



**Meeting to discuss The Crown Pub in Diss held at Diss Corn Hall on  
Thursday 14<sup>th</sup> July 2011.**

**Attendance:**

36 members of the public.

Cllr Bardwell	Diss Town Council (Chair)
Deborah Sarson	Clerk, Diss Town Council
Insp Gavin Money	Local Delivery Unit Inspector, Norfolk Police
Mike Pursehouse	Community Safety, South Norfolk Council
Adrian Nicholas	Environmental Protection, South Norfolk Council
Amanda Mounser	Licensing, South Norfolk Council

**Summary:**

Complaints had been received about the pub including antisocial behaviour, criminal damage and the opening hours. The meeting was held to hear resident's views about these issues to fully understand the problem.

**Notes / main comments made:**

- Had smashed windows on several occasions, on one occasion my window was smashed at 03.00 which was frightening.
  - Every morning I have to check my windows, I am frightened about what I'll find.
  - Reported criminal damage, cars damaged.
  - Himes Court gate has been kicked in 3 / 4 times in last year.
  - Roydon Road, cars damaged 3 / 4 times.
  - Had nose broken by youths, urinating on property, poor police response.
  - Pub opening late will compound problem.
  - If the pub is a nightclub, will breach planning regulations.
  - Had to put grill on windows to protect.
  - Brewery has never offered to sound proof.
  - Is there a ventilation system through the pub and is their sufficient seating.
  - Can't get to sleep Friday or Saturday nights.
  - Drug taking outside pub.
  - Broken glass and glasses / bottles left on properties.
  - Vomit in doorways and on property.
  - Number of pubs in Diss is too many.
1. General feeling in the room from residents is that the pub should not be open so late as it's in a residential area.
  2. Police resources had been an issue in the past but the Town was well resourced now with Officers on a Friday night which is the main problem night for Diss.
  3. The Police, Town Council and District Council share information regularly with each other and work closely together on issues and so residents can feel confident that they can 'report to one, report to all'.
  4. The number of complaints received on the night did not tally with the number of complaints received by the Police or South Norfolk Council. Emphasised the need to report incidents

as this helps to build up a picture of the problem and allocate resources to tackle the problem.

5. The pub is due to close on 8<sup>th</sup> July and would be being refurbished for the next 6 weeks.
6. These complaints could not just be contributed to the Crown as drinkers would be leaving from other pubs as well.
7. Residents can call a pub into review.
8. South Norfolk Councils Licensing team cannot determine the outcome of an application; any application is put out to consultees which include residents. Any changes of notice are displayed on the pub premise and in the local paper.
9. It was suggested that resident's record incidents over the summer to assess what problems are occurring, how often they happen and identify any patterns.

**Actions:**

1. The Community Safety Partnership will review the comments made at the meeting and create a problem solving plan which will be displayed on South Norfolk Council's website (community safety pages).
2. Residents are requested to complete log sheets over the summer which will be available from Diss Town Council from Thursday 14<sup>th</sup> July.