

## **Statement to Eastbourne Borough Council from Heidi Lane, Proprietor of the Crown and Anchor**

### **Regarding the use of the Marine Parade Hotel.**

Over the last ten years I have built the Crown and Anchor into a thriving, successful award winning, family friendly pub with an excellent reputation, and fantastic staff team of around 30. One of the pub's attractions, is its location, opposite the seafront.

The pub is surrounded by hotels and guest houses and relies on Eastbourne's tourist trade and private events, held in the function room. Visitors could sit outside, to enjoy the sun and people watch.

The pub's licensed seating area and carpark is adjacent to the Marine Parade Hotel with just a narrow walkway separating the 2 businesses.

We had built a good relationship with the previous owners of the Hotel, being considerate of each other's businesses; we both lived onsite with our families. It was a lovely community.

#### Current situation

I could talk about the issues arising from the Hotel that is now housing people with complex alcohol and substance misuse issues; however, I feel that the people listening to this statement will have extensive knowledge of how this would impact on a pub next door.

What I would like to ask today from Brighton and Hove City Council and Eastbourne Borough Council is:

How do I:

- Save my business?
- Protect the team, customers and residents of The Marine Parade Hotel?
- Save the 22 jobs that we have saved so far?
- Train and support my team to manage and approach our neighbours when they are begging from customers, ensuring their safety at all times, whilst complying with strict Covid and licencing rules?
- Encourage these customers to return to the pub after such an experience - even if the team are so highly and extensively trained that they can manage the behaviour of people with extremely complex needs.
- Stop my business from being impacted by the negative press associated with the hotel?

I understand the difficulties and complexities of the residents of the Hotel, as before the Crown and Anchor I was the registered Manager of an adolescent care Home. Therefore, I recognise the importance of being able to manage that level of vulnerability and risk without negatively impacting on the local community.

Please help me and my team to not feel scared and anxious and not be overwhelmed with stress. We are already under such extreme pressure due to the pandemic, trying to keep ourselves and customers safe and survive the economic crises.

I am begging you to find suitable accommodation for our neighbours, if not this will destroy our business.

I hope to, once again, offer the function room to local groups such as plastic free Eastbourne, Green Peace, Fairtrade, Round table, various charities (including homelessness charities) and groups that attract the elderly. They need to feel safe when entering the building or sitting outside. They will not feel safe when they frequently witness drug dealing, fighting and anti-social behaviour and the overwhelming smell of marijuana coming from the open windows of the Hotel.

Can you honestly say that you would return with your family to this venue after witnessing these things?