

## Appendix 18

EXTERNAL: Incident: Flag Micropub, 32 Borough Street, Castle Donington DE74 2LA - Evening of Friday 8th October

e-mailed to Licensing and Bev Smith on 11 October 2021

To whom it may concern,

Just another update on another after hours incident at the above premises.

As the pub was due to cease operation at 22:30 on Friday I was surprised by the level and noise and activity witnessed at 22:40 when I had a look outside. All the tables and chairs were still out (Yes! They're still there? Who would have imagined that they still haven't been removed) Covered in glasses, drinks, etc. A new member of staff was stood outside smoking and chatting with a customer, as other customers swanned in and out of the premises, all lit up and front door wide open, with all the raucous noise pouring out into the street.

With no indication of any attempt to pack up and close the premises, the staff member seemed to be beckoned back inside, possibly to serve the after hours arrivals. I feared that Mr Sandham may be away and had left this new staff member in charge, and that due to insufficient training or a decision to take advantage of the situation, we were set for a late night session.

Patrons continued to trickle up from the Apiary from 22:40 up until 23:00, some even leaving The Flag to go down to the Apiary to collect people and bring them back in to The Flag. As we got to 23:00 with the mess of furniture/glassware still not cleared off the street and the open door policy still in place, I really began to fear the worse. Even Mr Sandham is rarely this brazen in advertising the fact he is open after hours to the whole street and everyone walking by.

Then, to my surprise, Mr Sandham stumbled out of the premises at approx 23:05 and began hurriedly clearing up the tables and chairs, with the assistance of some of his late night revellers. Maybe he had just woken up or come round? Possibly he was relying on the staff member to keep an eye on the time whilst he enjoyed his night off in the...erm?...same pub he has been working in every night? I suppose if the staff are led by some one like him, they would have no understanding or consideration for such things as adhering to the license, etc.

What then ensued was a bizarre situation of Mr Sandham taking a one man fight, with seemingly everyone else in the pub, to get the patrons to now leave. He was shouting about his license, the CCTV, that no one should be in there after 22:30, that he is going to get fined, lose his license, etc, etc. This went on until approx 23:30 when the bulk of the mob spewed out onto the pavement and left, leaving him behind with his partner, the staff member, maybe a patron or two, to begin Lock-In version 2.0. This went on until just before mid-night.

The staff member and whoever else seemingly left, leaving Mr Sandham with the unenviable task of trying to eject his intoxicated partner from the premises. A loud argument ensued, with shouting and swearing. Mr Sandham repeatedly stating that they should have left at 22:30, he was worried about it all being on CCTV, that they should not be in there due to his license conditions, that he did not want to deal with me complaining or the council, etc, etc. To which she repeatedly told him to "F\*\*k off" This went on with shouting and screaming and swearing until it ended at approx 00:05 with door slamming and the premises eventually closing.

I just find it amazing that here we are, seven years on, and Mr Sandham still can't just close on time. How hard can it be? But then again, it asks the bigger question of how fit is a semi-functioning alcoholic, with no ability to control patrons, staff or partner alike, to hold a license?