GO INTO THE TOILETS, WHEN THE TOILETS WERE CHECKED LATER THE PIPES WERE BENT. REPORTEDLY HE WAS BARRED BY THE PREVIOUS LANDLORD FOR ISSUES IN THE PUB.

27/03/15, 22:45hrs

CALL RECEIVED FROM THE MAIDS HEAD ASKING FOR ASSISTANCE WITH A MALE WHO THEY HAD ASKED TO LEAVE THE PREMISES. DOOR STAFF WERE STRUGGLING WITH HIM ALL QUIET ON POLICE ARRIVAL AND MALE LEFT HAVING BEEN BARRED FROM THE PUB.

29/03/15, 23:45hrs

MALE REPORTED TO HAVE BEEN IN POSSESSION OF COCAINE IN PUB ON DANCE FLOOR. ARRESTED AFTER BEING EJECTED IN POSSESSION OF 2 BAGS OF WHITE POWDER CONFIRMED AS COCAINE STATING IN INTERVIEW HE HAD FOUND THEM IN THE TOILETS OF PH.

03/04/15, 00:13hrs

CALL FROM LANDLADY AFTER FINDING TWO MALES SMOKING CANNABIS IN OUTSIDE AREA OF PUB. SHE HAS ASKED THEM TO LEAVE BUT THEY HAVE REFUSED STATING THAT THEY DIDN'T KNOW WHAT SHE WAS TALKING ABOUT AND SHE WAS WRONG IN SUSPECTING THEM OF TRYING TO HIDE ANY DRUGS.

04/04/15, 00:20hrs

MALE OFFENDER HAS BEEN EJECTED FROM PREMISES FOR BEING DISORDERLY. ON POLICE ARRIVAL HE HAS BEEN DETAINED BY DOOR STAFF BUT CONTINUOUSLY TRIED TO RETURN TO THE PUB. ARRESTED ON SUSPICION OF DRUNK AND DISORDERLY AND PND ISSUED.

05/04/15, 02:00hrs

CALLED TO MAIDS HEAD FOR A NUMBER OF PEOPLE FIGHTING. ON ARRIVAL 2 SEPERATE ASSAULTS HAD OCCURRED BOTH BY THE SAME OFFENDER WHO HAD BEEN EJECTED FROM PREMISES AND LEFT PRIOR TO POLICE ARRIVAL, ASSAULTS HAD OCCURRED IN THE SMOKING AREA OF THE PUBLIC HOUSE WHICH IS NOT COVERED BY CCTV. DOOR STAFF HAD EJECTED OFFENDER AND ONE OF THE VICTIMS.

OFFENDER PUNCHED IP (FEMALE) A NUMBER OF TIMES TO THE FACE IN PUBLIC HOUSE SMOKING AREA BEFORE BEING EJECTED BY DOOR STAFF. THE FEMALE (I/P) WAS VERY UNSTEADY ON HER FEET AND INTOXICATED.

12/04/15, 01:43hrs

LICENSEE LOUISE MALONE CALLED POLICE HAVING EJECTED A MALE FROM PREMISES WHO HAD BEEN THREATENING AND ABUSIVE IN THE PUBLIC HOUSE. ON POLICE ARRIVAL NO OFFENCES DISCLOSED TO OFFICER AND DRUNKEN MALE REMOVED FROM PREMISES.

24/04/15, 21:11hrs

CALL RECIEVED STATING THERE WERE 3 PEOPLE FROM THE PREMISES FIGHTING WITH FENCE POSTS ONE MALE WAS PINNED DOWN. ON POLICE ARRIVAL ONE MALE WAS SAY IN THE ALLEY WAY NEXT TO THE MAIDS HEAD. HE WAS INTOXICATED AND ATTEMPTED TO GRAB THE OFFICERS SIDE ARM. DUE TO THIS INCIDENT AND THE CONCERNS OFFICERS DUTY 7 AUTHORISED A SEC 35 DISPERSAL ORDER FOR MILDENHALL TC. ALL INDIVIDUALS EXTREMELY INTOXICATED.

26/04/15, 22:21hrs

CALL FROM STAFF STATING 2 INTOXICATED MALES WERE REFUSING TO LEAVE PREMISES. PRIOR TO POLICE ARRIVAL MALES HAD ALREADY LEFT.

17/05/2015, 01:20hrs

DURING THE HOURS OF DARKNESS WITHIN A PUBLIC HOUSE A KNOWN OFFENDER HAS GROPED THE BOTTOM OF A FEMALE DOOR SUPERVISOR WHILST IN PROCESS OF BEING EJECTED FOLLOWING WHICH A SCUFFLE ENSUED WHEREBY DAMAGE WAS CAUSED TO A SECOND DOOR SUPERVISORS WAISTCOAT AND EAR PIECE. OFFENDER DESCRIBED AS HIGHLY INTOXICATED. VICTIM OF ASSAULT ALSO TOO INTOXICATED TO PROVIDE A COHESIVE VERSION OF EVENTS.

S65/2 1/4

Maid's Head Public House, Mildenhall

Crime and Incident Summary for December 2014 to 2015

Compiled using the police Innkeeper system by Stuart Elliott-Smith on 01/06/15

20/12/14, 01.45hrs

FEMALE HAS BECOME INVOLVED IN ALTERCATION WHILE DRUNK IN A PUB IN RURAL TOWN AND PUCHED OTHER PARTY IN THE FACE

20/12/14, 02:00hrs

VICTIM WAS EJECTED FROM TOWN CENTRE PUBLIC HOUSE WHILE OUTSIDE SHE ENTERED INTO A VERBAL ALTERCATION WITH ANOTHER FEMALE THE OFFENDER WHILE WORKING AS A DOOR SECURITY OFFICER GRABBEN VICTIM FROM BEHIND TWISTED HER AROUND THE SLAMMED HER ON THE PAVEMENT CAUSING A BROKEN LEFT LEG AND VARIOUS OTHER BRUISES

10/01/15, 00:50hrs:

WHILST HEAVILY INTOXICATED KNOWN OFFENDER HAS USED HIS FIST TO PUNCH AND SMASH A PANE OF GLASS 10X10 INCHES

07/03/15, 02:00hrs:

INTOXICATED OFFENDER HAS BEEN ESCORTED FROM PREMISES BY DOOR STAFF, HE HAS THEN STARTED AN ARGUMENT WITH ANOTHER MALE WHO WAS STOOD OUTSIDE. HIS ATTENTION HAS THEN BEEN DRAWN TO THE POLICE OFFICERS IN ATTENDANCE AT WHICH POINT HE HAS BEGUN SWEARING AND SHOUTING LOUDLY AT POLICE. OFFENDER HAS THEN MADE A BEELINE FOR OFFICERS WHILST KICKING A COMMUNICATIONS BOX AND ACTING IN A THREATENING MANNER.

08/03/15, 01:40hours:

SEVERAL CALLS RECEIVED TO THE POLICE WITH CONCERNS FOR A VERY INTOXICATED FEMALE IN KINGSWAY AND OTHER PLACES AROUND THE TOWN FOLLOWING THIS. POLICE ARRIVED AND THE FEMALE REFUSED ANY ASSISTANCE BUT WAS IDENTIFIED AS HAVING BEEN SERVED IN THE MAIDS HEAD.

SGS/2 2/4

19/03/15, 18:00hrs:

CALL RECEIVED FROM A RESIDENT OF KINGSWAY STATING THAT THERE WAS A SMASHED GLASS BOTTLE OUTSIDE THE FRONT OF NUMBER 25 AND IT WAS REPORTEDLY A PATRON OF THE MAIDS HEAD THE PREVIOUS EVENING.

21/03/15, 16:47hrs

LOCAL RESIDENT COMPLAINING ABOUT NEW LANDLADY STATING ONLY BEEN THERE TWO WEEKS ALREADY NOISE, MUSIC, SHOUTING, DRINK DRIVERS GENERAL ASB IS BEYOND IT. COMPLAINANT HAS HAD ENOUGH.

21/03/15, 02:30hrs

CALL RECEIVED FROM VICTIM OF TWO ASSAULTS INSIDE THE PUB - THE FIRST OF WHICH WAS A FRIEND WHO SHE HAD DISAGREED WITH WHICH RESULTED IN HER BEING GRABBED BY THE CHEEKS. THE SECOND OF WHICH A COMPLAINT OF THE BOUNCER FORCEABLY REMOVING HER FROM THE PUB BY ALLEGEDLY GRABBING HER ROUND THE THROAT.

23/03/15, 00:15hrs

DPS CALLED POLICE TO REPORT A MALE HAD BEEN INTO THE PUB AND ON BEING REFUSED A DRINK DUE TO END OF LICENSE TIME HE SEEMED TO GO INTO THE TOILETS, WHEN THE TOILETS WERE CHECKED LATER THE PIPES WERE BENT. REPORTEDLY HE WAS BARRED BY THE PREVIOUS LANDLORD FOR ISSUES IN THE PUB.

27/03/15, 22:45hrs

CALL RECEIVED FROM THE MAIDS HEAD ASKING FOR ASSISTANCE WITH A MALE WHO THEY HAD ASKED TO LEAVE THE PREMISES. DOOR STAFF WERE STRUGGLING WITH HIM ALL QUIET ON POLICE ARRIVAL AND MALE LEFT HAVING BEEN BARRED FROM THE PUB.

29/03/15, 23:45hrs

MALE REPORTED TO HAVE BEEN IN POSSESSION OF COCAINE IN PUB ON DANCE FLOOR. ARRESTED AFTER BEING EJECTED IN POSSESSION OF 2 BAGS OF WHITE POWDER CONFIRMED AS COCAINE STATING IN INTERVIEW HE HAD FOUND THEM IN THE TOILETS OF PH.

565/2 3/4

03/04/15, 00:13hrs

CALL FROM LANDLADY AFTER FINDING TWO MALES SMOKING CANNABIS IN OUTSIDE AREA OF PUB. SHE HAS ASKED THEM TO LEAVE BUT THEY HAVE REFUSED STATING THAT THEY DIDN'T KNOW WHAT SHE WAS TALKING ABOUT AND SHE WAS WRONG IN SUSPECTING THEM OF TRYING TO HIDE ANY DRUGS.

04/04/15, 00:20hrs

MALE OFFENDER HAS BEEN EJECTED FROM PREMISES FOR BEING DISORDERLY. ON POLICE ARRIVAL HE HAS BEEN DETAINED BY DOOR STAFF BUT CONTINUOUSLY TRIED TO RETURN TO THE PUB. ARRESTED ON SUSPICION OF DRUNK AND DISORDERLY AND PND ISSUED.

05/04/15, 02:00hrs

CALLED TO MAIDS HEAD FOR A NUMBER OF PEOPLE FIGHTING. ON ARRIVAL 2 SEPERATE ASSAULTS HAD OCCURRED BOTH BY THE SAME OFFENDER WHO HAD BEEN EJECTED FROM PREMISES AND LEFT PRIOR TO POLICE ARRIVAL, ASSAULTS HAD OCCURRED IN THE SMOKING AREA OF THE PUBLIC HOUSE WHICH IS NOT COVERED BY CCTV. DOOR STAFF HAD EJECTED OFFENDER AND ONE OF THE VICTIMS.

OFFENDER PUNCHED IP (FEMALE) A NUMBER OF TIMES TO THE FACE IN PUBLIC HOUSE SMOKING AREA BEFORE BEING EJECTED BY DOOR STAFF. THE FEMALE (I/P) WAS VERY UNSTEADY ON HER FEET AND INTOXICATED.

12/04/15, 01:43hrs

LICENSEE LOUISE MALONE CALLED POLICE HAVING EJECTED A MALE FROM PREMISES WHO HAD BEEN THREATENING AND ABUSIVE IN THE PUBLIC HOUSE. ON POLICE ARRIVAL NO OFFENCES DISCLOSED TO OFFICER AND DRUNKEN MALE REMOVED FROM PREMISES.

24/04/15, 21:11hrs

CALL RECEIVED STATING THERE WERE 3 PEOPLE FROM THE PREMISES FIGHTING WITH FENCE POSTS ONE MALE WAS PINNED DOWN. ON POLICE ARRIVAL ONE MALE WAS SAY IN THE ALLEY WAY NEXT TO THE MAIDS HEAD. HE WAS INTOXICATED AND ATTEMPTED TO GRAB THE OFFICERS SIDE ARM. DUE TO THIS INCIDENT AND THE CONCERNS OFFICERS DUTY 7 AUTHORISED A SEC 35 DISPERSAL ORDER FOR MILDENHALL TC. ALL INDIVIDUALS EXTREMELY INTOXICATED.

26/04/15, 22:21hrs

CALL FROM STAFF STATING 2 INTOXICATED MALES WERE REFUSING TO LEAVE PREMISES. PRIOR TO POLICE ARRIVAL MALES HAD ALREADY LEFT.

16/05/2015, 00:30hrs

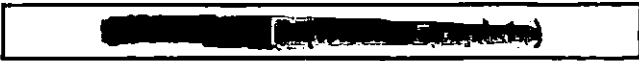
WHILST WITHIN PUBLIC HOUSE VICTIM HAS BEEN ASSAULTED BY THREE SUSPECTS KNOWN TO HER CAUSING MARK TO HEAD CUT LIP PULLED HAIR SCRATCH DOWN NECK AND LOST EARRINGS. (Not reported to police until 27/05/15).

17/05/2015, 01:20hrs

DURING THE HOURS OF DARKNESS WITHIN A PUBLIC HOUSE A KNOWN OFFENDER HAS GROPED THE BOTTOM OF A FEMALE DOOR SUPERVISOR WHILST IN PROCESS OF BEING EJECTED FOLLOWING WHICH A SCUFFLE ENSUED WHEREBY DAMAGE WAS CAUSED TO A SECOND DOOR SUPERVISORS WAISTCOAT AND EAR PIECE. OFFENDER DESCRIBED AS HIGHLY INTOXICATED. VICTIM OF ASSAULT ALSO TOO INTOXICATED TO PROVIDE A COHESIVE VERSION OF EVENTS.

29/05/15, 00:01hrs

DURING THE HOURS OF DARKNESS IN A RURAL MARKET TOWN OUTSIDE A PUBLIC HOUSE ON THE STREET VICIM HAS BEEN PUNCHED IN THE FACE DURING AN ALTERCATION WITH ANOTHER UNKNOWN MALE



WITNESS STATEMENT

Criminal Procedure Rules, r 27. 2; Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B

[Click here for guidance](#)

URN:				
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Statement of: Helen SELF PC 309

Age : O18 (if over 18 insert 'over 18') Occupation: Police officer

This statement (consisting of 1 pages(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: H Self

Date (dd/mm/yyyy): 08/06/2015

(This statement is digitally signed)

I am a police officer currently working on Mildenhall safer neighbourhood team, my duties include footpatrol within the town center. I work various shifts including working until 4am. As part of my footpatrol I walk past the Maids Head Public House which is situated on Kingsway, Mildenhall.

Since the beginning of March 2015 I have noticed that the Maids has got busier with more of a younger customer.

One one occasion I was walking past the smoking area when I saw three young adult male trying to get into the smoking area from the road side. They appeared to be trying to get into the pub by breaking through the hedge. One of the males ran off from me but the others engaged with me and said they were trying to get in.

I have also noticed that at closing time there appear to be more people hanging around at the end of the night. the door staff don't seem to move them on unlike with the previous landlady. When in the police station I have heard people walking home shouting and screaming appearing to be very drunk.

Previously the front doors were closed to prevent any noise coming out of the front of the pub and all customers leaving would come out of the back car park. this seemed to keep the noise down. Now the customers come of from the front of the pub which seems to be louder and they remain hanging around outside for longer. I have seen people sitting on the small wall near to the war memorial rather than going home.

Signed: H Self



WITNESS STATEMENT

Criminal Procedure Rules, r 27. 2; Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B

[Click here for guidance](#)URN:

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Statement of: Jason FRANCIS Sgt 559

Age : over 18 (if over 18 insert 'over 18') Occupation: Police Sergeant

This statement (consisting of 2 pages(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: Jason Francis

Date (dd/mm/yyyy): 08/06/2015

(This statement is digitally signed)

I am a Police Sergeant currently based on the Mildenhall Safer Neighbourhood Team which covers Mildenhall town and the 13 villages between Mildenhall and Newmarket. Part of my duties include the monitoring of Licensed Premises within the area and this includes the Maids Head PH in Kingsway, Mildenhall.

I am aware that a new Licensee took over the running of the Maids Head in early March and within a few days I and other officers found we were attending the Maids Head for issues fairly frequently.

On the 7th March I attended to a disruptive customer who left the PH but then became increasingly aggressive and violent and I had to arrest him when he tried to assault me. In subsequent enquiries it became apparent that this male had actually been banned from the Maids head by the previous Licensee but the ban had not been carried on by the new Licensee.

The following night (8th March) I attended a further report of a disturbance at the Maids head but en route came across a female collapsed on the pavement near to the premises. The female was highly intoxicated and after she came to became violent and abusive and made off. This female then caused anti-social behaviour issues on the College Heath estate for much of the remainder of the night. Enquiries with door staff at the Maids Head confirmed she had been drinking at the premises and had been ejected due to her behaviour.

Due to persistent complaints from a town resident about the Maids Head and the seemingly increase in calls to the police since the new Licensee had taken over I attended a meeting with the DPS Louise Malone and her son Alex on the 27th March 2015. This meeting was also attended by representatives from FHDC Environmental Health and Licensing, Greene King and Suffolk Constabulary. It was apparent quite quickly that neither Mrs Malone or her

[REDACTED]

Continuation of Statement:

Page 2 of 2

son Alex (who was to mainly run the PH) were aware of many of the conditions of her license and it was pointed out to them that they would need to adhere to these or face prosecution. A number of issues were highlighted such as their incident book which had not been completed and the need to keep windows and doors shut to prevent excessive noise. As the SNT Sergeant I was notified of all issues that took place at the Maids Head and I ensured that all incidents were recorded on the Innkeeper system, which I would also do for any Licensed premises. In addition any CADS for the premises were kept in a folder within the SNT office and an ECINS record was maintained.

On the 5th April I was on duty when I responded again to a call from the Maids Head where 2 assaults had occurred within the premises. I took details from the victims, one of whom a female was so drunk she could hardly stand up. The offender had left the area but again had been banned by the previous Licensee and allowed to gain access under the new ownership. The victims for both these assaults subsequently declined to cooperate with the police prosecution.

Following this incident I attended the Maids Head PH and spoke with Louise Malone's son, Alex, raising my concerns in relation to the number of people using the PH who had previously been banned. Alex informed me that when they took over they decided to start again as far as banning went and all existing bans were cancelled. They had instigated the process again and he showed me their banning list which consisted of approx. 7 individuals, some of whom had been on the previous banned list. I provided Alex with a banning letter format and suggested that they issue the banned persons with the letter at the time and again maintain their records. The incident register was checked and was mainly up to date with incidents recorded on police system but the door staff maintained a separate register which did not seem to coincide with the PH register and again Alex was given advice in relation to maintaining the incident register and making sure the two tied up.

As I work a rotating shift pattern consisting of day and late shifts I cannot always be on duty on a Friday or Saturday night but I continue to monitor the PH when I am on. I have noticed larger crowds outside the PH when it closes at 2am and these crowds tend to hang around in the street for longer. Door staff do not seem to ask them to disperse unlike previously so noise levels in the area can be worse for local residents depending on the mood of the customers.

Signed: Jason Francis

WITNESS STATEMENT

Criminal Procedure Rules, r 27. 2; Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B

[Click here for guidance](#)

URN:

Statement of: James GREENHALF PC 1213

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

This statement (consisting of 1 pages(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: James Greenhalf

Date (dd/mm/yyyy): 08/06/15

(This statement is digitally signed)

I am a Police constable working on the Safer Neighbourhood Team at Mildenhall police station.

About March 2015 The Maids Head public house, Kingsway, Mildenhall was taken over by a new Landlady Louise Malone.

Since having taken over I have noticed a marked increase in the number of calls the Police have received relating to crime and disorder. I have collated the Police reports, updated Innkeeper the internet based licensing system and updated ECINS the anti social behaviour system. I have also attended meetings with the Landlady, licensing and others relating to these issues, most recently 27th March 2015 whereby I went through some complaints on anti-social behaviour and 17th April where residents attended.

Although I have not actually attended any calls to the premises myself, I have attached the ECINs report JG/1 which shows any residents complaints and actions taken by Police on a local/ASB level and Police Reports JG/2.

Signed: James Greenhalf

Log ID: 168173
 Log Added By: Donna Miller - [Mildenhall SWT]
 Log Added: 27-04-2015 10:58
 Date:

Log Details
 Following CADs called in since last update...
 SC-25032015-414 Male seen to do 'Coke' on the dance floor. MH/15/5740 concerns Class A drug.
 SC-03042015-411 Call from local resident [redacted] complaining of noise (bass) and 8/10 people outside the pub arguing. On Police arrival AIO, house party on going in area, no excessive noise from pub, no one outside.
 SC-03042015-4 - Call from Landlady, advising two males smoking drugs, put out by males when challenged. Advised to escort them from locus.
 SC-04042015-3 - Head doorman advising he has been assaulted. MH/15/620 drunk and disorderly refers.
 SC-04042015-73 - Call from [redacted] initial complaint against Police, this has been resolved with no issues. Complaining of on going issues re noise/ASB at pub. Stripes is shattered as a result and health is being affected.
 SC-05042015-39 - Call from Landlady, fights breaking out at locus. Requiring urgent Police and Ambulance attendance. MH/15/622 and MH/15/623 Assault Occasioning AMH.
 SC-06042015-28 - Call from local resident, stating fight in progress opposite the Maida Head, males having party and trying to join informants private party, no offences on Police arrival.
 SC-12042015-41 - Call from Landlady, reporting male kicking off at locus, being threatening and abusive. On Police arrival drunk male removed from pub, no offences disclosed.
 SC-2402015-427 report of people fighting with fence panels, hitting each other. One male urinating up the fencing. Sc 33 Dispersal order authorized for Mildenhall Town Centre, MH/15/754 Cause Harassment/Alarm/Distress Sect 3 POA refers. No permanent damage caused re fencing, panels slt back in.
 SC-2402015-465 - From July 17mp - Section 33 Dispersal Order for Mildenhall for tonight from 2145 hrs - 0200 hrs.
 SC-25042015-7 - Anon call, concerns re number of customers at Maida Head, getting very noisy, some people appear very drunk. Police arrival, no noise, few people outside.
 SC-26042015-362 - Call from the pub, 2 intoxicated males refusing to leave. Persons left prior to Police arrival, no offences.

Log ID: 168173
 Log Added By: Donna Miller - [Mildenhall SWT]
 Log Added: 27-04-2015 10:58
 Date:

Log Details: Wexham area CPT tasked with viewing recent updates.

Log ID: 160698
 Log Added By: Donna Miller - [Mildenhall SWT]
 Log Added: 28-03-2015 09:54
 Date:

Log Details: Inn Keeper has been fully updated.

Log ID: 160692
 Log Added By: Donna Miller - [Mildenhall SWT]
 Log Added: 28-03-2015 09:34
 Date:

Log Details: ***THERE IS NOW A NEW OWN AT THE MAIDS HEAD, LOUISE MALONE LIVES AT 6 ALDENHAM CLOSE MILDENHALL, A SUPERB HOUSING PROPERTY. HER 18 YEAR OLD SON ALEX SIMMS LIVES AND WORKS AT THE PUB. THEY TOOK OVER FROM JIM AND BARRY WATTS APPROX 3 WEEKS AGO.***

Since they have taken over the following CADs have been called in...
 No CAD forced by Police when attending Maida Head (head to feet) with another male causing issues. Second male arrested. MH/15/308 Sect 3 POA refers.
 SC-08022015-27 - 01.43 hours Call from [redacted] reporting noise of people outside, identifying concerns for a drunk female in street. Three other linked CADs called in, 22, 36 and 48 re same drunk female who is believed to have been drinking at the Maida.
 SC-19032015-250 as mentioned in previous entry box.
 SC-21032015 - 307 Anon female complaining about new DPS. States there is already an increased noise re noise, shouting and general ASB since she has taken over, strikes it's beyond a joke.
 SC-22032015-93 Female states having a dispute with friend, then was then grabbed by door staff around 10pm. MH/15/544 and MH/15/545 Common Assault both refer.
 SC-23032015-75 [redacted] complaining re noise, rubbish, broken glass, patrons sneezing at Police and drunken female in gutter.
 SC-25032015-199 Call from DPS stating has had problematic male in wanting a drink, believes male has caused damage to pipe work in toilets. MH/15/554 Criminal Damage.
 SC-28032015-48 Call from [redacted] stating her handbag was stolen from inside the Maids Head pub this morning at 0100 hours. To be opened.

Action ID: 201247
 Action added By: Donna Miller - [Mildenhall SWT]
 Action Type: Meeting
 Action Start: 27-03-2015 14:00 End Date: 27-03-2015 15:15
 Date:

Action Details: Meeting held at POC offices. The following were in attendance. SWT, Police Licensing 3-year Cop, Environmental Health, DPS and son. Discussed how DPS taking over an increase in ASB since taken over.

Log ID: 77071
Log Added By: [MIS-mh@ll SMT]
Log Added Date: 24-02-2014 20:28
@atx
Log Details log 077 23/02/14 relates to report of car possibly dealing drugs in car park n/1 on police attendance

Log ID: 51630
Log Added By: Jason Francis - [MIS-mh@ll SMT]
Log Added Date: 16-02-2014 09:32

Log Details Onenick 15/16 Feb offender arrested at Maids Head PH for criminal damage to pane of glass inside PH. No vehicles seen to leave PH car park between 0130 and 0205hrs. Smoking area in side of PH was quite loud with persons smoking etc. Licensee spoken with and PH doors closed at 2am as per licensing conditions but still approx 20-30 persons seen to be in PH

Log ID: 51604
Log Added By: Jason Francis - [MIS-mh@ll SMT]
Log Added Date: 14-02-2014 14:21

Log Details Email received from Office of Police and Crime Commissioner with attachment email from [redacted] calls complaining about incidents outside the Maids Head Public House. Email from [redacted] uploaded onto ECMS system. Incident referred to occurred 02/02/14 approx 0030hrs and is detailed on Item Keeper.

Log ID: 49851
Log Added By: Jason Francis - [MIS-mh@ll SMT]
Log Added Date: 09-02-2014 17:29

Log Details Maids Head PH monitored over weekend 7th Feb with Feb Door staff present to try both nights and all areas. No issues reported to police. Referred to [redacted] on 07/02/14 and [redacted] on 08/02/14. [redacted] on 09/02/14. I am aware of incidents last weekend outside the PH when officers called to report of disturbance in Kingsway. This was dealt with and Iron Keepers has been contacted

Log ID: 344548
Log Added By: Jason Francis - [MIS-mh@ll SMT]
Log Added Date: 19-01-2014 13:44

Log Details [redacted]

2014-02-24

2014-02-24

2014-02-24

2014-02-24

Log Added By: Christian Chenuil - [Western Area OPI]
Log Added Date: 24-08-2012 19:23
Log Details Full licence check completed by PS810 and PS1318. All in order and no concerns found. Completed forms scanned and attached. PS810

Action ID: 4553
Action added by: Conna Mitty - [Midland SVT]
Action Type: Risk assessment
Action Start Date: 18-12-2012 12:08
Action Details: FAM completed for [redacted] Score 13 - Medium risk. State the noise/ISS from the town centre/Midland has increased in the last year since licence has been extended. They have moved out of their front bedroom into the back room as their sleep was being disturbed. They are also now looking to move out their house currently being up for sale. They are moving as a result of the issues they face to the increased volume of traffic along Kingsway

Action ID: 4441
Action added by: Conna Mitty - [Midland SVT]
Action Type: Risk assessment
Action Start Date: 18-08-2012 12:53
Action Details: Speed 3 weeks still in the process of being completed. FAM completed for occupants of [redacted] and husband. They are extremely annoyed at the current noise, stating their sleep is constant, being interrupted any time from 0030 hrs onwards over a weekend period. The stated problem of 432 issues is down to the late hours hours that the local pub has. The fact is that they are allowed to extend their opening hours in a residential area. FAM score 15 - medium risk.

Action ID: 4387
Action added by: Conna Mitty - [Midland SVT]
Action Type: Risk assessment
Action Start Date: 13-08-2012 10:09
Action Details: 13/08/12 [redacted] They state the noise/ISS from the Midland is causing noise [redacted] in the effect the situation is having on his wife health. FAM completed [redacted] score 15 medium risk. Street 11 - week to be review see what on this. FAM is attached to area. Specific issues logged on FAM

Log ID: 6809
Log Added By: - [Midland SVT]
Log Added Date: 06-07-2012 13:12
Log Details: log 121 20th June of reporting noise from pub at 5.20am and someone singing o/s her house at 2am

Log ID: 2315
 Log Added By: [Redacted] - [Western Area OPT]
 Log Added: 07-06-2012 13:04
 Log Details: [Redacted] - [Western Area OPT]
 Log Added: 07-06-2012 13:04
 Log Details: [Redacted] - [Western Area OPT]

Log ID: 2316
 Log Added By: [Redacted] - [Western Area OPT]
 Log Added: 07-06-2012 13:02
 Log Details: [Redacted] - [Western Area OPT]
 Log Added: 07-06-2012 13:02
 Log Details: [Redacted] - [Western Area OPT]

16. The premises will phase in the use of plastic vessels or purchased glass for events in the outside area of the premises. (This set on 23/6/2012)
17. There will be regular patrolling by staff both inside and outside the premises.
18. Music must be discreetly played during the last hour.
19. The playing of live or recorded music must not take place in the outside areas of the premises after 21:00 hours.
20. Clean legible and prominent notices will be displayed at all exits requesting persons to leave the premises and area quietly.
21. Doors and windows will be kept closed to reduce noise nuisance from the premises after dark except where practicable for ingress and egress.
22. The outside area of the premises will be managed effectively to prevent nuisance to nearby residents.
23. The outside area of the premises will be managed effectively to prevent smoking only.
24. The outside area of the premises used by patrons, for example beer gardens and seating areas, will not be used after 23:00 hours until 11:00 the next day with the exception of a designated smoking area which can be used after the time for smoking only.

ANNEX 2 - CONDITIONS CONSISTENT WITH THE OPERATING SCHEDULE
 Log ID: 2316
 Log Added By: [Redacted] - [Western Area OPT]
 Log Added: 07-06-2012 13:13
 Log Details: [Redacted] - [Western Area OPT]

Log ID: 2316
 Log Added By: [Redacted] - [Western Area OPT]
 Log Added: 07-06-2012 13:13
 Log Details: [Redacted] - [Western Area OPT]

JG/2

929.

ISR Report

NORFOLK & SUFFOLK CONSTABULARY

ISR Report:

SC-17052015-34 (*CLOSED Incident*)

17/05/2015 01:28:31	PS07F, SUS CIRCS/INSECURE PREM/VEH	SC-17052015-34 / SC	999	SUFFOLK
Priority:(2) A(R) Emerg (20 Mln)	SUS CIRCS/INSECURE PREM/VEH	H1	Officer Dealing:1798	
Operator:37912563	Dispatcher:37910442	H12R (571272,274797)	Creator Wkstr:SC038	

Address Information	
THE MAIDS HEAD, THE MAIDS HEAD	
9 KINGSWAY, MILDENHALL, BURY ST. EDMUNDS, IP287HN	
Proximity:	<input checked="" type="checkbox"/> Gazeteer Validation
Complainant Information	
MALONE LOUISE, ██████████ CLI: ██████████	
THE MAIDS HEAD, 9 KINGSWAY, MILDENHALL BURY ST. EDMUNDS, IP287HN	
THIRD PARTY <input type="checkbox"/> Not Used <input type="checkbox"/> Not Used <input type="checkbox"/> Vuln. / Upset <input type="checkbox"/> Result Required <input type="checkbox"/> ETA / Grade Given	
Notes:	

Disposition Codes
SEXUAL OFFENCE
NOT APPLICABLE

Date / Time Information		
Call Received	17/05/2015	01:28:31
Call Answered	17/05/2015	01:28:31
Incident Created	17/05/2015	01:28:31
Address Validated	17/05/2015	01:28:31
Initial Input Complete	17/05/2015	01:29:20
Transfer Sent	17/05/2015	01:29:37
Transfer Accepted	17/05/2015	01:29:44
Resource Dispatched	17/05/2015	01:30:01
Arrived At Scene	17/05/2015	01:33:52
Units Cleared	17/05/2015	02:55:27
Incident Disposed	17/05/2015	02:55:53

Qualifiers	
DISPOSAL QUALIFIERS	None
NORFOLK FACTORS	Not Applicable
THEME	CRIME

Unit Activity					
HM11A	17/05/2015	01:30:01	1798	56	5 En Route to Incident
THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN					
HM13A	17/05/2015	01:31:13	1788	2794	5 En Route to Incident
THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN					
HM11A	17/05/2015	01:33:52	1798	56	6 At Scene
THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN					
HM14A	17/05/2015	01:34:55	1899	1362	5 En Route to Incident
THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN					
HM13A	17/05/2015	01:44:48	1788	2794	6 At Scene

	THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN				
HM14A	17/05/2015	01:45:34	1899	1362	6 At Scene
	THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN				
HM11A	17/05/2015	02:55:16	1798	56	2 On Patrol
HM13A	17/05/2015	02:55:17	1788	2794	2 On Patrol
HM14A	17/05/2015	02:55:27	1899	1362	2 On Patrol
ISR Relations					
CALL CARD - RELATED CALL CARD		SC-17052015-37 (H12R) ASSOCIATED BY OPERATOR 37976251			
MANUAL CIS REF - ISR RELATION		MH/15/929:REQUESTED BY OPERATOR 37976251			
ISR Comments					
Created From Shadow Incident	17/05/2015	01:28:32	SC038	37912563	
CALL FFROM INFMT TO SAY THERE IS A MALE AT LOCUS AND HE IS KICKING OFF	17/05/2015	01:28:57	SC038	37912563	
.	17/05/2015	01:28:58	SC038	37912563	
INFMTS DAUGHTER HAS RESTRAINED THE MALE ON THE GROUND AND NEEDS POLICE HELP	17/05/2015	01:28:59	SC038	37912563	
/	17/05/2015	01:29:19	SC038	37912563	
OBJECT(S) VIEWED	17/05/2015	01:29:22	SC038	37912563	
Transfer To .7-H-BU1 From Terminal SC038 Control	17/05/2015	01:29:37	SC038	37912563	
.	17/05/2015	01:29:41	SC038	37912563	
.	17/05/2015	01:29:41	SC038	37912563	
.	17/05/2015	01:29:41	SC038	37912563	
Transfer Accepted At Terminal SC017 For Control	17/05/2015	01:29:44	SC017	37910442	
OBJECT(S) VIEWED	17/05/2015	01:29:46	SC017	37910442	
LINE HAS CLEARED BEFORE MORE DETAILS COULD BE TAKEN	17/05/2015	01:29:54	SC038	37912563	
HM11A (660185) DIRECTED TO 571272,274797	17/05/2015	01:30:01	SC017	37910442	
HM11A MOBILISED BY DRAG/DROP	17/05/2015	01:30:01	SC017	37910442	
	17/05/2015	01:30:03	SC038	37912563	
.	17/05/2015	01:30:03	SC038	37912563	
FILTERING	17/05/2015	01:30:13	SC038	37912563	
.	17/05/2015	01:30:53	SC038	37912563	
INFMT IS LANDLADY OF LOCUS	17/05/2015	01:30:59	SC038	37912563	
.	17/05/2015	01:30:59	SC038	37912563	
HM13A (660181) DIRECTED TO 571272,274797	17/05/2015	01:31:13	SC017	37910442	
HM13A MOBILISED BY DRAG/DROP	17/05/2015	01:31:13	SC017	37910442	
APOLOGIES	17/05/2015	01:31:19	SC038	37912563	
.	17/05/2015	01:31:20	SC038	37912563	
.	17/05/2015	01:31:26	SC017	37910442	
.	17/05/2015	01:31:26	SC017	37910442	
NOT DAUGHTER	17/05/2015	01:31:27	SC038	37912563	
	17/05/2015	01:31:30	SC017	37910442	
.	17/05/2015	01:31:30	SC017	37910442	
DOOR STAFF HAVE MALE RESTRAINED ON GROUND	17/05/2015	01:31:39	SC038	37912563	
.	17/05/2015	01:31:39	SC038	37912563	
Transfer To .7-H-BU1 From Terminal SC038 Control	17/05/2015	01:31:50	SC038	37912563	
Transfer Accepted At Terminal SC017 For Control	17/05/2015	01:31:55	SC017	37910442	

OBJECT(S) VIEWED	17/05/2015	01:31:57	SC017	37910442	
INFMT SAID MALE TOOK HIS SHIRT OFF AND THEN ATTACKED DOOR STAFF	17/05/2015	01:32:20	SC038	37912563	
.	17/05/2015	01:32:21	SC038	37912563	
INFMT STOPPED SERVING MALE AT LOCUS AND ASKED THE MALE TO LEAVE	17/05/2015	01:32:34	SC038	37912563	
.	17/05/2015	01:32:34	SC038	37912563	
Cross Referenced With Incident SC-17052015-37 01 - REPEAT CALL	17/05/2015	01:32:55	SC018	37976251	
INFMT SAID SOMETHING HAPPENED AND DOOR STAFF ESCORTED HIM OUT OF LOCUS	17/05/2015	01:32:56	SC038	37912563	
.	17/05/2015	01:32:56	SC038	37912563	
MALE IS NOW PUNCHING FENCE EVEN THOUGH RESTRAINED	17/05/2015	01:33:48	SC038	37912563	
.	17/05/2015	01:33:48	SC038	37912563	
INFMT IS OUTSIDE OF LOCUS WITH THE DOOR STAFF AND SHE IS WERAING A RED HOODIE	17/05/2015	01:34:01	SC038	37912563	
.	17/05/2015	01:34:02	SC038	37912563	
INFMT CANNOT SEE OFFICERS YET	17/05/2015	01:34:36	SC038	37912563	
.	17/05/2015	01:34:36	SC038	37912563	
INFMT CAN SEE BLUE LIGHTS NOW	17/05/2015	01:34:48	SC038	37912563	
.	17/05/2015	01:34:49	SC038	37912563	
C/E	17/05/2015	01:34:50	SC038	37912563	
.	17/05/2015	01:34:50	SC038	37912563	
HM14A (1899) DIRECTED TO 571272,274797	17/05/2015	01:34:55	SC018	37976251	
HM14A MOBILISED BY DRAG/DROP	17/05/2015	01:34:56	SC018	37976251	
Transfer To .7-H-BU1 From Terminal SC038 Control	17/05/2015	01:34:57	SC038	37912563	
Transfer Accepted At Terminal SC017 For Control	17/05/2015	01:35:03	SC017	37910442	
OBJECT(S) VIEWED	17/05/2015	01:35:05	SC017	37910442	
-	17/05/2015	01:38:35	SC017	37910442	
ONE DETAINED	17/05/2015	01:38:37	SC017	37910442	
-	17/05/2015	01:38:38	SC017	37910442	
-	17/05/2015	01:48:29	SC017	37910442	
ONE DETAINED - SEX ASSAULT GROPING BUMS	17/05/2015	01:48:48	SC017	37910442	
-	17/05/2015	01:48:49	SC017	37910442	
TOUCHED UP FEMALES IN THE PUB ALSO THE BUM OF THE FEMALE DOORSTAFF	17/05/2015	01:49:34	SC017	37910442	
-	17/05/2015	01:49:37	SC017	37910442	
Relation: MH/15/929:REQUESTED BY OPERATOR 37976251 SEX ASSAULT ON FEMALE	17/05/2015	02:55:12	SC018	37976251	
MH/15/929	17/05/2015	02:55:33	SC018	37976251	
Disposition code: ,'CR02','GEN10'	17/05/2015	02:55:53	SC018	37976251	
Arrests Cautions Persons	17/05/2015	02:55:53	SC018	37976251	
OIC 1798	17/05/2015	02:55:53	SC018	37976251	
Qualifiers, None	17/05/2015	02:55:53	SC018	37976251	
NC && SC Qualifiers, Not Applicable	17/05/2015	02:55:53	SC018	37976251	
SC-17052015-34 HAS BEEN DISPOSED	17/05/2015	02:55:53	SC018	37976251	
CORVUS REQUEST REMOVED FROM I/F TABLE	17/05/2015	02:56:15	CORSVR	CORSERV	
INCIDENT PRINTED IN WEBSTORM:	17/05/2015	10:18:01	WEBNET	37972147	
CORVUS REQUEST REMOVED FROM I/F TABLE	17/05/2015	10:18:24	CORSVR	CORSERV	
No.	Action Plan Title	Status	Priority	Badge #	Officer Last Name

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MAY RESULT IN CRIMINAL AND/OR DISCIPLINARY PROCEEDINGS.

ISR Report

ISR Report: NORFOLK & SUFFOLK CONSTABULARY
 SC-26042015-362 (*CLOSED Incident*)

26/04/2015 22:21:30	PS07F, SUS CIRCS/INSECURE PREM/VEH	SC-26042015-362 / SC	999	SUFFOLK
Priority:(3) B PRIORITY (60 Min)	SUS CIRCS/INSECURE PREM/VEH	H1	Officer Dealing:1850	
Operator:37912668	Dispatcher:37971751	H12R (571272,274797)	Creator Wkstn:SC047	

Address Information

THE MAIDS HEAD, THE MAIDS HEAD
 9 KINGSWAY, MILDENHALL, BURY ST. EDMUNDS, IP287HN

Proximity: Gazetteer Validation

Complainant Information

██████████, ██████████, CLI: ██████████
 THE MAIDS HEAD, 9 KINGSWAY, MILDENHALL BURY ST. EDMUNDS, IP287HN

VICTIM Not Used Not Used Vuln. / Upset Result Required ETA / Grade Given

Notes:

Disposition Codes

NUISANCE

DRUNKEN BEHAVIOUR

MALE ADULT GROUP

Date / Time Information

Call Received	26/04/2015	22:21:30
Call Answered	26/04/2015	22:21:30
Incident Created	26/04/2015	22:21:30
Address Validated	26/04/2015	22:21:30
Initial Input Complete	26/04/2015	22:21:40
Transfer Sent	26/04/2015	22:21:49
Transfer Accepted	26/04/2015	22:21:59
Resource Dispatched	26/04/2015	22:23:01
Arrived At Scene	26/04/2015	22:32:35
Units Cleared	26/04/2015	22:34:28
Incident Disposed	27/04/2015	00:33:27

Qualifiers

DISPOSAL QUALIFIERS	Alcohol
NORFOLK FACTORS	Not Applicable
THEME	ANTI SOCIAL BEHAVIOUR

Unit Activity

HM14A	26/04/2015	22:23:01	1850		5 En Route to Incident
	THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN				
HM15	26/04/2015	22:30:25	1845		5 En Route to Incident
	THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN				
HM14A	26/04/2015	22:32:35	1850		6 At Scene
	THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN				
HM15	26/04/2015	22:34:26	1845		2 On Patrol
HM15	26/04/2015	22:34:26	1845		6 At Scene

THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN					
HM14A	26/04/2015	22:34:28	1850		2 On Patrol
ISR Comments					
Created From Shadow Incident	26/04/2015	22:21:31	SC047	37912668	
2 INTOX MALES REFUSING TO LEAVE LOCUS	26/04/2015	22:21:34	SC047	37912668	
.	26/04/2015	22:21:35	SC047	37912668	
Transfer To .7-H-BU1 From Terminal SC047 Control	26/04/2015	22:21:49	SC047	37912668	
OBJECT(S) VIEWED	26/04/2015	22:21:50	SC047	37912668	
NOT THREATNING	26/04/2015	22:21:56	SC047	37912668	
Transfer Accepted At Terminal SC019 For Control	26/04/2015	22:21:59	SC019	37971751	
NOT BEING VIOLENT	26/04/2015	22:22:00	SC047	37912668	
OBJECT(S) VIEWED	26/04/2015	22:22:02	SC019	37971751	
.	26/04/2015	22:22:13	SC047	37912668	
INFT HAS ASKED THEM TO LEAVE AND THEY HAVE CAME BACK IN	26/04/2015	22:22:21	SC047	37912668	
.	26/04/2015	22:22:24	SC047	37912668	
ADVISED PRIORITY RESPONSE	26/04/2015	22:22:32	SC047	37912668	
999 ADVISE GIVEN	26/04/2015	22:22:36	SC047	37912668	
C/E	26/04/2015	22:22:38	SC047	37912668	
HM14A (660196) DIRECTED TO 571272,274797	26/04/2015	22:23:01	SC019	37971751	
HM14A MOBILISED FROM PDA WITH AMENDMENT	26/04/2015	22:23:01	SC019	37971751	
PDA MOBILISED AFTER AMENDMENT SUS CIRCS/INSECURE PREM/VEH	26/04/2015	22:23:01	SC019	37971751	
HM15 (660238) DIRECTED TO 571272,274797	26/04/2015	22:30:25	SC019	37971751	
HM15 MOBILISED BY DRAG/DROP	26/04/2015	22:30:26	SC019	37971751	
HM14.PERSONS HAD LEFT PRIOR TO POLICE ARRIVAL	26/04/2015	22:34:10	SC019	37971751	
SPOKEN TO STAFF AND NO ONE HAS FELT ALARMED, HARASSED OR DISTRESSED.	27/04/2015	00:33:04	SC016	37971516	
Disposition code: 'ASB-N','ASB11','GEN09'	27/04/2015	00:33:27	SC016	37971516	
Arrests Cautions Persons	27/04/2015	00:33:27	SC016	37971516	
OIC 1850	27/04/2015	00:33:27	SC016	37971516	
Qualifiers,Alcohol	27/04/2015	00:33:27	SC016	37971516	
NC && SC Qualifiers,Not Applicable	27/04/2015	00:33:27	SC016	37971516	
SC-26042015-362 HAS BEEN DISPOSED	27/04/2015	00:33:27	SC016	37971516	
CORVUS REQUEST REMOVED FROM I/F TABLE	27/04/2015	00:34:00	CORSVR	CORSERV	
No.	Action Plan Title	Status	Priority	Badge #	Officer Last Name

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Result Required=Y Vulnerable/Upset=N ETA/Grade given=N	25/04/2015	00:23:31	SC043	37912346	
COMMENTS DISPLAYED ON SCREEN FOR:, Location Comments 9 KINGSWAY	25/04/2015	00:23:36	SC043	37912346	
OBJECT(S) VIEWED	25/04/2015	00:23:37	SC043	37912346	
Transfer To .7-H-BU1 From Terminal SC043 Control	25/04/2015	00:23:43	SC043	37912346	
CAD 427 INCL SEC 35 AUTHORITY	25/04/2015	00:27:09	SC002	37973369	
DETAILS B/CAST	25/04/2015	00:27:57	SC017	37971301	
Transfer Accepted At Terminal SC017 For Control	25/04/2015	00:28:00	SC017	37971301	
COMMENTS DISPLAYED ON SCREEN FOR:, Location Comments 9 KINGSWAY	25/04/2015	00:28:01	SC017	37971301	
OBJECT(S) VIEWED	25/04/2015	00:28:02	SC017	37971301	
HM12 ACK'D	25/04/2015	00:33:57	SC017	37971301	
Disposition code: , 'ASB-E', 'ASB18', 'GEN06'	25/04/2015	00:34:31	SC017	37971301	
Arrests Cautions Persons	25/04/2015	00:34:31	SC017	37971301	
OIC 971301	25/04/2015	00:34:31	SC017	37971301	
Qualifiers, Alcohol	25/04/2015	00:34:31	SC017	37971301	
NC && SC Qualifiers, Not Applicable	25/04/2015	00:34:31	SC017	37971301	
SC-25042015-7 HAS BEEN DISPOSED	25/04/2015	00:34:32	SC017	37971301	
CORVUS REQUEST REMOVED FROM I/F TABLE	25/04/2015	00:34:39	CORSVR	CORSERV	
REACTIVATED AT SC017	25/04/2015	00:45:27	SC017	37971301	
FOLLOW UP ACTIONS:,	25/04/2015	00:45:27	SC017	37971301	
FROM HN10 PS 935 HAVE JUST GONE PAST AND THERE ARE TWO PEOPLE O/S AND NO NOISE	25/04/2015	00:46:46	SC017	37971301	
.	25/04/2015	00:46:48	SC017	37971301	
PLEASE PASS TO SNT FOR THEIR INFO	25/04/2015	00:46:58	SC017	37971301	
Status Changed Manually RECEIVED->SNT FOR ATTENTION OF SNT	25/04/2015	00:47:04	SC017	37971301	
Transfer Accepted At Terminal SC017 For Action	25/04/2015	00:47:06	SC017	37971301	
COMMENTS DISPLAYED ON SCREEN FOR:, Location Comments 9 KINGSWAY	25/04/2015	00:47:07	SC017	37971301	
OBJECT(S) VIEWED	25/04/2015	00:47:07	SC017	37971301	
No.	Action Plan Title	Status	Priority	Badge #	Officer Last Name

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ISR Report

NORFOLK & SUFFOLK CONSTABULARY

ISR Report:

SC-24042015-465 (*CLOSED Incident*)

24/04/2015 22:57:35	AD23, POL GENERATD RESOURCE ACTIVITY	SC-24042015-465 / SC	POL/OTH	SUFFOLK
Priority:(4) C SCHEDULED	< SECT 35 UNTIL 2AM >	H1	Officer Dealing:971301	
Operator:37977032	Dispatcher:	H12R (571705,274854)	Creator Wkstn:SC001	

Address Information	
SUFFOLK CONSTABULARY, MILDENHALL POLICE STATION	
KINGSWAY, MILDENHALL, BURY ST. EDMUNDS, IP287HS	
Proximity:	<input checked="" type="checkbox"/> Gazeteer Validation
Complainant Information	
COOPER INSP DANNY	
MILDENHALL POLICE STATION,KINGSWAY,MILDENHALL BURY ST. EDMUNDS, IP287HS	
POLICE FORCE / OFFICER [N] Not Used [?] Not Used [N] Vuln. / Upset [N] Result Required [N] ETA / Grade Given	
Notes:	

Disposition Codes
ABSCND/WANTED/AWOL/ORDER/BAIL
NOT APPLICABLE

Date / Time Information		
Call Received	24/04/2015	22:57:35
Call Answered	24/04/2015	22:57:35
Incident Created	24/04/2015	22:57:35
Address Validated	24/04/2015	22:57:57
Initial Input Complete	24/04/2015	23:04:32
Transfer Sent	24/04/2015	23:04:46
Transfer Accepted	24/04/2015	23:05:11
Incident Disposed	25/04/2015	04:18:17

Qualifiers	
DISPOSAL QUALIFIERS	None
NORFOLK FACTORS	Sect 35
THEME	PUBLIC SAFETY

ISR Relations	
MULTIMEDIA - PDF	DISPERAL ORDER FOR 24/04/15 MILDENHALL

ISR Comments				
OBJECT(S) VIEWED	24/04/2015	22:57:57	SC001	37977032
SECTION 35 DISPERSAL ORDER FOR MILDENHALL FOR TONIGHT FROM 2145HRS - 0200HRS.	24/04/2015	22:59:09	SC001	37977032
.	24/04/2015	22:59:15	SC001	37977032
FULL DETAILS HAVE BEEN ATTACHED TO RELATION TAB - UNABLE TO COPY IN TO ADD TEXT TAB.	24/04/2015	23:02:16	SC001	37977032
DISPERAL ORDER FOR 24/04/15 MILDENHALL - Multimedia File Has Been Attached To This Incident - 02. 2014\06. JUNE\SICT00602615042422310.PDF	24/04/2015	23:04:05	SC001	37977032
ORIGINAL PLACED IN DISPERSAL ORDER FOLDER FOR SUPV ACCOUNT.	24/04/2015	23:04:30	SC001	37977032

Result Required=N Vulnerable/Upset=N ETA/Grade given=N	24/04/2015	23:04:32	SC001	37977032	
OBJECT(S) VIEWED	24/04/2015	23:04:35	SC001	37977032	
Transfer To .7-H-BU1 From Terminal SC001 Control	24/04/2015	23:04:46	SC001	37977032	
Transfer Accepted At Terminal SC019 For Control	24/04/2015	23:05:11	SC019	37977894	
OBJECT(S) VIEWED	24/04/2015	23:05:14	SC019	37977894	
Disposition code: , 'PS27A', 'GEN10'	25/04/2015	04:18:17	SC017	37971301	
Arrests Cautions Persons	25/04/2015	04:18:17	SC017	37971301	
OIC 971301	25/04/2015	04:18:17	SC017	37971301	
Qualifiers, None	25/04/2015	04:18:17	SC017	37971301	
NC && SC Qualifiers, Sect 35	25/04/2015	04:18:17	SC017	37971301	
SC-24042015-465 HAS BEEN DISPOSED	25/04/2015	04:18:17	SC017	37971301	
CORVUS REQUEST REMOVED FROM I/F TABLE	25/04/2015	04:18:42	CORSVR	CORSERV	
No.	Action Plan Title	Status	Priority	Badge #	Officer Last Name

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ISR Report

NORFOLK & SUFFOLK CONSTABULARY

ISR Report:

SC-24042015-427 (*CLOSED Incident*)

24/04/2015 21:11:38	CR01, VIOLENCE AGAINST PERSON	SC-24042015-427 / SC	999	SUFFOLK
Priority:(2) A(R) Emerg (20 Min)	VIOLENCE AGAINST PERSON	H1	Officer Dealing:1899	
Operator:37912469	Dispatcher:37977894	H12R (571272,274797)	Creator Wkstr:SC012	

Address Information	
THE MAIDS HEAD, THE MAIDS HEAD	
9 KINGSWAY, MILDENHALL, BURY ST. EDMUNDS, IP287HN	
Proximity:	<input checked="" type="checkbox"/> Gazeteer Validation
Complainant Information	
CLT: 07957200514	
UNKNOWN,UNKNOWN NOT APPLICABLE	
WITNESS <input type="checkbox"/> Not Used <input type="checkbox"/> Not Used <input type="checkbox"/> Vuln. / Upset <input type="checkbox"/> Result Required <input type="checkbox"/> ETA / Grade Given	
Notes:	

Disposition Codes
CRIME OTHER
NOT APPLICABLE

Date / Time Information		
Call Received	24/04/2015	21:11:38
Call Answered	24/04/2015	21:11:38
Incident Created	24/04/2015	21:11:38
Address Validated	24/04/2015	21:11:57
Initial Input Complete	24/04/2015	21:12:41
Transfer Sent	24/04/2015	21:12:56
Transfer Accepted	24/04/2015	21:13:09
Resource Dispatched	24/04/2015	21:13:27
Arrived At Scene	24/04/2015	21:15:53
Units Cleared	24/04/2015	23:15:16
Incident Disposed	25/04/2015	22:01:53

Qualifiers	
DISPOSAL QUALIFIERS	None
NORFOLK FACTORS	Not Applicable
THEME	CRIME

Unit Activity					
HM11	24/04/2015	21:13:27	1899		5 En Route to Incident
	THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN				
HM12	24/04/2015	21:13:31	1846		5 En Route to Incident
	THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN				
HN10A	24/04/2015	21:13:50	935		5 En Route to Incident
	THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN				
HM11	24/04/2015	21:15:52	1899		6 At Scene
	THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN				
HN10A	24/04/2015	21:18:01	935		6 At Scene

	THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN				
RG74	24/04/2015	21:23:29	1937	222	5 En Route to Incident
	THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN				
RG74	24/04/2015	21:23:31	1937	222	6 At Scene
	THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN				
HM12	24/04/2015	21:23:32	1846		6 At Scene
	THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN				
HN10A	24/04/2015	22:13:27	935		2 On Patrol
RG74	24/04/2015	22:13:36	1937	222	2 On Patrol
RG74	24/04/2015	22:13:47	1937	222	5 En Route to Incident
	THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN				
RG74	24/04/2015	22:13:48	1937	222	6 At Scene
	THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN				
HM11	24/04/2015	22:13:49	1899		2 On Patrol
HM12	24/04/2015	22:13:50	1846		2 On Patrol
RG74	24/04/2015	22:50:10	1937	222	2 On Patrol
ISR Relations					
MANUAL CIS REF - ISR RELATION MH/15/768:REQUESTED BY OPERATOR 37971866					
ISR Comments					
PEOPLE FIGHTING WITH FENCE PANELS	24/04/2015	21:12:36	SC012	37912469	
.	24/04/2015	21:12:36	SC012	37912469	
HITTING EACH OTHER	24/04/2015	21:12:39	SC012	37912469	
OBJECT(S) VIEWED	24/04/2015	21:12:45	SC012	37912469	
Transfer To .7-H-BU1 From Terminal SC012 Control	24/04/2015	21:12:56	SC012	37912469	
3X PEOPLE FIGHTING	24/04/2015	21:13:03	SC012	37912469	
.	24/04/2015	21:13:03	SC012	37912469	
Transfer Accepted At Terminal SC019 For Control	24/04/2015	21:13:09	SC019	37977894	
1X MALE PINNED ANOTHER DOWN	24/04/2015	21:13:14	SC012	37912469	
.	24/04/2015	21:13:15	SC012	37912469	
OBJECT(S) VIEWED	24/04/2015	21:13:21	SC019	37977894	
NUMBER OF FENCE PANELS MISSING FROM THE FENCE TO THE PUB	24/04/2015	21:13:24	SC012	37912469	
.	24/04/2015	21:13:24	SC012	37912469	
HM11 (660013) DIRECTED TO 571272,274797	24/04/2015	21:13:27	SC019	37977894	
HM11 MOBILISED BY DRAG/DROP	24/04/2015	21:13:27	SC019	37977894	
HM12 (660196) DIRECTED TO 571272,274797	24/04/2015	21:13:32	SC019	37977894	
HM12 MOBILISED BY DRAG/DROP	24/04/2015	21:13:32	SC019	37977894	
THIS IS IN THE ALLEYWAY NEXT TO LOCUS	24/04/2015	21:13:35	SC012	37912469	
.	24/04/2015	21:13:35	SC012	37912469	
PARTIES WELL IN DRINK - THEY ARE STUMBLING AROUND	24/04/2015	21:13:44	SC012	37912469	
HN10A (935) DIRECTED TO 571272,274797	24/04/2015	21:13:50	SC019	37977894	
HN10A MOBILISED BY DRAG/DROP	24/04/2015	21:13:50	SC019	37977894	
INFT STATES ONE MALE NOW URINATING UP THE FENCE PANEL	24/04/2015	21:13:55	SC012	37912469	
.	24/04/2015	21:13:56	SC012	37912469	
INFT STATES THEY ARE STILL PULLING OFF THE FENCE PANELS	24/04/2015	21:14:12	SC012	37912469	

BUT BELIEVE THEY ARE NOW NOT FIGHTING	24/04/2015	21:14:18	SC012	37912469
.	24/04/2015	21:14:18	SC012	37912469
INFT STATES 1 OF THE MALES WAS TRYING TO STOP THE FIGHT	24/04/2015	21:14:30	SC012	37912469
SO 2X MALES FIGHTING	24/04/2015	21:14:34	SC012	37912469
.	24/04/2015	21:14:35	SC012	37912469
UNKNOWN IF ANY INJURIES AT THIS TIME	24/04/2015	21:14:48	SC012	37912469
.	24/04/2015	21:14:49	SC012	37912469
DESC	24/04/2015	21:14:55	SC012	37912469
1 - LARGER BUILT MALE - MIDDLE AGED - WHITE MALES	24/04/2015	21:15:13	SC012	37912469
1 - SMALLER/SKINNY - WHITE MALE - 55-60	24/04/2015	21:15:36	SC012	37912469
.	24/04/2015	21:15:38	SC012	37912469
INFT BELIEVES MALE TO BE WELL IN DRINK	24/04/2015	21:15:51	SC012	37912469
.	24/04/2015	21:15:52	SC012	37912469
INFT STATES THEY ARE NOW SITTING DOWN	24/04/2015	21:15:58	SC012	37912469
IN THE ALLEYWAY UNDERNEATH THE LAMP POST	24/04/2015	21:16:08	SC012	37912469
.	24/04/2015	21:16:09	SC012	37912469
INFT WILL NOW SPEAK WITH OFFICERS ON SCENE	24/04/2015	21:16:37	SC012	37912469
C/E	24/04/2015	21:16:38	SC012	37912469
.	24/04/2015	21:16:39	SC012	37912469
QUESTION SET HAS BEEN EXITED BEFORE COMPLETION: QUESTIONS NOT APPLICABLE	24/04/2015	21:16:56	SC012	37912469
RG74 (660054) DIRECTED TO 571272,274797	24/04/2015	21:23:29	SC017	37971301
RG74 MOBILISED BY DRAG/DROP	24/04/2015	21:23:29	SC017	37971301
.	24/04/2015	21:35:06	SC017	37971301
FROM RG74 I HAVE AN ADULT MALE DETAINED FOR AATEPTED POSSESSION OF FIREARM. HE TRIED TO GRAB BY SAIDE ARM	24/04/2015	21:35:34	SC017	37971301
WILL REQUIRE AN AMBULANCE PLEASE AS HE HAS A GRAZE TO HIS HEAD FROM THE EARLIER ALTERCATION.	24/04/2015	21:35:55	SC017	37971301
HE IS SEMI CONSCIOUS (POSSIBLY FROM ALCOHOL) HE IS AGED APPROX 30 YRS	24/04/2015	21:36:18	SC017	37971301
.	24/04/2015	21:36:23	SC017	37971301
AMB REF. 2318	24/04/2015	21:36:41	SC019	37977894
██████████	24/04/2015	21:45:25	SC019	37977894
.	24/04/2015	21:46:38	SC017	37971301
O1 AWARE OF THE ABOVE	24/04/2015	21:46:42	SC017	37971301
.	24/04/2015	21:46:43	SC017	37971301
O1 AWARE.. WELFARE CHECK HAS BEEN MADE ON OFFICERS.	24/04/2015	21:49:31	SC002	37973369
AMB ARRIVED	24/04/2015	21:54:45	SC017	37971301
RG74 (660054) DIRECTED TO 571272,274797	24/04/2015	22:13:47	SC019	37977894
RG74 MOBILISED BY DRAG/DROP	24/04/2015	22:13:47	SC019	37977894
.	24/04/2015	22:14:48	SC008	37979881
CALL FROM AMB	24/04/2015	22:14:51	SC008	37979881
THEY HAVE LEFT THE SCENE WITH IP BUT HE HAS NOTICED HIS WALLET HAS GONE	24/04/2015	22:15:19	SC008	37979881
AMB NOT SURE IF HE HAS LOST IT OR IF HE HAS BEEN ROBBED	24/04/2015	22:15:31	SC008	37979881
.	24/04/2015	22:15:32	SC008	37979881
CAN OFFICERS HAVE A LOOK	24/04/2015	22:15:35	SC008	37979881
Transfer To .7-H-BU1 From Terminal SC008 Control	24/04/2015	22:15:47	SC008	37979881
██████████ HAS BEEN DEARRESTED AS HE HAS BEEN TAKEN TO HOSPITAL TO GET HIS HEAD INJURY CHECKED. HE IS BEING REPORTED FOR BEING DRUNK AND DISIRDERLY AND A CRIME FOR THIS WILL FOLLOW	24/04/2015	22:16:56	SC019	37977894

Transfer Accepted At Terminal SC019 For Control	24/04/2015	22:17:00	SC019	37977894
OBJECT(S) VIEWED	24/04/2015	22:17:02	SC019	37977894
WHEN HE WAS SCOOPED UP OFF THE FLOOR UNITS DID CHECK THE GROUND WITH THEIR TORCHES AND NOTHING WAS SEEN BUT THEY WILL RETURN AND HAVE ANOTHER QUICK LOOK ELSE THIS WILL HAVE TO BE	24/04/2015	22:18:36	SC019	37977894
LEFT TILL MORNING	24/04/2015	22:18:36	SC019	37977894
DUTY7A - OFFICERS REPORT CONCERNS ABOUT BEHAVIOUR IN TOWN CENTRE TONIGHT BASED ON THIS INCIDENT AND THEIR OBSERVATIONS. I HAVE AT 2145 AUTHORISED SEC 35 DISPERSAL ORDER FOR	24/04/2015	22:20:16	WEBNET	37971855
MILDENHALL TC AS FOLLOWS. MILDENHALL TOWN CENTRE AS SHOWN ON ATTACHED MAP WITHIN BLACK 'ZIG ZAG' AREA. INCLUDES AREAS WITHIN BOUNDARIES OF THE FOLLOWING ROADS - 1) SOUTH OF	24/04/2015	22:20:16	WEBNET	37971855
QUEENSWAY AND A1101 KINGSWAY INCLUDING BOTH SIDES OF BOTH ROADS 2) EAST OF WAMILL WAY 3) WEST OF LARK ROAD 4) NORTH OF RIVER LARK INCLUDING RECREATION AREAS BUT EXCLUDING JUBILEE	24/04/2015	22:20:16	WEBNET	37971855
FIELDS. ORDER WILL EXPIRE AT 0200 HRS 25042015. REASONS RECORDED ON WRITTEN NOTICE.	24/04/2015	22:20:16	WEBNET	37971855
WE HAVE RETURNED AND ON SPEAKING TO THE MALES MOTHER IT TRANSPIRES THAT SHE HAS HIT WALLET.	24/04/2015	22:22:17	SC017	37971301
.	24/04/2015	22:22:19	SC017	37971301
ABOVE FROM RG74	24/04/2015	22:24:21	SC017	37971301
.	24/04/2015	22:24:22	SC017	37971301
Status Changed Manually CLEARED->RECEIVED OTHER REASON	24/04/2015	22:50:16	SC017	37971301
INCIDENT TRANSFERRED	24/04/2015	22:53:28	CTC	JOINTAPP
SC-24042015-427: TRANSFER TO SCSUPV FROM TERMINAL CTC FOR ACTION	24/04/2015	22:53:28	CTC	JOINTAPP
Transfer due to timer expiry	24/04/2015	22:53:28	CTC	JOINTAPP
Transfer Accepted At Terminal SC002 For Action	24/04/2015	22:54:37	SC002	37973369
OBJECT(S) VIEWED	24/04/2015	22:54:42	SC002	37973369
REASON FOR PRINT: RG74	24/04/2015	22:58:02	WEBNET	37912527
INCIDENT PRINTED IN WEBSTORM:	24/04/2015	22:58:02	WEBNET	37912527
RG74 (PC 1937) - I HAVE ATTEMPTED TO PUT THE CRIME ON CIS HOWEVER IT APPEARS TO BE DOWN. I SHALL THEREFORE INPUT THE CRIME WHEN I AM NEXT ON DUTY 25/04/15 AT 1700HRS.	24/04/2015	23:03:03	WEBNET	37912527
IT IS MY INTENTION TO ALSO VISIT MR PRIEST AT HIS H/A AND ISSUE THE PND FOR DRUNK AND DISORDERLY.	24/04/2015	23:03:35	WEBNET	37912527
THE LANDLADY OF THE PUB HAS BEEN SPOKEN TO RE THE FENCE PANELS. THEY ARE IN FACT PLANKS OF WOOD THAT HAVE COME AWAY AND HAVE BEEN RETAINED IN THE BEER GARDEN AND EASILY PUT BACK	24/04/2015	23:11:56	WEBNET	37972589
ON. NO COMPLAINT OF ANY DAMAGE AND THE PANELS WILL BE PLACED BACK ON IN MORNING. APS 935	24/04/2015	23:11:56	WEBNET	37972589
Status Changed Manually RECEIVED->CLEARED OTHER REASON	24/04/2015	23:15:16	SC017	37971301
MH/15/768	25/04/2015	22:01:13	SC017	37971866
CAUSE HARASSMENT/ALARM/DISTRESS SECT 5 POA	25/04/2015	22:01:22	SC017	37971866
Relation: MH/15/768:REQUESTED BY OPERATOR 37971866 CAUSE HARASSMENT/ALARM/DISTRESS SECT 5 POA	25/04/2015	22:01:32	SC017	37971866
Disposition code: 'CR13','GEN10'	25/04/2015	22:01:53	SC017	37971866
Arrests Cautions Persons	25/04/2015	22:01:53	SC017	37971866
OIC 1899	25/04/2015	22:01:53	SC017	37971866
Qualifiers, None	25/04/2015	22:01:53	SC017	37971866
NC & SC Qualifiers, Not Applicable	25/04/2015	22:01:53	SC017	37971866
SC-24042015-427 HAS BEEN DISPOSED	25/04/2015	22:01:53	SC017	37971866

ISR Report

NORFOLK & SUFFOLK CONSTABULARY
 SC-12042015-41 (*CLOSED Incident*)

ISR Report:

12/04/2015 01:43:09	ASB-N, NUISANCE	SC-12042015-41 / SC	TEL/OTHER	SUFFOLK
Priority:(2) A(R) Emerg (20 Min)	NUISANCE	H1	Officer Dealling:1776	
Operator:37974996	Dispatcher:37911867	H12R (571272,274797)	Creator Wkstn:SC037	

Address Information	
THE MAIDS HEAD, THE MAIDS HEAD	
9 KINGSWAY, MILDENHALL, BURY ST. EDMUNDS, IP287HN	
Proxlmity:	<input checked="" type="checkbox"/> Gazeteer Validation
Complainant Information	
MALONE LOUISE	
THE MAIDS HEAD,9 KINGSWAY,MILDENHALL BURY ST. EDMUNDS, IP287HN	
VICTIM <input type="checkbox"/> Not Used <input type="checkbox"/> Not Used <input type="checkbox"/> Vuln. / Upset <input type="checkbox"/> Result Required <input type="checkbox"/> ETA / Grade Given	
Notes:	

Disposition Codes
NUISANCE
DRUNKEN BEHAVIOUR
MALE

Date / Time Information		
Call Received	12/04/2015	01:43:09
Call Answered	12/04/2015	01:43:09
Incident Created	12/04/2015	01:43:09
Address Validated	12/04/2015	01:43:15
Initial Input Complete	12/04/2015	01:45:09
Transfer Sent	12/04/2015	01:45:17
Transfer Accepted	12/04/2015	01:48:15
Resource Dispatched	12/04/2015	01:46:22
Arrived At Scene	12/04/2015	01:50:13
Units Cleared	12/04/2015	02:12:54
Incident Disposed	12/04/2015	02:13:11

Qualifiers	
DISPOSAL QUALIFIERS	Alcohol
NORFOLK FACTORS	Not Applicable
THEME	ANTI SOCIAL BEHAVIOUR

Unit Activity					
HM15	12/04/2015	01:46:22	1776	1566	5 En Route to Incident
THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN					
HM15	12/04/2015	01:50:13	1776	1566	6 At Scene
THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN					
HM15	12/04/2015	02:12:54	1776	1566	2 On Patrol

ISR Comments					
I HAVE KICKING A MALE OUT OF THE PUB	12/04/2015	01:43:29	SC037	37974996	

HE IS BEING THREATENING AND ABUSIVE	12/04/2015	01:43:38	SC037	37974996	
.	12/04/2015	01:43:39	SC037	37974996	
W/M F604 SKINHEAD BEARD 25YRS BLUE JEANS BLUE TOP	12/04/2015	01:44:13	SC037	37974996	
.	12/04/2015	01:44:52	SC037	37974996	
OBJECT(S) VIEWED	12/04/2015	01:45:11	SC037	37974996	
Transfer To .7-H-BU1 From Terminal SC037 Control	12/04/2015	01:45:17	SC037	37974996	
CALL HAS ENDED	12/04/2015	01:45:23	SC037	37974996	
.	12/04/2015	01:45:23	SC037	37974996	
BEFORE CALL ENDED INFT STATED THE MALE [REDACTED]	12/04/2015	01:45:45	SC037	37974996	
.	12/04/2015	01:45:45	SC037	37974996	
[REDACTED]	12/04/2015	01:46:04	SC037	37974996	
HM15 (660238) DIRECTED TO 571272,274797	12/04/2015	01:46:22	SC017	37911867	
HM15 MOBILISED BY DRAG/DROP	12/04/2015	01:46:22	SC017	37911867	
Transfer Accepted At Terminal SC017 For Control.	12/04/2015	01:48:15	SC017	37911867	
OBJECT(S) VIEWED	12/04/2015	01:48:17	SC017	37911867	
** HM15 **	12/04/2015	01:52:06	SC017	37911867	
HM15 - LOCATION ATTENDED NO OFFENCES DISCLOSED DRUNKEN MALE REMOVED FROM LOCUS	12/04/2015	02:12:51	SC017	37911867	
Disposition code: ,'ASB-N','ASB11','GEN02'	12/04/2015	02:13:11	SC017	37911867	
Arrests Cautions Persons	12/04/2015	02:13:11	SC017	37911867	
OIC 1776	12/04/2015	02:13:11	SC017	37911867	
Qualifiers,Alcohol	12/04/2015	02:13:11	SC017	37911867	
NC && SC Qualifiers,Not Applicable	12/04/2015	02:13:11	SC017	37911867	
SC-12042015-41 HAS BEEN DISPOSED	12/04/2015	02:13:11	SC017	37911867	
CORVUS REQUEST REMOVED FROM I/F TABLE	12/04/2015	02:13:26	CORSVR	CORSERV	
No.	Action Plan Title	Status	Priority	Badge #	Officer Last Name

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ISR Report

NORFOLK & SUFFOLK CONSTABULARY

ISR Report:

SC-05042015-39 (*CLOSED Incident*)

05/04/2015 02:13:31	CR01, VIOLENCE AGAINST PERSON	SC-05042015-39 / SC	999	SUFFOLK
Priority:(2) A(R) Emerg (20 Min)	VIOLENCE AGAINST PERSON	H1	Officer Dealing:1941	
Operator:37912072	Dispatcher:37979981	H12R (571272,274797)	Creator Wkstn:SC043	

Address Information	
THE MAIDS HEAD, THE MAIDS HEAD	
9 KINGSWAY, MILDENHALL, BURY ST. EDMUNDS, IP287HN	
Proximity:	<input checked="" type="checkbox"/> Gazeteer Validation
Complainant Information	
MALONE LOUISE, 07795692475 CLI: 07795692475	
THE MAIDS HEAD,9 KINGSWAY,MILDENHALL BURY ST. EDMUNDS, IP287HN	
WITNESS <input type="checkbox"/> Not Used <input type="checkbox"/> Not Used <input type="checkbox"/> Vuln. / Upset <input type="checkbox"/> Result Required <input type="checkbox"/> ETA / Grade Given	
Notes:	

Disposition Codes
VIOLENCE AGAINST PERSON
MALE ADULT GROUP

Date / Time Information		
Call Received	05/04/2015	02:13:31
Call Answered	05/04/2015	02:13:31
Incident Created	05/04/2015	02:13:31
Address Validated	05/04/2015	02:13:31
Initial Input Complete	05/04/2015	02:13:54
Transfer Sent	05/04/2015	02:14:09
Transfer Accepted	05/04/2015	02:14:26
Resource Dispatched	05/04/2015	02:15:12
Arrived At Scene	05/04/2015	02:18:42
Units Cleared	05/04/2015	02:37:31
Incident Disposed	05/04/2015	02:49:22

Qualifiers	
DISPOSAL QUALIFIERS	None
NORFOLK FACTORS	Not Applicable
THEME	CRIME

Unit Activity					
HM13A	05/04/2015	02:15:12	1941	1930	5 En Route to Incident
THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN					
HN12A	05/04/2015	02:16:51	559		5 En Route to Incident
THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN					
HN12A	05/04/2015	02:18:42	559		6 At Scene
THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN					
HM13A	05/04/2015	02:24:25	1941	1930	6 At Scene
THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN					
HM13A	05/04/2015	02:37:30	1941	1930	2 On Patrol

HN12A	05/04/2015	02:37:31	559		2 On Patrol
ISR Relations					
MANUAL CIS REF - ISR RELATION MH/15/622 ASSAULT OCCASIONI:REQUESTED BY OPERATOR 3797538					
ISR Comments					
POLICE AND AMB REQUIRED	05/04/2015	02:13:03	SC043	37912072	
.	05/04/2015	02:13:04	SC043	37912072	
BIG FIGHT	05/04/2015	02:13:10	SC043	37912072	
.	05/04/2015	02:13:11	SC043	37912072	
PRIORITY CORRECTED: A(U) Emerg (15 Min)->A(R) Emerg (20 Min)	05/04/2015	02:13:25	SC043	37912072	
Created From Shadow Incident	05/04/2015	02:13:33	SC043	37912072	
QUESTION SET HAS BEEN EXITED BEFORE COMPLETION: QUESTIONS NOT APPLICABLE	05/04/2015	02:13:39	SC043	37912072	
.	05/04/2015	02:13:41	SC043	37912072	
.	05/04/2015	02:13:41	SC043	37912072	
1 MALE WAS STARTING ON 1 MAN AND THEN OTHER PEOPLE	05/04/2015	02:13:53	SC043	37912072	
OBJECT(S) VIEWED	05/04/2015	02:13:57	SC043	37912072	
QUESTION SET HAS BEEN EXITED BEFORE COMPLETION: QUESTIONS NOT APPLICABLE	05/04/2015	02:14:04	SC043	37912072	
Transfer To .7-H-BU1 From Terminal SC043 Control	05/04/2015	02:14:09	SC043	37912072	
.	05/04/2015	02:14:12	SC043	37912072	
.	05/04/2015	02:14:12	SC043	37912072	
Transfer Accepted At Terminal SC021 For Control	05/04/2015	02:14:26	SC021	37979981	
OBJECT(S) VIEWED	05/04/2015	02:14:34	SC021	37979981	
CCTV DONT COVER	05/04/2015	02:14:53	SC021	37979981	
OFFENDER HAS WALKED UP THE RD	05/04/2015	02:15:00	SC043	37912072	
.	05/04/2015	02:15:00	SC043	37912072	
HM13A (660013) DIRECTED TO 571272,274797	05/04/2015	02:15:12	SC021	37979981	
HM13A MOBILISED BY DRAG/DROP	05/04/2015	02:15:12	SC021	37979981	
THE MALE THAT WASHIT IS NOW STARTING ON OTHER PEOPLE	05/04/2015	02:15:16	SC043	37912072	
.	05/04/2015	02:15:17	SC043	37912072	
DESC PLS	05/04/2015	02:15:32	SC021	37979981	
OTHER FIGHTS BREAKING OUT	05/04/2015	02:15:33	SC043	37912072	
.	05/04/2015	02:15:37	SC043	37912072	
.	05/04/2015	02:15:43	SC043	37912072	
INFT TALKING TO EVERYBODY ELSE BUT ME	05/04/2015	02:15:54	SC043	37912072	
.	05/04/2015	02:15:55	SC043	37912072	
LETTING INFT GO	05/04/2015	02:16:11	SC043	37912072	
.	05/04/2015	02:16:12	SC043	37912072	
SHE STATES SHE WILL GIVE NAMES ETC TO OFFICERS	05/04/2015	02:16:30	SC043	37912072	
.	05/04/2015	02:16:30	SC043	37912072	
LOTS OF OTHER FIGHTS BREAKING OUT - SO LETTING INFT GO	05/04/2015	02:16:49	SC043	37912072	
.	05/04/2015	02:16:50	SC043	37912072	
HN12A (559) DIRECTED TO 571272,274797	05/04/2015	02:16:51	SC021	37979981	
HN12A MOBILISED BY DRAG/DROP	05/04/2015	02:16:51	SC021	37979981	
DOOR STAFF ARE TRYING THERE BEST TO DEAL BUT NEED POLICE	05/04/2015	02:17:03	SC043	37912072	
.	05/04/2015	02:17:04	SC043	37912072	
C/E	05/04/2015	02:17:07	SC043	37912072	

.	05/04/2015	02:17:10	SC043	37912072	
INFT KEPT SAYING "GET TO THE FUCKING MAIDS HEAD"	05/04/2015	02:17:23	SC043	37912072	
.	05/04/2015	02:17:24	SC043	37912072	
CALL CARD CHANGED BY ANOTHER USER YOUR CHANGES WILL BE LOST! H12R 9 KINGSWAY MILDENHALL BURY ST. EDMUNDS [CR01]A(R) Emerg (20 Min) SC LIC	05/04/2015	02:17:53	SC043	37912072	
PREM 2 MALONE LOUISE 999 WITNESS ?	05/04/2015	02:17:53	SC043	37912072	
CALLING AMB	05/04/2015	02:19:03	SC043	37912072	
THEY WILL CALL INFT ALSO	05/04/2015	02:20:40	SC043	37912072	
.	05/04/2015	02:20:41	SC043	37912072	
AMB CAD 292	05/04/2015	02:20:48	SC043	37912072	
.	05/04/2015	02:20:55	SC043	37912072	
2 CRIMES TO FOLLOW	05/04/2015	02:37:18	SC017	37975690	
OFFENDER IS KNOWN TO OFFICERS	05/04/2015	02:37:26	SC017	37975690	
REASON FOR PRINT: 559	05/04/2015	02:47:44	WEBNET	37974053	
INCIDENT PRINTED IN WEBSTORM:	05/04/2015	02:47:44	WEBNET	37974053	
Relation: MH/15/622 ASSAULT OCCASIONI:REQUESTED BY OPERATOR 37975380	05/04/2015	02:49:05	SC001	37975380	
MH/15/622 ASSAULT OCCASIONING ABH -	05/04/2015	02:49:09	SC001	37975380	
Disposition code: 'CR01','GEN09'	05/04/2015	02:49:21	SC001	37975380	
Arrests Cautions Persons	05/04/2015	02:49:21	SC001	37975380	
OIC 1941	05/04/2015	02:49:21	SC001	37975380	
Qualifiers, None	05/04/2015	02:49:21	SC001	37975380	
NC && SC Qualifiers, Not Applicable	05/04/2015	02:49:22	SC001	37975380	
SC-05042015-39 HAS BEEN DISPOSED	05/04/2015	02:49:22	SC001	37975380	
CORVUS REQUEST REMOVED FROM I/F TABLE	05/04/2015	02:49:27	CORSVR	CORSERV	
CRIME NUMBERS MH/15/622 AND MH/15/623 REFER PS 559 - CAD CAN BE CLOSED	05/04/2015	03:34:49	WEBNET	37974053	
CORVUS REQUEST REMOVED FROM I/F TABLE	05/04/2015	03:34:58	CORSVR	CORSERV	
No.	Action Plan Title	Status	Priority	Badge #	Officer Last Name

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ISR Report

NORFOLK & SUFFOLK CONSTABULARY

ISR Report:

SC-04042015-3 (*CLOSED Incident*)

04/04/2015 00:12:51	CR01, VIOLENCE AGAINST PERSON	SC-04042015-3 / SC	TEL/OTHER	SUFFOLK
Priority:(3) B PRIORITY (60 Min)	VIOLENCE AGAINST PERSON	H1	Officer Dealing:1183	
Operator:37973625	Dispatcher:37911867	H12R (571272,274797)	Creator Wkstr:SC044	

Address Information	
THE MAIDS HEAD, THE MAIDS HEAD	
9 KINGSWAY, MILDENHALL, BURY ST. EDMUNDS, IP287HN	
Proximity:	<input checked="" type="checkbox"/> Gazeteer Validation
Complainant Information	
[REDACTED]	
THE MAIDS HEAD, 9 KINGSWAY, MILDENHALL BURY ST. EDMUNDS, IP287HN	
VICTIM <input type="checkbox"/> Not Used <input type="checkbox"/> Not Used <input type="checkbox"/> Vuln. / Upset <input type="checkbox"/> Result Required <input type="checkbox"/> ETA / Grade Given	
Notes:	

Disposition Codes
CRIME OTHER
MALE

Date / Time Information		
Call Received	04/04/2015	00:12:51
Call Answered	04/04/2015	00:12:51
Incident Created	04/04/2015	00:12:51
Address Validated	04/04/2015	00:12:51
Initial Input Complete	04/04/2015	00:12:56
Transfer Sent	04/04/2015	00:13:04
Transfer Accepted	04/04/2015	00:13:41
Resource Dispatched	04/04/2015	00:13:21
Arrived At Scene	04/04/2015	00:21:59
Units Cleared	04/04/2015	01:20:34
Incident Disposed	04/04/2015	01:20:51

Qualifiers	
DISPOSAL QUALIFIERS	Alcohol
NORFOLK FACTORS	Not Applicable
THEME	CRIME

Unit Activity					
HM12	04/04/2015	00:13:21	1183	1889	5 En Route to Incident
THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN					
HM12	04/04/2015	00:21:59	1183	1889	6 At Scene
THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN					
HM12	04/04/2015	01:20:34	1183	1889	2 On Patrol

ISR Relations	
CALL CARD - RELATED CALL CARD	SC-03042015-411 (H12R) ASSOCIATED BY OPERATOR 37911867

CALL CARD - RELATED CALL CARD	SC-04042015-75 (H12R) (H12R) ASSOCIATED BY OPERATOR 37912				
MANUAL CIS REF - ISR RELATION	MH/15/620 DRUNK AND DISORD:REQUESTED BY OPERATOR 37911867				
ISR Comments					
Created From Shadow Incident	04/04/2015	00:12:53	SC044	37973625	
OBJECT(S) VIEWED	04/04/2015	00:12:58	SC044	37973625	
Transfer To .7-H-BU1 From Terminal SC044 Control	04/04/2015	00:13:04	SC044	37973625	
HEAD DOOR MAN ADVISING HE HAS BEEN ASSAULTED	04/04/2015	00:13:13	SC044	37973625	
MALE DETAINED IN HANDCUFFS	04/04/2015	00:13:18	SC044	37973625	
HM12 (660014) DIRECTED TO 571272,274797	04/04/2015	00:13:21	SC019	37911867	
HM12 MOBILISED BY DRAG/DROP	04/04/2015	00:13:21	SC019	37911867	
OUTSIDE LOCUS	04/04/2015	00:13:24	SC044	37973625	
* HM12 **	04/04/2015	00:13:33	SC019	37911867	
Transfer Accepted At Terminal SC019 For Control	04/04/2015	00:13:41	SC019	37911867	
OBJECT(S) VIEWED	04/04/2015	00:13:46	SC019	37911867	
UNABLE TO GET MOBILE NUMBER AS INFS MOBILE CUT OUT	04/04/2015	00:14:23	SC044	37973625	
	04/04/2015	00:14:23	SC044	37973625	
35 YR OLD MALE DETAINED	04/04/2015	00:14:32	SC044	37973625	
QUESTION SET HAS BEEN EXITED BEFORE COMPLETION: QUESTIONS NOT APPLICABLE	04/04/2015	00:14:39	SC044	37973625	
MED ATTN DECLINED	04/04/2015	00:14:45	SC044	37973625	
Cross Referenced With Incident SC-03042015-411 03 - PREVIOUS INCIDENT REFS	04/04/2015	00:15:18	SC019	37911867	
CALL FROM LOCAL RESIDENT COMPLAINING ABOUT THE NOISE COMING FROM LOCUS - ADVISED POLICE ON SCENE	04/04/2015	00:29:13	SC042	37971445	
C/E	04/04/2015	00:29:14	SC042	37971445	
HM12 - THE MALE IS DRUNK AND DISORDERLY	04/04/2015	00:31:45	SC019	37911867	
** ONE DETAINED **	04/04/2015	00:32:02	SC019	37911867	
THERE HAS BEEN NO ASSAULTS HERE	04/04/2015	00:32:27	SC019	37911867	
MALE HAS BEEN EJECTED FROM PREMISIS. HE HAS RETURNED AND TRIED TO PUSH HIS WAY BACK IN WHERE DOOR STAFF HAD HAD TO RESTRAIN HIM. MALE HAS REFUSED TO TELL POLICE WHERE HE LIVES AND	04/04/2015	01:13:26	WEBNET	37912386	
HAS CONTINUED TO BE DISORDERLY.	04/04/2015	01:13:39	WEBNET	37912386	
CRIME - MH/14/620	04/04/2015	01:17:36	WEBNET	37912386	
MH/15/620 DRUNK AND DISORDERLY IN A KINGSWAY	04/04/2015	01:20:21	SC019	37911867	
Relation: MH/15/620 DRUNK AND DISORD:REQUESTED BY OPERATOR 37911867	04/04/2015	01:20:26	SC019	37911867	
Disposition code: ,CR13',GEN02'	04/04/2015	01:20:51	SC019	37911867	
Arrests Cautions Persons	04/04/2015	01:20:51	SC019	37911867	
OIC 1183	04/04/2015	01:20:51	SC019	37911867	
Qualifiers,Alcohol	04/04/2015	01:20:51	SC019	37911867	
NC && SC Qualifiers,Not Applicable	04/04/2015	01:20:51	SC019	37911867	
SC-04042015-3 HAS BEEN DISPOSED	04/04/2015	01:20:51	SC019	37911867	
CORVUS REQUEST REMOVED FROM I/F TABLE	04/04/2015	01:21:26	CORSVR	CORSERV	
No.	Action Plan Title	Status	Priority	Badge #	Officer Last Name

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ISR Report

NORFOLK & SUFFOLK CONSTABULARY

ISR Report:

SC-03042015-4 (*CLOSED Incident*)

03/04/2015 00:13:25	CR11, DRUGS	SC-03042015-4 / SC	TEL/OTHER	SUFFOLK
Priority:(5) D NON ATTENDANCE	5X5X5	H1	Officer Dealing:912070	
Operator:37912563	Dispatcher:	H12R (571272,274797)	Creator Wkstn:SC043	

Address Information

THE MAIDS HEAD, THE MAIDS HEAD
 9 KINGSWAY, MILDENHALL, BURY ST. EDMUNDS, IP287HN

Proximity: [X] Gazeteer Validation

Complainant Information

MALLONE LOUISE, 07795692475 CLI: 07795692475
 THE MAIDS HEAD,9 KINGSWAY,MILDENHALL BURY ST. EDMUNDS, IP287HN
 THIRD PARTY [N] Not Used [?] Not Used [N] Vuln. / Upset [N] Result Required [N] ETA / Grade Given

Notes:

Disposition Codes

DRUGS
NOT APPLICABLE

Date / Time Information

Call Received	03/04/2015	00:13:25
Call Answered	03/04/2015	00:13:25
Incident Created	03/04/2015	00:13:25
Address Validated	03/04/2015	00:13:25
Initial Input Complete	03/04/2015	00:20:07
Transfer Sent	03/04/2015	00:20:18
Transfer Accepted	03/04/2015	00:21:33
Incident Disposed	03/04/2015	05:48:53

Qualifiers

DISPOSAL QUALIFIERS	Drugs
NORFOLK FACTORS	Not Applicable
THEME	CRIME

ISR Comments

Created From Shadow Incident	03/04/2015	00:13:26	SC043	37912563
INFMT OWNS LOCUS.	03/04/2015	00:14:17	SC043	37912563
CALL FROM INFMT TO SAY THA SHE WENT OUTSIDE LOCUS TO HAVE A FAG AND SHE COULD SMELL DRUGS	03/04/2015	00:14:36	SC043	37912563
.	03/04/2015	00:14:36	SC043	37912563
INFMT LOOKED ABOUT AND SAW A MALE TRYING TO HISE SOMETHING.	03/04/2015	00:17:21	SC043	37912563
.INFMT THEN ASKED HIM WHAT HE WAS DOING AND SAID THAT SHE KNEW WHAT HE WAS DOING AND HE DENIED IT	03/04/2015	00:17:50	SC043	37912563
.	03/04/2015	00:17:51	SC043	37912563
INFMT SAID THE MALE THEN HANDED IT TO ANOTHER MALE AND HE THEN PUT IT OUT	03/04/2015	00:18:08	SC043	37912563
.	03/04/2015	00:18:08	SC043	37912563

INFMT HAS ASKED THE MALES TO LEAVE BUT SHE HAS ADVISED THAT THEY WILL NOT LEAVE AND ARE STILL DENYING THAT THEY WERE SMOKING WEED	03/04/2015	00:18:44	SC043	37912563	
.	03/04/2015	00:18:44	SC043	37912563	
INFMT HAS BEEN ADVISED THAT POLICE WILL NOT ATTEND AND THAT MINIMAL FORCE CAN BE USED TO ESCORT THEM AWAY FROM LOCUS	03/04/2015	00:19:21	SC043	37912563	
.	03/04/2015	00:19:22	SC043	37912563	
CAD NUMBER GIVEN	03/04/2015	00:19:27	SC043	37912563	
.	03/04/2015	00:19:27	SC043	37912563	
C/E	03/04/2015	00:19:30	SC043	37912563	
.	03/04/2015	00:19:30	SC043	37912563	
Result Required=N Vulnerable/Upset=N ETA/Grade given=N	03/04/2015	00:20:08	SC043	37912563	
OBJECT(S) VIEWED	03/04/2015	00:20:09	SC043	37912563	
OBJECT(S) VIEWED	03/04/2015	00:20:11	SC043	37912563	
Transfer To .7-H-BU1 From Terminal SC043 Control	03/04/2015	00:20:18	SC043	37912563	
Transfer Accepted At Terminal SC017 For Control	03/04/2015	00:21:33	SC017	37971866	
OBJECT(S) VIEWED	03/04/2015	00:22:16	SC017	37971866	
Status Changed Manually RECEIVED->FURTHER ACTION REQUIRED FURTHER ENQUIRIES REQUIRED	03/04/2015	01:14:34	SC017	37971866	
SNT Information Page Viewed.	03/04/2015	05:45:03	SC019	37912070	
SNT Information Page Viewed.	03/04/2015	05:45:18	SC019	37912070	
.	03/04/2015	05:48:31	SC019	37912070	
.	03/04/2015	05:48:31	SC019	37912070	
Your data HAS been saved successfully,	03/04/2015	05:48:34	SC019	37912070	
and given the URN of 2015\4\385	03/04/2015	05:48:34	SC019	37912070	
Disposition code: ,'CR11','GEN10'	03/04/2015	05:48:53	SC019	37912070	
Arrests Cautions Persons	03/04/2015	05:48:53	SC019	37912070	
OIC 912070	03/04/2015	05:48:53	SC019	37912070	
Qualifiers,Drugs	03/04/2015	05:48:53	SC019	37912070	
NC && SC Qualifiers,Not Applicable	03/04/2015	05:48:53	SC019	37912070	
SC-03042015-4 HAS BEEN DISPOSED	03/04/2015	05:48:53	SC019	37912070	
CORVUS REQUEST REMOVED FROM I/F TABLE	03/04/2015	05:48:57	CORSVR	CORSERV	
No.	Action Plan Title	Status	Priority	Badge #	Officer Last Name

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ISR Relations					
AUDIT INDICATOR - SET	QUALITY ASSURANCE CHECK COMPLETED				
MANUAL CIS REF - ISR RELATION	MH/15/574:REQUESTED BY OPERATOR 37979864				
ISR Comments					
999: 07523945768 572157 ,275275 ,4041 ,4041, 90 ,0 ,OSGB36, *MOB* O2 ,99,20150329233919,0 ,DATA AVAILABLE ,20 20150329 233929	29/03/2015	23:40:18	SC044	37977860	
[REDACTED] HAS JUST BEEN SEEN TO DO COKE ON THE DANCE FLOOR	29/03/2015	23:40:44	SC044	37977860	
DESC..W MALE	29/03/2015	23:40:48	SC044	37977860	
AGED APPROX 25YRS	29/03/2015	23:40:58	SC044	37977860	
WEARING BLUE JEANS, JUMPER	29/03/2015	23:41:08	SC044	37977860	
OBJECT(S) VIEWED	29/03/2015	23:41:18	SC044	37977860	
QUESTION SET HAS BEEN EXITED BEFORE COMPLETION: QUESTIONS NOT APPLICABLE	29/03/2015	23:41:29	SC044	37977860	
STAFF HAVE EVICTED HIM FROM LOCUS	29/03/2015	23:41:47	SC044	37977860	
MALE IS CURRENTLY STANDING BY THE TRAFFIC LIGHTS	29/03/2015	23:41:56	SC044	37977860	
C/E	29/03/2015	23:41:58	SC044	37977860	
Transfer To ,7-H-BU1. From Terminal SC044 Control	29/03/2015			0	
Transfer Accepted At Terminal SC017 For Control	29/03/2015	23:42:21	SC017	37979864	
OBJECT(S) VIEWED	29/03/2015	23:42:23	SC017	37979864	
[REDACTED]	29/03/2015	23:42:33	SC044	37977860	
HM12 (1616) DIRECTED TO 571272,274797	29/03/2015	23:43:41	SC017	37979864	
HM12 MOBILISED BY DRAG/DROP	29/03/2015	23:43:41	SC017	37979864	
HM14 (1850) DIRECTED TO 571272,274797	29/03/2015	23:48:20	SC017	37979864	
HM14 MOBILISED BY DRAG/DROP	29/03/2015	23:48:20	SC017	37979864	
ONE DETAINED, CLASS A	29/03/2015	23:57:19	SC017	37979864	
MH/15/574 POSSESS CLASS 'A' DRUG -	30/03/2015	01:31:22	SC017	37979864	
Relation: MH/15/574:REQUESTED BY OPERATOR 37979864 MH/15/574 POSSESS CLASS 'A' DRUG -	30/03/2015	01:31:44	SC017	37979864	
Disposition code: ,'CR11','GEN02'	30/03/2015	02:20:17	SC017	37979864	
Arrests Cautions Persons	30/03/2015	02:20:17	SC017	37979864	
OIC 1616	30/03/2015	02:20:17	SC017	37979864	
Qualifiers,Drugs	30/03/2015	02:20:17	SC017	37979864	
NC && SC Qualifiers,Not Applicable	30/03/2015	02:20:17	SC017	37979864	
SC-29032015-414 HAS BEEN DISPOSED	30/03/2015	02:20:17	SC017	37979864	
CORVUS REQUEST REMOVED FROM I/F TABLE	30/03/2015	02:20:20	CORSVR	CORSERV	
QUALITY ASSURANCE CHECK COMPLETED BY OPERATOR 37976585	30/03/2015	10:59:26	SC023	37976585	
CORVUS REQUEST REMOVED FROM I/F TABLE	30/03/2015	11:00:26	CORSVR	CORSERV	
No.	Action Plan Title	Status	Priority	Badge #	Officer Last Name

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ISR Report

NORFOLK & SUFFOLK CONSTABULARY
 SC-21032015-307 (*CLOSED Incident*)

ISR Report:

21/03/2015 16:47:37	PS07F, SUS CIRCS/INSECURE PREM/VEH	SC-21032015-307 / SC	INFO POINT	SUFFOLK
Priority:(4) C SCHEDULED	SUS CIRCS/INSECURE PREM/VEH	H1	Officer Dealing:1260	
Operator:37977152	Dispatcher:	H12R (571272,274797)	Creator Wkstn:SC007	

Address Information

THE MAIDS HEAD, THE MAIDS HEAD
 9 KINGSWAY, MILDENHALL, BURY ST. EDMUNDS, IP287HN

Proximity: Gazetteer Validation

Complainant Information

ANON FEMALE, ██████████ CLI: ██████████
 UNKNOWN, UNKNOWN NOT APPLICABLE
 POLICE FORCE / OFFICER Not Used Not Used Vuln. / Upset
 Result Required ETA / Grade Given

Notes:

Disposition Codes

SUS CIRCS/INSECURE PREM/VEH

NOT APPLICABLE

Date / Time Information

Call Received	21/03/2015	16:47:37
Call Answered	21/03/2015	16:47:37
Incident Created	21/03/2015	16:47:37
Address Validated	21/03/2015	16:47:37
Initial Input Complete	21/03/2015	16:48:30
Incident Disposed	22/03/2015	07:22:15

Qualifiers

DISPOSAL QUALIFIERS	None
NORFOLK FACTORS	Not Applicable
THEME	PUBLIC SAFETY

ISR Relations

AUDIT INDICATOR - SET	QUALITY ASSURANCE CHECK COMPLETED
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ISR Comments

Created From Shadow Incident	21/03/2015	16:47:38	SC007	37977152
Result Required=N Vulnerable/Upset=N ETA/Grade given=N	21/03/2015	16:48:30	SC007	37977152
OBJECT(S) VIEWED	21/03/2015	16:48:33	SC007	37977152
Previous Calls Viewed 9 KINGSWAY 01638713355 01638713355	21/03/2015	16:57:20	SC007	37977152
LOGGED FOLLOWING A VERY LONG CONVERSATION ██████████ -NO OTHER DETAILS KNOWN...	21/03/2015	17:04:10	SC007	37977152
--	21/03/2015	17:04:12	SC007	37977152
SHE IS TALKING ABOUT THE NEW FEMALE TENANT NOW RUNNING THE LOCUS	21/03/2015	17:04:34	SC007	37977152
NEW TENANT HAS ONLY BEEN THERE 2 WEEKS	21/03/2015	17:04:45	SC007	37977152
ALREADY THE NOISE/MUSIC/SHOUTING/CAR HOOTING IS BEYOND IT	21/03/2015	17:05:21	SC007	37977152

IP HAS HAD ENOUGH	21/03/2015	17:05:31	SC007	37977152	
SHE HAS COMPLAINED TO LOCAL POLCIE/COUNCIL BUT SHE STATES NO-ONE WILL SIT AND LISTEN TO HER	21/03/2015	17:05:55	SC007	37977152	
-	21/03/2015	17:05:57	SC007	37977152	
SHE STATES THAT POLCIE HAVE EBEN TO THE PUB ON OCCASIONS BECAUSE OF COMPLAINTS BUT NOTHING IS EVER SORTED OUT	21/03/2015	17:06:38	SC007	37977152	
-	21/03/2015	17:06:43	SC007	37977152	
SHE ALSO STATED THE NOISE ISNT ONLY FROM INSIDE THE PUB BUT FROM DRUNKS SPILLING OUT .THEY START THROWING BOTTLES ABOUT/THROW UP EVERYWHERE	21/03/2015	17:07:27	SC007	37977152	
MOST OF THEM GET INTO THEIR CARS AND TRY AND DRIVE OFF - - IP CAN SEE THEY COULD HARDLY WALK TO THEIR CARS	21/03/2015	17:08:01	SC007	37977152	
-	21/03/2015	17:08:02	SC007	37977152	
IP WOULD JUST LIKE SOMEONE TO JUST GO TO THE AREA OF THE LOCUS IN THE EARLY HOURS JUST SO THEY CAN HEAR WHAT IP IS TALKING ABOUT	21/03/2015	17:08:41	SC007	37977152	
-	21/03/2015	17:08:43	SC007	37977152	
IP DID SAY LOCAL POLCIE WILL KNOW IT IS HER (THE IP) WHO HAS RUNG IN AND PROBABLY IGNORE HER CALL AGAIN	21/03/2015	17:09:18	SC007	37977152	
C/E	21/03/2015	17:09:21	SC007	37977152	
Transfer To .7-H-BU1 From Terminal SC007 Control	21/03/2015	17:09:25	SC007	37977152	
Previous Calls Viewed 9 KINGSWAY 01638713355 01638713355	21/03/2015	17:10:08	SC007	37977152	
Transfer Accepted At Terminal SC017 For Control	21/03/2015	17:12:50	SC017	37971066	
OBJECT(S) VIEWED	21/03/2015	17:12:53	SC017	37971066	
HC12D HAPPY FOR THGIS IN SNT QUEUE	21/03/2015	17:14:03	SC017	37971066	
Status Changed Manually RECEIVED->SNT FOR ATTENTION OF SNT .	21/03/2015	17:14:15	SC017	37971066	
INN KEEPER UPDATED, VISIT TO BE MADE TO THE MAIDS HEAD TOMORROW AFTERNOON.	21/03/2015	17:54:04	WEBNET	37910798	
REASSURANCE AND SUITABLE ADVICE GIVEN. ADVISED HER WE WOULD BE SPEAKING WITH THE NEW LAND LADY AND UPDATING LICENCING. R/P WAS HAPPY WITH	21/03/2015	20:35:16	WEBNET	37910798	
THIS BUT REMIANS UNHAPPY AT THE ON GPING ISSUES SURROUNDING THE PUB ON THE WHOLE AND FEELING THAT NOTHING IS BEING DONE. HC12D.	21/03/2015	20:35:59	WEBNET	37910798	
Disposition code: 'PS07F','GEN10'	22/03/2015	07:22:15	SC002	37979911	
Arrests Cautions Persons	22/03/2015	07:22:15	SC002	37979911	
OIC 1260	22/03/2015	07:22:15	SC002	37979911	
Qualifiers, None	22/03/2015	07:22:15	SC002	37979911	
NC && SC Qualifiers, Not Applicable	22/03/2015	07:22:15	SC002	37979911	
SC-21032015-307 HAS BEEN DISPOSED	22/03/2015	07:22:15	SC002	37979911	
CORVUS REQUEST REMOVED FROM I/F TABLE	22/03/2015	07:22:36	CORSVR	CORSERV	
QUALITY ASSURANCE CHECK COMPLETED BY OPERATOR 37976585	24/03/2015	17:05:39	SC023	37976585	
CORVUS REQUEST REMOVED FROM I/F TABLE	24/03/2015	17:05:55	CORSVR	CORSERV	
No.	Action Plan Title	Status	Priority	Badge #	Officer Last Name

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ISR Report

ISR Report:

NORFOLK & SUFFOLK CONSTABULARY
 SC-25032015-199 (*Open / Active Incident*)

MH/15/554

25/03/2015 13:52:21	CR10, CRIMINAL DAMAGE	SC-25032015-199 / SC	TEL/OTHER	SUFFOLK
Priority:(4) C SCHEDULED	CRIMINAL DAMAGE	H1	Officer Dealing:	
Operator:37910853	Dispatcher:	H12R (571272,274797)	Creator Wkstr:SC037	

Address Information

THE MAIDS HEAD, THE MAIDS HEAD
 9 KINGSWAY, MILDENHALL, BURY ST. EDMUNDS, IP287HN

Proximity: Gazetteer Validation

Complainant Information

MALONE LOUISE CLI: [REDACTED]
 THE MAIDS HEAD, 9 KINGSWAY, MILDENHALL BURY ST. EDMUNDS, IP287HN
 VICTIM [?] Not Used [?] Not Used [N] Vuln. / Upset [N] Result Required [N] ETA / Grade Given

Notes:

Disposition Codes

Date / Time Information

INITIAL INPUT	25/03/2015	13:52:21
HELD	25/03/2015	13:52:30
RECEIVED	25/03/2015	13:57:11
IMU	25/03/2015	14:02:22

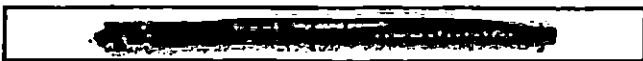
Qualifiers

ISR Comments

LAST NIGHT AT 0015 A MAN CALLED [REDACTED] CAME INTO THE BAR	25/03/2015	13:52:47	SC037	37910853
HE WANTED A DRINK BUT THEY STOPPED SERVING AT MIDNIGHT SO HE COULD NOT HAVE ONE	25/03/2015	13:53:01	SC037	37910853
.	25/03/2015	13:53:02	SC037	37910853
HE WAS WITH ANOTHER MALE	25/03/2015	13:53:06	SC037	37910853
.	25/03/2015	13:53:06	SC037	37910853
INFMT THOUGHT HE HAD LEFT	25/03/2015	13:53:28	SC037	37910853
.	25/03/2015	13:53:32	SC037	37910853
THEN THE DOOR SLAMMED AND INFMT SAW HIM WALK PAST THE WINDOW	25/03/2015	13:54:15	SC037	37910853
SHE TOLD HER SON TO GO AND CHECK THE TOILETS AND WHEN SON WENT IN ALL THE PIPES WERE BENT IN THE TOILETS	25/03/2015	13:54:33	SC037	37910853
INFMT BELIEVES THIS MALE HAD DONE THIS	25/03/2015	13:54:41	SC037	37910853
.	25/03/2015	13:54:42	SC037	37910853
HE HAD TOLD INFMT'S SON THAT HE WAS PREVIOUSLY BARRED FOR PEEING IN THE BAR	25/03/2015	13:54:58	SC037	37910853
INFMT HAS SPOKEN TO THE OLD LANDLADY TODAY AND SHE CONFIRMED THIS BUT SHE DOES NOT HAVE HIS SURNAME	25/03/2015	13:55:16	SC037	37910853
.	25/03/2015	13:55:16	SC037	37910853
DESC: AGED APPROX 20	25/03/2015	13:55:24	SC037	37910853

BROWN HAIR, SHORT	25/03/2015	13:55:32	SC037	37910853	
SLIM BUILD	25/03/2015	13:55:34	SC037	37910853	
5.10 TALL	25/03/2015	13:55:46	SC037	37910853	
.	25/03/2015	13:55:52	SC037	37910853	
THERE IS CCTV SHOWING THE MALE BUT NOT HIM DOING THE DAMAGE	25/03/2015	13:56:09	SC037	37910853	
BUT HE WAS THE LAST ONE TO LEAVE THE TOILETS	25/03/2015	13:56:19	SC037	37910853	
.	25/03/2015	13:56:58	SC037	37910853	
INFMT ADVISED THIS WOULD BE PASSED TO IMU	25/03/2015	13:57:07	SC037	37910853	
.	25/03/2015	13:57:08	SC037	37910853	
C/E	25/03/2015	13:57:09	SC037	37910853	
Result Required=N Vulnerable/Upset=N ETA/Grade given=N	25/03/2015	13:57:11	SC037	37910853	
OBJECT(S) VIEWED	25/03/2015	13:57:13	SC037	37910853	
Transfer To .7-H-BU1 From Terminal SC037 Control	25/03/2015	13:57:20	SC037	37910853	
Previous Calls Viewed 9 KINGSWAY [REDACTED]	25/03/2015	13:58:57	SC037	37910853	
Transfer Accepted At Terminal SC017 For Control	25/03/2015	14:01:40	SC017	37979881	
OBJECT(S) VIEWED	25/03/2015	14:01:42	SC017	37979881	
Status Changed Manually RECEIVED->IMU FOR ATTENTION OF IMU	25/03/2015	14:02:22	SC017	37979881	
PHONE WENT STRAIGHT TO VOICEMAIL. MESSAGE LEFT TO CONTACT IMU WHEN MESSAGE RECEIVED	26/03/2015	09:58:11	WEBNET	37974308	
No.	Action Plan Title	Status	Priority	Badge #	Officer Last Name

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WITNESS STATEMENT

Criminal Procedure Rules, r 27. 2; Criminal Justice Act 1987, s. 9; Magistrates' Courts Act 1980, s.5B


[Click here for guidance](#)

URN:				
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Statement of: Sampson SELVARAJAH

Age : (if over 18 insert 'over 18') Occupation: Supervisor

This statement (consisting of pages(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 (dd/mm/yyyy): 4/6/2015

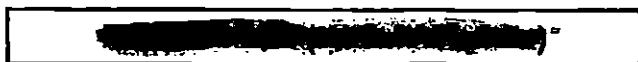
(This statement is digitally signed)

I have lived in the Mildenhall area from 2001 and went to the local school until 2007. I am well informed about the area and have some knowledge of the reputation of the premises called the Maids Head in Kingsway, Mildenhall.

I've had an understanding from a young age that this was a drinkers pub with problems, mostly created by customers. Even when I was at school being a young teenager during lunch hours, I witnessed anti-social behaviour in the street outside the premises. It confirmed the reputation I had heard about it being a pub to avoid.

I left work on Thursday 28th May 2015 shortly after 1130pm to travel home which takes me directly past the Maid's Head front door to head out of town. I initially saw a couple of males outside the premises drinking and smoking and suddenly a group of around 10-15 people spilled out of the premises front door and onto the street which caused me to stop my vehicle, they fell in front of my vehicle. I saw this group of men and women all aged between 17-25 fighting amongst themselves but particularly attacking one male on the floor in a grey tracksuit. He was screaming out, making a lot of noise so I decided to phone the Police. Whilst on the phone to the police the group were running towards my car which made me feel like they were coming after me, luckily they disappeared by the side of the pub, it did make me feel quite threatened.

6-7 males were taking it in turns to kick and punch the male on the floor, taking great pleasure in going back to him to inflict more attacks. Whilst this was happening a female was being dragged by a male, I think she fell over and was being dragged off or assaulted.



[REDACTED]

Continuation of Statement:

Page 2 of 2

I have never seen a fight quite like this, so many people attacking one person who didn't appear to be fighting back.

Whilst I was stopped, I glanced around and saw a male outside a vehicle on the other side of the road where he had a metal baseball bat in his hand, hitting it on the floor like a warning to the others to frighten them away opposed to use it as a weapon. He didn't seem to be part of the fight as he arrived slightly after me.

There didn't appear to be anyone coming out to try and stop the fight or take control of the situation from the premises. There were no door staff or security I could see. Mildenhall is not a town I feel safe in or would want to bring my children up in.

Signed:



Other residents agreed with this statement and all felt that the 2am licence should not have been granted and that there were no other late night premises with the same closing time nearby. Tom Wright explained that the later licence was granted in 2011 after being heard by a committee, only one resident objected to the application. The changes to the licensing legislation in 2005 allowed licensed premises to apply to be open 24 hours to encourage business and reduce binge drinking and crime.

Another point brought up was responsibility for dispersals from licensed premises and also persons loitering in the street. Tom pointed out that the premises had some responsibility within the immediate vicinity of the premises. Bill Butcher and Jake Lees explained the legislation that the Police had strict protocol on with regards to dispersal and would deal with ASB if criminal offences were being committed such as criminal damage, swearing and fighting. Amanda Garnham reiterated that police attendance is based on priorities which are graded for all telephone calls received. Also mentioned was the capability of banning which fell onto the responsibility of the premises unless a customer had been investigated for a criminal offence and found guilty by a Magistrates court which could lead in a ban from licensed premises. Tom stated that no glass should be leaving the premises, Louise mentioned that they use plastic after 12am at events and doorstaff prevent glass from leaving the premises.

Louise stated that she is local and had always wanted to run a pub. She is aware that her son Alex is somewhat young and inexperienced but is doing his personal licence and is still receiving support from Greene King.

Phil Arnold wanted to reassure residents that these meetings were helpful for information sharing and had already actioned requests from the residents and Police. These were to reduce the volume of the bass of the music and change the doorteam to a more professional outfit. He asked for a little bit of time to see the benefits of the new doorteam for dispersals.

In summing up, Amanda Garnham asked residents if they had a wish to change anything about the situation for the better to bring it forward to Phil and Louise:

Mr Finn – Improve the dispersal of patrons at the end of the night

Mrs Finn – Reduce the hours to 12am

Mrs Morris – Improve dispersal

Mr and Mrs Gilbert – Reduce the hours to 12am and improve dispersal.

These requests were discussed after the meeting and it was agreed that Greene King and the premises would review the crime statistics and performance of the new doorteam over the next 14 days and revisit the issues with the Police.

These are notes made by APS Garnham and are summarised to cover key facts.

ISR Report

NA/5

NORFOLK & SUFFOLK CONSTABULARY

ISR Report:

SC-29052015-1 (*CLOSED Incident*)

29/05/2015 00:04:14	PS04, CONCERN FOR SAFETY	SC-29052015-1 / SC	999	SUFFOLK
Priority:(2) A(R) Emerg (20 Min)	CONCERN FOR SAFETY	H1	Officer Dealing:1494	
Operator:37971516	Dispatcher:37972750	H12R (571272,274797)	Creator Wkstr:SC019	

Address Information	
THE MAIDS HEAD, THE MAIDS HEAD	
9 KINGSWAY, MILDENHALL, BURY ST. EDMUNDS, IP287HN	
Proximity:	<input checked="" type="checkbox"/> Gazeteer Validation
Complainant Information	
ALEX, 01638581176 CLI: 01638581176	
THE MAIDS HEAD,9 KINGSWAY,MILDENHALL BURY ST. EDMUNDS, IP287HN	
WITNESS <input type="checkbox"/> Not Used <input type="checkbox"/> Not Used <input type="checkbox"/> Vuln. / Upset <input type="checkbox"/> Result Required <input type="checkbox"/> ETA / Grade Given	
Notes:	

Disposition Codes
VIOLENCE AGAINST PERSON
MIXED ADULT GROUP

Date / Time Information		
Call Received	29/05/2015	00:04:14
Call Answered	29/05/2015	00:04:14
Incident Created	29/05/2015	00:04:14
Address Validated	29/05/2015	00:04:14
Initial Input Complete	29/05/2015	00:04:27
Resource Dispatched	29/05/2015	00:05:31
Arrived At Scene	29/05/2015	00:06:16
Units Cleared	29/05/2015	00:17:07
Incident Disposed	29/05/2015	05:49:42

Qualifiers	
DISPOSAL QUALIFIERS	None
NORFOLK FACTORS	Not Applicable
THEME	CRIME

Unit Activity					
HM17	29/05/2015	00:05:31	1494	1505	5 En Route to Incident
THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN					
HM11A	29/05/2015	00:05:37	1798	1845	5 En Route to Incident
THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN					
HM11	29/05/2015	00:05:41	1697		5 En Route to Incident
THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN					
HM11	29/05/2015	00:05:48	1697		2 On Patrol
RESOURCE HAS BEEN REMOVED SC-29052015-1					
HM11A	29/05/2015	00:06:16	1798	1845	6 At Scene
THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN					
HN10A	29/05/2015	00:06:30	1188		5 En Route to Incident
THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN					
HN10	29/05/2015	00:06:37	788		5 En Route to Incident
THE MAIDS HEAD, THE MAIDS HEAD, 9 KINGSWAY, MILDEN					