

CASINO ROOMS SUMMARY WEEK ENDING 2nd January 2022

Friday 31st December 2021

6 x Refusals

1 x ID Confiscation

92 x Covid Status Failures

8 x Customers asked to leave

3 x Lost Phone Reunited With Owner

1 x Lost Bag Reunited With Owner

2 x Lost ID's reunited with owners

Approx 01:34hrs a male from the smoking area pushed out of the crowd control barrier and opened the single door smoking area emergency exit (seen on CCTV afterwards), then runs back in pretending that nothing has happened. Another male then jumped over the high wall from Blue Boar Lane into the smoking area. This second male then also goes to the single door exit and pushes it further open, allowing 5 people into the smoking area, hence illegally entering the venue, circumventing all entry procedures including Identification checking, Covid Status Verification, searching and paying.

The smoking area doorman sees this, attends and attempts to ask the 6 people to leave via the same exit. One of the males (we now understand his name to be Charlie) in the party started making racist comments about the doorman and then attacked him with multiple punches, some landing. Fearing that this may end up 6 against one, the doorman defended himself with reasonable force where necessary. The attacking male continued his physical assault and the doorman continued to defend himself. Somehow physically de-escalating the situation, the doorman eventually managed to get them all to leave via the single door exit. Once they were outside the door, which was then closed, the attacking male climbed up onto the wall and continued hurling racial and life threatening abuse, saying that he would stab the doorman if he came outside to the road. Other doorstaff attended, but the incident had ended at this point. Their descriptions were radio'd through to the front doors, so that they would not be admitted, should they try to gain entry. We have since had threatening and racially motivated social media messages and emails from his family to which we have not replied as we did not wish to be inflammatory.

Approx 03:15hrs there was an altercation in the Blue Boar Lane public car park between two parties. Doorstaff intervened and split up the two parties. One of the parties got into a people carrier taxi. The other party noticed this and one of the group punched one of the windows of the taxi which broke. The taxi drove off.

Saturday 1st January 2022

9 x Refusals (1 of these were for ID failure)

1 x ID Confiscation

38 x Covid Status Failures

3 x Customers asked to leave

2 x Lost Phones Reunited With Owners

No Issues

Sunday 2nd January 2022

12 x Refusals (3 of these were for ID failure)

19 x Covid Status Failures

6 x Customers asked to leave

1 x Lost Phone Reunited With Owner

Approx 02:55 An altercation occurred between a single female and a party of females in the groundfloor club room. Male friends/boyfriends from both sides then got involved. Doorstaff intervened and escorted one of the males from the premises via Door 1. The single female sustained bump to the back of her head and some scratches on her arms and possibly her back. A male from the other side left of his own free will and met up with the first male and began to argue again. Doorstaff intervened again. The boyfriend of the single female was brought back in and was taken to First Aid where he could support his girlfriend. The other male continued to wait outside for him to leave, so after First Aid had finished with the female, they left the premises via the Corporation Street Bus Stop exit. This was done to avoid the two parties meeting again and to prevent potential escalation.

CASINO ROOMS SUMMARY WEEK ENDING 9th January 2022

Friday 7th March 2022

7 x Refusals (4 of these were for ID failure)

3 x ID Confiscations

18 x Covid Status Failures

5 x Customers asked to leave

1 x Lost Phone Reunited With Owner

1 x Lost ID reunited with owner

Saturday 8th March 2022

7 x Refusals (3 of these were for ID failure)

1 x ID Confiscation

20 x Covid Status Failures

4 x Customers asked to leave

2 x Lost Phones Reunited With Owners

No Issues

CASINO ROOMS SUMMARY WEEK ENDING 16th January 2022

Friday 14th January 2022

15 x Refusals (6 of these were for ID failure)

4 x ID Confiscations

27 x Covid Status Failures

17 x Customers asked to leave

Saturday 15th January 2022

13 x Refusals (4 of these were for ID failure)

2 x ID Confiscations

17 x Covid Status Failures

31 x Customers asked to leave

2 x Lost Phone Reunited With Owners

1 x Door Key Reunited With Owner

No Issues

CASINO ROOMS SUMMARY WEEK ENDING 23rd January 2022

Friday 21st January 2022

8 x Refusals (3 of these were for ID failure)

1 x ID Confiscation

12 x Covid Status Failures

18 x Customers asked to leave

No Issues

Saturday 22nd January 2022

6 x Refusals (2 of these were for ID failure)

1 x ID Confiscation

27 x Covid Status Failures

6 x Customers asked to leave

3 x Lost Phones Reunited With Owners

1 x Driving Licence Reunited With Owner

No Issues

CASINO ROOMS SUMMARY WEEK ENDING 30th January 2022

Friday 28th January 2022

19 x Refusals (9 of these were for ID failure)

2 x ID Confiscations (1 Confiscated and retained by a Police Officer)

8 x Customers asked to leave

2 x Lost Phones Reunited With Owners

1 x Lost Driving Licence Reunited With Owner

Approx 00.15hrs Female () brought to First Aid with acute abdominal pain, but refused treatment. Ambulance called. She left with a friend.

Approx 01.30hrs A female () was feeling unwell. Was looked after and collected by a family member.

Saturday 29th January 2022

13 x Refusals (8 of these were for ID failure)

2 x ID Confiscations

16 x Customers asked to leave

2 x Lost Phones Reunited With Owners

1 x Lost ID Reunited With Owner

At approximately 00.15hrs there was an altercation between two parties in Blue Boar. Doorstaff intervened and dispersed the parties. NFA.

CASINO ROOMS SUMMARY WEEK ENDING 6th FEBRUARY 2022

Friday 4th February 2022

13 x Refusals (7 of these were for ID failure)

4 x ID Confiscations (3 Fake Citizens Cards)

9 x Customers asked to leave

1 x Lost Phone Reunited With Owner

1 x Lost Large Bunch Of Keys Reunited With Owner

Approx 01:30hrs there was an altercation upstairs near to the main bar, during which an IC3 Male bit the ear of and IC1 male. The IC1 male was asked if he wished to press charges and he stated that he did not. The IC3 male was ejected and banned.

Approx 01:05hrs a female near Door 1/Tenshi single door, tripped/fell and banged her head. She refused first aid and left with her boyfriend.

Saturday 5th February 2022

16 x Refusals (6 of these were for ID failure)

3 x ID Confiscations

13 x Customers asked to leave

2 x Lost Phones Reunited With Owners

1 x Lost Bag Reunited With Owner

1 x Lost Door Key Reunited With Owner

Approx 01:00hrs there was allegedly an altercation upstairs in the main room in proximity to the stage. A male said he was struck in the teeth and the other male had a small cut on the side of his eyebrow. They both walked out of the venue and both parties bumped in to each other outside by the taxi rank and continued the altercation. Doorstaff intervened and separated them. The male who had allegedly been hit in the teeth called the police and wanted the gentlemen with the cut eyebrow arrested. Doorstaff detained him. Police arrested the male – [REDACTED] D.O.B [REDACTED].

Approximately 02:10hrs there was an altercation between two parties outside in Blue Boar Lane near door 7. Doorstaff intervened and dispersed them. Passing Police also told both parties to go their separate ways.

Approximately 03:05hrs there was a minor altercation between two parties in Blue Boar Lane. Doorstaff intervened immediately and made sure both parties walked away from each other. One of the males came back and kicked a bin by the car park and was sent on his way by doorstaff.

Approximately 03:15hrs, a female was arguing with two males outside Door 2. The two males left and she turned her attentions to solo male and things became more heated. Doorstaff intervened and she was sent on her way.

Approx 03:25hrs there was an argument between two parties in the Blue Boar Lane Public Car Park other. Doorstaff intervened and remained at scene until they dispersed.

CASINO ROOMS SUMMARY WEEK ENDING 13th FEBRUARY 2022

Friday 11th February 2022

17 x Refusals (10 of these were for ID failure)

6 x ID Confiscations

7 x Customers asked to leave

2 x Lost Phones Reunited With Owners

1 x Lost ID Reunited With Owner

Approx 23.45hrs, An IC1 male was arguing another IC1 male in the smoking area. The first male pushed a member of doorstaff and was escorted from the premises. The same male then started arguing with his girlfriend's mate, who allegedly spat at him in return. Nearby Police attended and moved the group away from the venue on the grass near the Blue Boar Lane public car park. As we understand it, a Police Officer may have been assaulted and the male (who we now understand is called [REDACTED]) was arrested.

Approx 02:20hrs A female from the first floor main room was feeling unwell and was taken to First Aid. She then went home with her friend.

Approx 02:30hrs A female outside the venue was having an asthma attack. First aid supervision was given until her lift arrived.

Saturday 12th February 2022

14 x Refusals (4 of these were for ID failure)

4 x ID Confiscations

10 x Customers asked to leave

1 x Lost Phone Reunited With Owner

1 x Lost Bunch Of Keys Reunited With Owner

Approx 02.15hrs first aider was called to the groundfloor Club Room for an unconscious male casualty. He was taken to the first aid room started suffering black outs. An ambulance was requested.

Approx 02.45hrs A female was taken to the first aid room due to having seizures. Ambulance was called for and she was taken away for further checks.

CASINO ROOMS SUMMARY WEEK ENDING 20th FEBRUARY 2022

Friday 18th February 2022

11 x Refusals (5 of these were for ID failure)

1 x ID Confiscations

7 x Customers asked to leave

2 x Lost Phones Reunited With Owners

1 x Lost Pair Of Glasses Reunited With Owner

Approx 01:55hrs, two IC1 males were asked to leave from Door 2 for smoking inside the building. Once outside, they became threatening to doorstaff and one of the males picked up a rope stand and began swinging it at staff. The male then attempted to strike doorstaff and was restrained on the ground. Nearby officers attended and moved them on.

Saturday 19th February 2022

6 x Refusals (1 of these was for ID failure)

1 x ID Confiscation (but given back by Police)

9 x Customers asked to leave

2 x Lost Phones Reunited With Owners

1 x Lost Debit Card Reunited With Owner

1 x Lost Key Reunited With Owner

Approx 01:00hrs An ID was confiscated from a young female as was believed to be fake. Her Mother appeared and asked for the ID to be returned, but was refused. She became aggressive and began to verbally abuse doorstaff. She also called the office and was abusive on the phone to staff. Nearby Police attended and returned the ID to the Mother.

Approx 01:00hrs An IC3 female was asked to leave for being abusive to Doorstaff. Nearby Police attended and told her to go home. She was aggressive pushed one of the Officer's hats off and was arrested. Officers asked for CCTV for collection that same night, which was prepared but not collected.

Approx 01:15hrs an IC3 male had a panic attack and was brought down to Door 1, so he could calm down. Once he felt better, he went back inside the venue.

Approx 03:10hrs an IC1 Female was outside the club as was not feeling well. She was taken to First Aid for checks and left with a friend in a taxi.

CASINO ROOMS SUMMARY WEEK ENDING 27th FEBRUARY 2022

Friday 25th February 2022

10 x Refusals (3 of these were for ID failure)

2 x ID Confiscations

7 x Customers asked to leave

1 x Lost Pair Of Keys Reunited With Owner

2 x Lost Phones Reunited With Owners

On search a male was found to be in possession of a medium sized clear plastic bag that contained 15 small drugs bags that were a mix of weed and white powder bags. All of these were empty, but appeared to have been previously used at some point. There was also one small bag that had a small amount of white powder in it. From his passport, his name is [REDACTED] from Gillingham. DOB: [REDACTED]. Passport Expiry: 150927.

Approx 01:30hrs, an IC1 male was asked to leave from Tenshi for being abusive to Doorstaff and continued this on the front door. Nearby Police attended and moved him on.

Approx 03.05hrs, an IC1 Female stumbled down the stairs and sustained a small cut to her head. She was given First Aid and she went home with friends.

Saturday 26th February 2022

9 x Refusals (2 of these were for ID failure)

1 x ID Confiscation

14 x Customers asked to leave

3 x Lost Phones Reunited With Owners

1 x Lost ID Reunited With Owner

1 x Lost Hat Reunited With Owner

1 x Lost Key Fob (possibly an alarm fob) Reunited With Owner

Approx 23.00hrs, there was an altercation in the groundfloor clubroom, between 2 x IC1 males and 2 x IC4 males. Doorstaff intervened and dispersed those involved.

Approx 03.05hrs, doorstaff called for First aid assistance in the first floor male toilets, where a man appeared to be unresponsive. He was taken to the first aid, where he was cared for until an ambulance took him away for further checks.

Approx 00.30hrs First aid called to upstairs washroom, where a member of the bar support team was having a seizure. She is known to have had them before. First aider stayed with her until she was back to her normal state. She was advised to finish her shift early and went home in an Uber.

Appox 03.10hrs There was an altercation outside Door 1 between IC3 males and one IC5 male. Doorstaff intervened and dispersed those involved.

Sunday 27th February 2022

0 x Refusals

0 x Customers asked to leave

CASINO ROOMS SUMMARY WEEK ENDING 6th MARCH 2022

Friday 4th March 2022

9 x Refusals (6 of these were for ID failure)
1 x ID (Fake/Borrowed/Not Theirs) Confiscation
9 x Customers asked to leave
1 x Lost Pair Of Keys Reunited With Owner
1 x Lost Phone Reunited With Owner

Approx 03.20hrs There was an argument outside Door 2 between an IC1 male and 2 x IC1 males. Doorstaff intervened and sent them in different directions. Despite this, they found each other again in the Blue Boar Lane public car park. Doorstaff again intervened and the single male left and the two males got in a Taxi.

Saturday 5th March 2022

11 x Refusals (9 of these were for ID failures)
7 x ID (Fake/Borrowed/Not Theirs) Confiscations
7 x Customers asked to leave
5 x Lost Phones Reunited With Owners
1 x Lost Driving Licence Reunited With Owner

Approx 01.25am A female fell down the stairs inside of Door 2 and sustained a small cut to the top of her head. She was given first aid and was advised to go to A&E to get checked, but chose to remain in the venue.

CASINO ROOMS SUMMARY WEEK ENDING 13th MARCH 2022

Friday 11th March 2022

20 x Refusals (4 of these were for ID failure)
3 x ID (Fake/Borrowed/Not Theirs) Confiscation
9 x Customers asked to leave
2 x Lost Phones Reunited With Owners
No Issues

Saturday 12th March 2022

15 x Refusals (7 of these were for ID failures)
2 x ID (Fake/Borrowed/Not Theirs) Confiscations
4 x Customers asked to leave
4 x Lost Phones Reunited With Owners
1 x Lost Driving Licence Reunited With Owner

Approx 23:50hrs a female approached Door 2 from Blue Boar Lane, presumably with the intention of trying to gain entry. She appeared to be intoxicated and was sick on the step, fell on the floor and continued to be sick. She also started having what looked like some kind of fit. First Aid attended. Eventually an ambulance was called.

Approx 00.40hrs, an IC1 male collapsed in main club was unresponsive and moved to first aid room. When he was came around, he was complaining of severe chest pains. An ambulance was called and he was monitored by first aid until paramedics and their colleagues in other vehicles were on scene.

Approx 01:39hrs, an IC1 male was brought into first aid with small cut to his left eyebrow. He said he did not know how he got it. He was cleaned up and a steri-strip was applied.

Approx 02:55hrs, a slim IC1 male with short dark hair had already left via door 2. Some of his friends were verbally arguing just inside the Door 2 reception. The solo male then spotted his two friends inside and decided to run at speed into reception, pushing past doorstaff in the process. One of the doorstaff caught the male just inside and after a struggle, during which the doorman's hair was pulled, he was put back outside, along with one of his friends who had ginger hair. Two of his other friends had been prevented from continuing arguing by other doorstaff in the reception. One of these became particularly aggressive to doorstaff, but was ushered off the premises by his friend.

Once outside, the aggressive male continued to make threats to doorstaff, including racial abuse. All of the males then walked over to the car park. Approx 1 minute later they all returned to the path outside Door 2, with 2 of them shouting abuse. Doorstaff ushered them back over to the car park. 3 of the males then tried to attack doorstaff. Doorstaff pushed them back trying to

maintain distance. The main instigator, now with his shirt off, aggressively approached one member of the door team who was required to take defensive action.

The male then called out some racial abuse, presumably intended for doorstaff, which was not taken kindly to by some people in the car park who heard it and were obviously very offended. These bystanders then began to argue with the party who retreated to a vehicle(s) in the car park, but were confronted by these people and an altercation ensued. Doorstaff intervened and split up the people involved. Doorstaff controlled the situation and the parties involved left the area. It became apparent that during the incident, one of the security team had dropped their radio. While searching for the radio, a tyre brace and a golf club were also found and were brought back into the venue.

All the remaining people were dispersed and no further action was required. Doorstaff went back to their duties.

CASINO ROOMS SUMMARY WEEK ENDING 20th MARCH 2022

Friday 18th March 2022

13 x Refusals (9 of these were for ID failure)
5 x ID (Fake/Borrowed/Not Theirs) Confiscation
8 x Customers asked to leave
1 x Ladies Card Holder Reunited With Owner
2 x Lost Phones Reunited With Owners
No Issues

Saturday 19th March 2022

17 x Refusals (7 of these were for ID failures)
4 x ID (Fake/Borrowed/Not Theirs) Confiscations
11 x Customers asked to leave
2 x Lost Phones Reunited With Owners
1 x Lost Wallet Reunited With Owner
1 x Lost Hand Bag Reunited With Owner

Approx 02:20hrs A female fainted near the top of Door 2, fell backwards and banged her head. Her friends accompanied her with staff to outside Door 2, where they told staff that she faints regularly. She felt better, but was recommend to go to A&E for further checks. We understand that they went home in an Uber.

Sunday 20th March 2022

3 x Refusals
1 x Customer asked to leave
No Issues

CASINO ROOMS SUMMARY WEEK ENDING 27th MARCH 2022

Friday 25th March 2022

12 x Refusals (6 of these were for ID failure)
4 x ID (Fake/Borrowed/Not Theirs) Confiscation
11 x Customers asked to leave
1 x Lost Passport Reunited With Owner
1 x Lost Phone Reunited With Owner
No Issues

Saturday 26th March 2022

16 x Refusals (8 of these were for ID failures)
4 x ID (Fake/Borrowed/Not Theirs) Confiscations
12 x Customers asked to leave
1 x Lost Phone Reunited With Owner
2 x Lost Bunch Of Keys (Both Including Car Keys) Reunited With Owner

CASINO ROOMS SUMMARY WEEK ENDING 3rd APRIL 2022

Friday 1st April 2022

13 x Refusals (8 of these were for ID failure)
2 x ID (Fake/Borrowed/Not Theirs) Confiscation
4 x Customers asked to leave
2 x Lost Phone Reunited With Owner

Approx 02:15 hrs a female (Kate) was brought down to first aid room from upstairs as she wasn't feeling well. Ambulance was called and the paramedics tried to treat her, but was being very uncooperative. Police arrived to assist at 02:45hrs. Her dad was called and he drove to the venue and took her home.

Approx 03:08hrs a male () attempted to leave the first-floor main room at closing time, hiding an alcoholic drink inside his clothes. Doorstaff spotted this and politely advised him that drinks were not permitted to leave the premises and that he was welcome to either stand to one side and drink up, or to just leave the drink behind. After repeated non-compliance, eventually the doorman attempted to take the drink from the man and he struck the doorman twice, then attempted to run down the stairs to Door 2 where he was restrained and was eventually detained in the main walkway between Door 2 and Door 1. Police were asked to assist. The doorman did not wish to take the matter further and after a brief conversation with Police present, both men shook hands after an apology was offered. No further action was taken against the offender and he left with his friends. The male is no longer welcome at the premises.

Approx 03:05hrs a female was involved in an argument with two other females near the ATM machine on Blue Boar Lane public bench. Police assisted.

Approx 02:50hrs, a male was having an epileptic fit and was given First Aid. His father attended to take him home and told us that he has a history of this condition.

Saturday 2nd April 2022

12 x Refusals (6 of these were for ID failures)
1 x ID (Fake/Borrowed/Not Theirs) Confiscation
12 x Customers asked to leave
1 x Lost Phone Reunited With Owner
1 x Lost Ladies Bag With Full Contents Reunited With Extremely grateful Owner

Approx 02:45hrs the venue received a call from a father claiming that his daughter (DOB) had been in the venue and had been spiked and left the venue. No staff member or management had been made aware of any one claiming this, nor had there been any First Aid treatments.

Approx 02:55hrs, there was an altercation upstairs near Aqua Bar with two parties. One party was asked to leave via Door 1. The remaining two males were permitted to stay in the venue and left on their own accord via Door 2 approx 03:10hrs. It seems that the group that were asked to leave had gone along Corporation Street and were hanging around further along that road. The two males stumbled upon the group and resumed the argument and one of the two males ended up on the floor. Doorstaff attended and dispersed the groups. First Aid checked the male over and he left of his own accord and went home.

Sunday 3rd April 2022

1 x Refusals (1 of these were for ID failures)

1 x Customers asked to leave

2 x Lost Phones Reunited With Owners

1 x Lost Ladies Bag Reunited With Owner

No Issues

CASINO ROOMS SUMMARY WEEK ENDING 10th APRIL 2022

Friday 8th April 2022

6 x Refusals (4 of these were for ID failure)

6 x Customers asked to leave

1 x Lost Phone Reunited With Owner

No Issues

Approx 00:30hrs we understand that an older solo male (who had not been in the venue) was walking between the dual carriageway, just opposite the block of flats and stepped on the left side of road near car park and got clipped by a passing vehicle. He was seen crossing the road walking away towards the Railway station. We informed CCTV.

Saturday 9th April 2022

15 x Refusals (9 of these were for ID failures) 2 people without ID even offered Doorstaff cash to be permitted entry and were obviously refused.

1 x ID (Fake/Borrowed/Not Theirs) Confiscation

7 x Customers asked to leave

3 x Lost Phones Reunited With Owners

1 x Lost Driving Licence Reunited With Owner

1 x Lost Hair Band Reunited With Owner

Approx 00:13hrs a female was asked to leave the groundfloor Club Room, as she was seen to be seemingly deliberately bumping into other patrons. She refused to leave despite several polite verbal requests and when a doorman attempted to escort her, and then she resisted and bit him on his arm. He was then assisted by a female member of doorstaff and she was ejected Via Door 1. Police attended shortly after, looking for the female, but she had left the area. PC 14859 took a statement from doorstaff and took a photo of the bite mark, which caused a small bruise. The doorman does not wish to pursue.

Approx 03:10hrs, a blue Ford Fiesta (Reg: [REDACTED]) parked in first spot in front of the traffic lights on Blue Boar Lane and would not move. There were 4 males in the car. Two males from the vehicle, were seen standing outside the vehicle (both in white T shirts), having a verbal argument with another male. This was holding up the traffic behind them. Doorstaff instructed the two males to get back in and drive away, as they were causing an unnecessary queue of cars behind them.

Then one of the males (wearing a black/dark blue top) got into the rear passenger side seat, but opened the door again and was aggressive to a nearby bystander. Doorstaff went round to try to diffuse, but the male began to get out and was restrained. Once he had calmed, he was let go and came back round to the driver's side. He then walked in front of the car and began calling on someone in crowd, potentially the same person he was interacting with from the back of the car. He was restrained to prevent escalation.

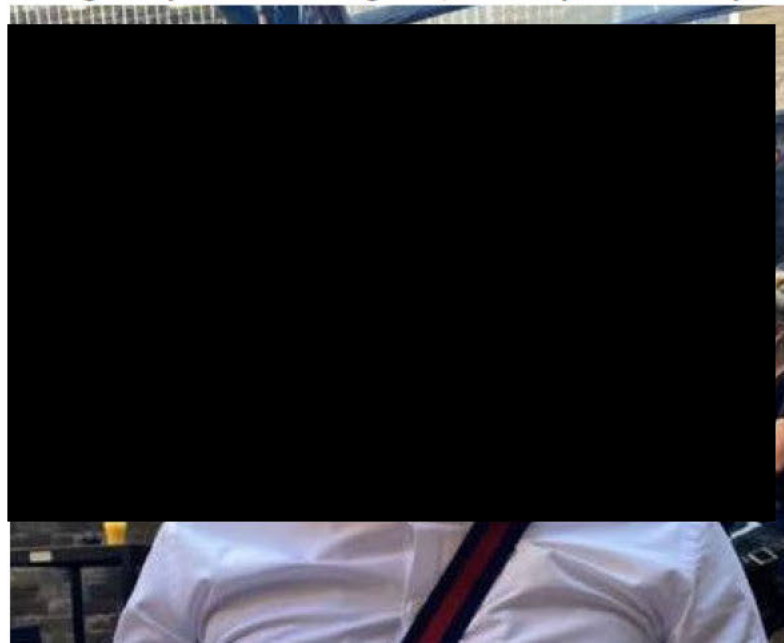
The other male from the car from the front passenger seat was out of the car and became aggressive, so was restrained on the bonnet of the car and eventually the floor, over on the path to keep him away from traffic. Doorstaff were talking to the driver imploring him to leave. Eventually the driver and passenger (both in white T shirts) got back in the vehicle and they pulled away, taking a right turn on to Corporation Street, after veering slightly towards the kerb, seemingly without any due care and attention to other vehicles or pedestrians. They must have turned around shortly after, as they returned and their vehicle made contact with a doorman's leg, as they drove along Corporation St towards Strood and also made contact with the rear of a BMW which was also in that vicinity. They then then sped off towards Rochester train station. Shortly after, the car was seen coming back again towards Chatham and collided with another car (a red Renault Clio) just past the Railway station. The occupants abandoned the car and ran off in the direction of the station and Strood bridge. CCTV were informed. Police arrived took details of the doorman came into contact with the car. He was fine and does not wish to pursue and told officers this at the time.

As far as we are aware, there were no injuries to the occupants of the other two cars.

In addition to the main submission, we have just learned that the Driver of the Blue Ford Fiesta from Saturday night is this person:



If we get any further intelligence, we will pass it on to you asap.



Sunday 10th April 2022

1 x Refusals (Banned)

7 x Customers asked to leave

1 x Lost Ladies Bag Reunited With Owner

No Issues

CASINO ROOMS SUMMARY WEEK ENDING 17th APRIL 2022

Thursday 14th April 2022

9 x Refusals (5 of these were for ID failure)
1 x ID (Fake/Borrowed/Not Theirs) Confiscation
6 x Customers asked to leave
1 x Lost Phone Reunited With Owner
1 x Lost Fitbit Reunited With Owner
No Issues

Friday 15th April 2022

6 x Refusals (3 of these were for ID failure)
3 x ID (Fake/Borrowed/Not Theirs) Confiscations
7 x Customers asked to leave
1 x Lost Phone Reunited With Owner
No Issues

Approx 02:55hrs, There were some arguments between parties in the Blue Lane Public car park. Doorstaff intervened dispersed them in different directions.

Saturday 16th April 2022

13 x Refusals (4 of these were for ID failures)
4 x ID (Fake/Borrowed/Not Theirs) Confiscations
11 x Customers asked to leave
3 x Lost Phones Reunited With Owners
1 x Lost Wallet Reunited With Owner

Approx 02:20hrs Police arrived at the venue telling doorstaff that a female had called the Police asking for help and that she was in a ladies toilet cubicle. All toilets were checked and no such female was found. Police waited around and they called her on her mobile. She answered her phone to officers, but was in no distress. We understand that she was in the venue with a friend. She did not come out to speak to officers and they left approx. 03:00hrs.

Approx 03:05hrs there was an altercation in the Blue Boar Lane public car park, where a male was allegedly struck by another male. Doorstaff and our First Aider arrived very shortly afterwards and the male was on the ground. Our First Aider attempted to treat the IP, but his friends vehemently refused to allow him to be treated. An Ambulance & Police arrived. The IP was taken into the ambulance for further checks.

Sunday 17th April 2022

4 x Refusals (3 of these were for ID failures)

2 x ID (Fake/Borrowed/Not Theirs) Confiscations

3 x Customers asked to leave

1 x Lost Phone Reunited With Owner

Approx 01:35hrs one of our bar support staff () was put in “headlock” by a male customer Club 1 Bar. We are not sure how playful this was meant to be, but Josh is a sensitive/timid type and did not like it. The male (Billy) was asked to leave via Door 2. Police were informed, as Josh wanted to take it further, but there were no patrol cars available.

Police asked if the victim had any injuries, which he didn’t, but was in shock and had a slight cough. Billy remained outside door 2 and then on Door 1, shouting at doorstaff and making threats. He eventually left.

Approx 02:40hrs, a male fell in the smoking area corridor and fell on the floor causing a small cut on his forehead. He later admitted to “stupidly jogging with his friends”. He was treated by our first aider and an ambulance was called. Later on, we were told they were unable to attend due to high demand, so he made his own way to A&E with his friend.

Approx 03:15hrs, there was a car accident on Corporation Street on the Strood bound carriageway. CCTV were informed. No one appeared to be injured and doorstaff re-routed traffic, as no-one could pass the two cars. Eventually Police arrived at approx 03:45hrs and took over.

CASINO ROOMS SUMMARY WEEK ENDING 24th APRIL 2022

Friday 22nd April 2022

12 x Refusals (6 of these were for ID failure)

2 x ID (Fake/Borrowed/Not Theirs) Confiscations

2 x Customers asked to leave

1 x Lost Phone Reunited With Owner

1 x Lost Ladies Bag With Full Contents Reunited With Owner

No Issues

Saturday 23rd April 2022

9 x Refusals (6 of these were for ID failures)

1 x ID (Fake/Borrowed/Not Theirs) Confiscation

2 x Customers asked to leave

1 x Lost Wallet Reunited With Owner

2 x Lost Phones Reunited With Owners

Approx 01:15hrs a female (Isabel Dudley) was unwell and was taken to First Aid. Staff located her friend and an ambulance was called. Her Mum was notified aswell and arrived at 03:30hrs. The ambulance did not arrive and they sent an of duty Paramedic from Strood (Harry Morgan) to check her over. An ambulance eventually arrived.

CASINO ROOMS SUMMARY WEEK ENDING 1st MAY 2022

Friday 29th April 2022

15 x Refusals (11 of these were for ID failure)
2 x ID (Fake/Borrowed/Not Theirs) Confiscations
4 x Customers asked to leave
1 x Lost Phone Reunited With Owner
1 x Lost Ladies Bag & Phone Reunited With Owner
1 x Lost ID Reunited With Owner
No Issues

Saturday 30th April 2022

27 x Refusals (19 of these were for ID failures)
1 x ID (Fake/Borrowed/Not Theirs) Confiscation
9 x Customers asked to leave
1 x Lost Purse Reunited With Owner
3 x Lost Phones Reunited With Owners

Approx 00:37hrs James Seery (one of the management team) was walking towards Door 2, when doorstaff asked him to talk to an irate female in regards to our ID policy, as scanning staff had found her not to have any ID. Prior to this, she had become abusive to ID scanning, reception and doorstaff staff. She had clearly been drinking prior to arrival and was shouting saying that doorstaff would not allow her entry into the venue because she didn't have any physical ID, only a photo of it. She kept showing her NHS COVID 19 vaccine records exclaiming "look I'm 40 odd".

She was repeatedly explained the ID policy She kept shouting at James saying he wanted her details because he "thought she was a criminal". She was assured that this wasn't the case, but the policy remained. She was shouting "I'm old enough to come in here, I'm not a criminal like the rest of your customers". A member of doorstaff nearby (Manny) was also trying to help explain the situation to her, but she became aggressive to him also and began lots of finger pointing. Another member of doorstaff (Brian Angell) then came through the door into reception. She immediately accused Brian of "intimidation". At this point Brian had not said a single word or become involved in any way.

Brian then also attempted to explain the ID rules, but she refused to listen. Having given up on trying to help the lady, James left the reception. She was asked to leave of her own accord, but refused and became even more aggressive, so Brian began to usher her towards the door, which she grabbed on to in an attempt to remain in the reception. Brian then removed her from the reception, still holding on to her arms to ensure that she did not fall backwards, as she was still forcefully resisting. After a short while, the female simply dropped

to her backside where she was standing and sat on the floor near the main steps (seemingly in some kind of protest and to get attention from others). She did not appear to hurt herself or seem in any physical discomfort other than her obvious anger and attitude. She called the Police who attended approx. 00:48hrs, took details and spoke to Brian. They were quite happy and said that they would make contact if they needed more info. We understand that the female left the area in a Police car.

The female, who we now know to be [REDACTED], has also left an answerphone message complaining about our ID policy and how she was treated, saying that she will be pursuing the matter with the Police.

Due to her aggressive behaviour, she is not welcome back at the venue, even if she brings ID.

Approx 00:45hrs a male customer made staff aware that he had just had a conversation with a female customer, who said that she was not happy with her life and was leaving the venue shortly and was going to jump off Strood Bridge. The male said he was going to leave the venue to go and see if she was there. Security made Council CCTV aware via the SMP radio, so that they could keep an eye out for her.

Saturday 1st May 2022

9 x Refusals (7 of these were for ID failures)

2 x Customers asked to leave

1 x Card Holder & Cards Reunited With Owner

1 x Lost Phone Reunited With Owner

Approx 03:15hrs there was an minor altercation in the Blue Boar Lane Car Park between one male and two other males. Doorstaff intervened and split them up.

CASINO ROOMS SUMMARY WEEK ENDING 8th MAY 2022

Friday 6th May 2022

8 x Refusals (6 of these were for ID failure)
2 x ID (Fake/Borrowed/Not Theirs) Confiscations
3 x Customers asked to leave
2 x Lost IDs Reunited With Owners

Saturday 7th May 2022

9 x Refusals (5 of these were for ID failures)
4 x ID (Fake/Borrowed/Not Theirs) Confiscations
9 x Customers asked to leave
1 x Lost Ladies Bag Reunited With Owner
1 x Lost Phone Reunited With Owner

CASINO ROOMS SUMMARY WEEK ENDING 15th MAY 2022

Friday 13th May 2022

14 x Refusals (8 of these were for ID failure)

6 x Customers asked to leave

1 x Lost Phone Reunited With Owner

1 x Lost ID Reunited With Owner

Approx 02:07hrs a female (Shuanna) exited the venue via Door 2. Once outside she had a verbal confrontation with another female. Doorstaff intervened. She was with another two males and one of these males pushed [REDACTED] away. She fell backwards from the push and received a small cut to the back of her head. She was given First Aid.

The male responsible was detained by Doorstaff and was brought back into the venue. CCTV were informed and we asked if they could send Police as the IP wanted to take the matter further. Police arrived took details from both parties. Police told the male to leave. Shaunna was advised by First Aid to go to A&E for further checks and she left with her friend.

Saturday 14th May 2022

11 x Refusals (7 of these were for ID failures)

6 x ID (Fake/Borrowed/Not Theirs) Confiscations

6 x Customers asked to leave

1 x Lost Ladies Bag Reunited With Owner

2 x Lost Phones Reunited With Owners

Approx 01:45hrs a male customer and his friend left the venue via Door 2, took a right turn onto Corporation St where he began to have a seizure. First Aid attended. An ambulance was called, arrived and took him away for further checks. The friend said that the male had a long history of seizures. We later recalled that he had been in our First Aid room before on a previous visit for the same issue.

Approx 03:40hrs, there was an altercation in the Blue Boar Lane public car park between 2 males. Doorstaff intervened. One male had a small cut on his left cheek and came into First Aid to get checked over. He left with his friends.

CASINO ROOMS SUMMARY WEEK ENDING 22nd MAY 2022

Friday 20th May 2022

11 x Refusals (6 of these were for ID failure)

1 x Customers asked to leave

2 x Lost Phone 2 Reunited With Owners

1 x Lost Credit Card Reunited With Owner

Approx. 00:45hrs, a female was feeling unwell. She was taken to first aid room, along with her male friend. Her parents came to collect her.

Approx 03:15hrs, there was an altercation in car between two small parties. Doorstaff intervened and separated those involved. One male sustained a bloody nose and came back in with first aider to be cleaned him up. He then made his own way home with his friends. The males who were deemed to be the aggressors have been banned from the venue.

Saturday 21st May 2022

16 x Refusals (8 of these were for ID failures)

2 x ID (Fake/Borrowed/Not Theirs) Confiscations

7 x Customers asked to leave

2 x Lost Ladies Bags Reunited With Owners

1 x Lost Wallet Reunited With Owner

2 x Lost Phones Reunited With Owners

1 x Lost Mercedes Key Reunited With Owner

Approx 01:10hrs A male came to First Aid with a bloody nose. He was treated and stayed in the venue.

Approx 02:30hrs there was a female in the smoking area was complaining that she was not feeling well and that she was a type 1 diabetic. First Aid looked after her until she was collected by a friend.

Approx 02:45hrs a female was unwell in the upstairs ladies toilets. First Aid attended and looked after her until she went home.

CASINO ROOMS SUMMARY WEEK ENDING 29th MAY 2022

Friday 27th May 2022

11 x Refusals (6 of these were for ID failure)
2 x ID (Fake/Borrowed/Not Theirs) Confiscations
6 x Customers asked to leave
2 x Lost Phone Reunited With Owners
1 x Lost Debit Card Reunited With Owner
1 x Lost Ladies Bag Reunited With Owner
No Issues

Approx 03:10hrs, 2 males were pushing each other about in the Blue Boar Lane public car park. A number of Police arrived again and left again within a few minutes.

Saturday 28th May 2022

13 x Refusals (8 of these were for ID failures)
1 x ID (Fake/Borrowed/Not Theirs) Confiscation
10 x Customers asked to leave
1 x Lost Ladies Bags Reunited With Owner
1 x Lost Phones Reunited With Owner

Approx 23:42, a male () was caught opening a fire exit to let in two females. All were asked to leave and Ethan is now banned from the venue.

Approx 02:21hrs, there was an altercation in the smoking area between two parties, allegedly over someone calling a female "fat". Those involved were asked to leave and the two we understand were the instigators/aggressors were banned from the venue.

Approx 03:15hrs () was seen in the Blue Boar Lane Public Car Park to be chasing another male up towards Rochester High Street, up past City Wall Wine Bar and then continued back through the car park, towards Rochester Railway station. Other people were also following the pair to see what was going to happen. Police arrived, approached and arrested Tommy. He is now banned from the venue.