



BROMSGROVE DISTRICT COUNCIL

MEETING OF THE LICENSING SUB-COMMITTEE

TUESDAY 6TH DECEMBER 2022

AT 11.00 A.M.

**PARKSIDE SUITE, PARKSIDE, MARKET STREET, BROMSGROVE,
WORCESTERSHIRE, B61 8DA**

MEMBERS: Councillors A. B. L. English, C.A. Hotham and P. J. Whittaker

Reserve Member: Councillor R. J. Deeming

AGENDA

LICENSING SUB-COMMITTEE HEARING PROCEDURE (Pages 1 - 4)

1. Election of Chairman for the meeting
2. To receive apologies for absence and notification of substitutes
3. Declarations of Interest

To invite Councillors to declare any Disclosable Pecuniary Interests or Other Disclosable Interests they may have in items on the agenda, and to confirm the nature of those interests.

4. To consider, and if considered appropriate, to pass the following resolution to exclude the public from the meeting during the consideration of item of business containing exempt information:-

"RESOLVED: that under Section 100 I of the Local Government Act 1972, as amended, the public be excluded from the meeting during the consideration of the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in Part I of Schedule 12A to the Act, as amended, the relevant paragraphs of that part, in each case, being as set out below, and that it is in the public interest to do so:-

| <u>Item No.</u> | <u>Paragraphs</u> |
|-----------------|-------------------|
| 5 | 1, 2, 3 and 7 " |

5. Application for the Review of a Premises Licence in respect of the Golden Lion, Austin Road, Bromsgrove, Worcestershire, B60 3PB (Pages 5 - 58)

K. DICKS
Chief Executive

Parkside
Market Street
BROMSGROVE
Worcestershire
B61 8DA

24th November 2022

If you have any queries on this Agenda please contact
Pauline Ross
Democratic Services Officer

Parkside, Market Street, Bromsgrove, B61 8DA
Tel: 01527 881406
Email: p.ross@bromsgroveandredditch.gov.uk

GUIDANCE ON FACE-TO-FACE MEETINGS

At the current time, seating at the meeting will be placed in such a way as to achieve as much space as possible for social distancing to help protect meeting participants.

If you have any questions regarding the agenda or attached papers, please do not hesitate to contact the officer named above.

GUIDANCE FOR ELECTED MEMBERS ATTENDING MEETINGS IN PERSON

Members and Officers who still have access to lateral flow tests (LFTs) are encouraged to take a test on the day of the meeting. Meeting attendees who do not have access to LFTs are encouraged not to attend the meeting if they have common cold symptoms or any of the following common symptoms of Covid-19 on the day of the meeting; a high temperature, a new and continuous cough or a loss of smell and / or taste.

The meeting venue will be fully ventilated, and Members and officers may need to consider wearing appropriate clothing in order to remain comfortable during proceedings.

Members of the public will be able to access the meeting if they wish to do so. Seating will be placed in such a way as to achieve as much space as possible for social distancing to help protect meeting participants. It should be noted that members of the public who choose to attend in person do so at their own risk.

Members of the public who still have access to lateral flow tests (LFTs) are encouraged to take a test on the day of the meeting. Meeting attendees who

do not have access to LFTs are encouraged not to attend the meeting if they have any of the following common symptoms of Covid-19 on the day of the meeting; a high temperature, a new and continuous cough or a loss of smell and / or taste.

Notes:

Although this is a public meeting, there are circumstances when the Sub-Committee might have to move into closed session to consider exempt or confidential information. For agenda items that are exempt, the public are excluded.



INFORMATION FOR THE PUBLIC

Access to Information

The Local Government (Access to Information) Act 1985 widened the rights of press and public to attend Local Authority meetings and to see certain documents. Recently the Freedom of Information Act 2000 has further broadened these rights, and limited exemptions under the 1985 Act.

- You can inspect agenda and public reports at least five days before the date of the meeting.
- You can inspect minutes of the Council, Cabinet and its Committees/Boards for up to six years following a meeting.
- You can have access, upon request, to the background papers on which reports are based for a period of up to six years from the date of the meeting. These are listed at the end of each report.
- An electronic register stating the names and addresses and electoral areas of all Councillors with details of the membership of all Committees etc. is available on our website.
- A reasonable number of copies of agendas and reports relating to items to be considered in public will be made available to the public attending meetings of the Council, Cabinet and its Committees/Boards.
- You have access to a list specifying those powers which the Council has delegated to its Officers indicating also the titles of the Officers concerned, as detailed in the Council's Constitution, Scheme of Delegation.

You can access the following documents:

- Meeting Agendas
- Meeting Minutes
- The Council's Constitution

at www.bromsgrove.gov.uk

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Appendix

LICENSING SUB-COMMITTEE (Premises Review)

HEARING PROCEDURE

1. The Chairman will open the hearing and ask Members of the Sub-Committee and officers present to introduce themselves.
2. The Chairman will ask all parties to the proceedings to introduce themselves.
3. The Charman will ask all parties if they are satisfied with the hearing procedure to be followed. Any variation to the hearing procedures will be at the discretion of the Chairman.
4. The Technical Officer (Licensing), Worcestershire Regulatory Services will present the report.
5. The Chairman will invite Members of the Sub-Committee and all parties to the proceedings to put any relevant questions to the Technical Officer.
6. The Chairman will invite the Applicant for the review and/or their representative to present their case and call any witnesses. A total of 15 minutes will be allowed.
7. The Chairman will invite Members of the Sub-Committee and all parties to the proceedings to put any relevant questions to the Applicant for the review and/or their representative.
8. The Chairman will invite the Responsible Authorities to present their representations. A total of 15 minutes will be allowed.
9. The Chairman will invite Members of the Sub-Committee and all parties to the proceedings to put any relevant questions to the Responsible Authorities.
10. All Other Parties to the proceedings will be invited to present their representations or elect a spokesperson to speak on their behalf. A total of 15 minutes will be allowed.
11. The Chairman will invite Members of the Sub-Committee, and all parties to the proceedings to put any relevant questions to the Other Parties.
12. The Chairman will invite the Premises Licence holder and/or their representative to present their case and call any witnesses. A total of 15 minutes will be allowed.

Appendix

13. The Chairman will invite Members of the Sub-Committee and all parties to the proceedings to put any relevant questions to the Premises Licence Holder and/or their representative.
14. The Applicant for the review will be invited to sum up. A total of 5 minutes will be allowed.
15. The Responsible Authorities will be invited to sum up. A total of 5 minutes will be allowed.
16. The Other Parties will be invited to sum up. A total of 5 minutes will be allowed.
17. The Premises Licence Holder will be invited to sum up. A total of 5 minutes will be allowed.
18. The Chairman will ask the Legal Advisor if there is any legal advice to be given.
19. The Chairman will close the Hearing so that the Sub-Committee can reach its decision in private.
20. The Sub-Committee's decision will be confirmed in writing to the Applicant and those parties who made representations within 5 working days.
21. If any party to the proceedings wishes to appeal against the Sub-Committee's decision an appeal must be commenced by the appellant giving a notice of appeal to the designated officer for the magistrates' court within a period of 21 days beginning with the day on which the appellant was notified by the licensing authority of the decision which is being appealed.

NB

In considering any representations or notice made by a party the Sub-Committee may take into account documentary or other information produced by a party in support of their application, representations or notice either before the hearing or with the consent of all other parties at the hearing.

Please Note:

1. ***Each application coming before the Licensing Sub-Committee will be treated on its own merits, and the Sub-Committee will take its decision based upon:***
 - a) ***the promotion of the four licensing objectives, as given by the Licensing Act 2003, namely:***
 - ***the prevention of crime and disorder;***
 - ***public safety;***
 - ***the prevention of public nuisance; and***
 - ***the protection of children from harm;***
 - b) ***Bromsgrove District Council's Statement of Licensing Policy;***
 - c) ***guidance issued under section 182 of the Licensing Act 2003; and***
 - d) ***the Licensing Act 2003.***
 - e) ***The report presented to the Sub-Committee by the Technical Officer, and all relevant written and oral representations.***

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BROMSGROVE DISTRICT COUNCIL

LICENSING SUB-COMMITTEE

6TH DECEMBER 2022

LICENSING ACT 2003

APPLICATION FOR THE REVIEW OF A PREMISES LICENCE

THE GOLDEN LION

| PUBLIC HEARING | |
|-------------------------|--|
| Director: | Head of Worcestershire Regulatory Services |
| Contact Officer: | Tom Phelan Licensing Technical Officer 01905 822799 enquiries@worcsregservices.gov.uk |
| Ward affected: | Rock Hill |
| Appendices: | Appendix 1 Review Application and Supporting Documentation Appendix 2 Existing Premises Licence Appendix 3 Representations from Responsible Authorities (Crime Reports, Incident Logs and a summary of complaints received in respect of the premises will be provided to all parties to the proceedings) Appendix 4 Representations from other persons supporting the application for review Appendix 5 Representations from other persons supporting the premises licence holder |

1. PURPOSE OF REPORT

- 1.1 To consider and determine an application for the review of the premises licence in force in respect of:

The Golden Lion, Austin Road, Bromsgrove, Worcestershire, B60 3PB

2. BACKGROUND

- 2.1. On 6 September 2022 an application was received from Councillor Harrison Rone-Clarke for a review of the premises licence in force in respect of:

The Golden Lion
Austin Road
Bromsgrove
Worcestershire
B60 3PB

- 2.2. A copy of the review application and the supporting documentation that accompanied it, can be seen at Appendix 1.
- 2.3. It can be confirmed that the application has been advertised in accordance with the requirements of the Licensing Act 2003 and associated regulations and that the application has also been served on all responsible authorities.
- 2.4. A copy of the existing premises licence can be seen at Appendix 2. The premises licence holder is Marston's PLC. The designated premises supervisor identified on the premises licence is Joshua Matheson.

3. REPRESENTATIONS

RESPONSIBLE AUTHORITIES

- 3.1. A representation has been received from PC Angeline Stanley on behalf of West Mercia Police supporting the review application with reference to the prevention of crime and disorder. Crime Reports, Incident Logs and a summary of complaints received in respect of the premises has also been provided as part of the representation submitted.
- 3.2. A representation was initially received from Public Health Worcestershire, but this was later withdrawn.
- 3.3. No other responsible authorities have submitted representations in respect of the application.
- 3.4 The representation received from PC Stanley can be seen at **Appendix 3**.

OTHER PERSONS

- 3.5 Five representations supporting the Councillor's application for review of the premises licence have been received from residents living close to premises. Those making these representations set out the impact they believe the premises is having on the the prevention of crime and disorder and the prevention of public nuisance licensing objectives.
- 3.6 Copies of the representations in support of the review application can be seen at **Appendix 4**.

Other Persons (In support of the premises licence holders)

- 3.7 Four representations have been received from other persons who express support for the premises licence holders and the way that the premises is operated by them.
- 3.8 Copies of the representations expressing their support for the premises licence holders can be seen at **Appendix 5**.

4. LOCAL POLICY CONSIDERATIONS

- 4.1. The Sub-Committee should have regard to the Council's Statement of Licensing Policy under the Licensing Act 2003.
- 4.2. The Council's Statement of Licensing Policy is available to download from the Council's website or to request a hard copy, contact Worcestershire Regulatory Services on 01905 822799 or email enquiries@worcsregservices.gov.uk

5. LEGAL IMPLICATIONS

- 5.1 The Sub-Committee is obliged to determine this application with a view to the promotion of the licensing objectives which are:
- the prevention of crime and disorder;
 - public safety;
 - the prevention of public nuisance;
 - the protection of children from harm.
- 5.2 In making its decision, the Sub-Committee is also obliged to have regard to the guidance issued by the Secretary of State under section 182 of the Licensing Act 2003 and the Council's own Statement of Licensing Policy.

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- 5.3 The Sub-Committee must also have regard to the representations made and the evidence it hears.
- 5.4 The Sub-Committee must take such of the following steps (if any) as it considers appropriate for the promotion of the licensing objectives:
- (a) to modify the conditions of the licence;
 - (b) to exclude a licensable activity from the scope of the licence;
 - (c) to remove the designated premises supervisor;
 - (d) to suspend the licence for a period not exceeding three months;
 - (e) to revoke the licence;

and for this purpose the conditions of the licence are modified if any of them is altered or omitted or any new condition is added.

- 5.5 The Sub-Committee is asked to note that it may not take such steps merely because it considers it desirable to do so, it must actually be appropriate in order to promote the licensing objectives.
- 5.6 All parties to the hearing will be notified of the Sub-Committee's decision in writing within five working days of the conclusion of the hearing.
- 5.7 Any party aggrieved by a decision taken by the Sub-Committee may appeal against the decision to a Magistrates' Court within 21 days of being notified of the decision in writing.
- 5.8 The hearing should be conducted in accordance with the agreed procedure.

6. FOR DECISION

- 6.1. The Sub-Committee must consider and determine the application.

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[Insert name and address of relevant licensing authority and its reference number (optional)]

Application for the review of a premises licence or club premises certificate under the Licensing Act 2003

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the guidance notes at the end of the form.
If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary. You may wish to keep a copy of the completed form for your records.

I Cllr Harrison Rone-Clarke

(Insert name of applicant)

apply for the review of a premises licence under section 51 / apply for the review of a club premises certificate under section 87 of the Licensing Act 2003 for the premises described in Part 1 below (delete as applicable)

Part 1 – Premises or club premises details

| Postal address of premises or, if none, ordnance survey map reference or description | |
|---|--|
| The Golden Lion, Austin Road Charford | |
| Post town Bromsgrove | Post code (if known) B60 3PB |

| Name of premises licence holder or club holding club premises certificate (if known) |
|---|
| Marstons PLC |

| Number of premises licence or club premises certificate (if known) |
|---|
| PL0117 |

Part 2 - Applicant details

I am

Please tick ✓ yes

1) an individual, body or business which is not a responsible authority (please read guidance note 1, and complete (A) or (B) below)

2) a responsible authority (please complete (C) below)

3) a member of the club to which this application relates (please complete (A) below)

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(A) DETAILS OF INDIVIDUAL APPLICANT (fill in as applicable)

Please tick ✓ yes

Mr

Mrs

Miss

Ms

Cllr

Other title
(for example, Rev)

Surname

Rone-Clarke

First names

Harrison

Please tick ✓ yes

I am 18 years old or over ✓

Current postal address if different from premises address

XXXXXXXXXXXXXX

Post town

XXXXXXXXXX

Post Code

XXXXXX

Daytime contact telephone number

XXXXXXXXXXXX

E-mail address (optional)

h.rone-clarke@bromsgrove.gov.uk

(B) DETAILS OF OTHER APPLICANT

Telephone number (if any)

E-mail address (optional)

(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

| |
|---------------------------|
| Name and address |
| Telephone number (if any) |
| E-mail address (optional) |

This application to review relates to the following licensing objective(s)

Please tick one or more boxes ✓

- 1) the prevention of crime and disorder
- 2) public safety
- 3) the prevention of public nuisance
- 4) the protection of children from harm

Please state the ground(s) for review (please read guidance note 2)

Despite a number of meetings, leading to multiple informal agreements between residents and the licensees/Marston's, facilitated and overseen by myself as the local Councillor, a Noise Abatement Order, voluntary additional licence conditions, and noise monitoring 4 times in the period since 2018, The Golden Lion still fails to adhere to the licencing objectives set out above. Since 2018, when residents first raised their concerns, there have been three permanent Licensees (DPS's) and one temporary Licensee (on two separate occasions). The issues residents have encountered have prevailed throughout all these changes despite raising them each and every time there has been a change. These issues are described in greater detail throughout this application.

Unreasonable noise levels cause a disturbance to local residents at all times of the day, not just during the evening/night. Furthermore, there are concerns regarding anti-social behaviour as residents have been exposed to fights etc... with one resident even reporting a pub-goer urinating on their house outside a bedroom window. This clearly flouts licencing objectives 1 and 2 (public safety and prevention of crime and disorder). This becomes all the more concerning when one considers that children are regularly seen/heard on the premises after 10pm. Paired with the above concerns, this further flouts licencing objective 4 (prevention of children from harm).

We believe that the pub is not operating in a way that is appropriate to either the local area or the licencing objectives. With loud/live music occurring late into the night, a loud smoking 'area' and a 'late-night culture'. Given that The Golden Lion is intended as a quiet local pub surrounded in very-close proximity by homes, this is not appropriate and flouts licencing objective 3 (prevention of public nuisance). We note similar local pubs such as The Hanbury Turn operate in a peaceful manner, with the aforementioned having a beer garden that is always peaceful and co-exists with neighbouring homes. Residents have also observed that music is still being played outside in the daytime, and the recent additional conditions are regularly still not being adhered to. Specifically there is still: outdoor drinking after 9pm; removal of open alcohol from the premises; children present after 10pm; doors propped open while music is playing; and people in outside areas more than half an hour after closing.

Therefore, to protect local residents from further regular and often unrelenting public nuisance and disturbance, conditions must be implemented in order to achieve the following objectives:

- A peaceful outdoor space, intended for smokers or quiet discussion in order to peacefully co-exist with neighbouring gardens etc...
- A pub culture that does not encourage discos, karaoke and parties, as these also cause a disturbance, particularly during the summer when doors are left open and music is allowed to emanate from the premises (or even just through frequent use of exits.) and while neighbours' windows are open.
- That the above is regularly enforced by the licensees, as this has not been the case thus far.

I suggest that these reasonable requests could be implemented through changes to the permissions relating to:

- All licensable activities cease at 11pm and opening hours cease at 11:30pm
- Performance of live music inside the premises
- Playing of recorded music inside the premises
- Playing of recorded music outside the building from speakers or TV
- Sale of alcohol in any outdoor areas
- All outdoor areas to close at 9pm
- Under 18s off entire premises by 9pm
- Monitor and challenge customer noise levels in all outside areas at all times
- Ball games, scooters, skateboards, bicycles etc

Furthermore, as specified above, local residents are asking for the necessary conditions in place to prevent 'people noise' emanating from the beer garden and creating a public nuisance.

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Finally, The Golden Lion has recently been bought under temporary new management, which myself and local residents had hoped could lead to significant improvements, negating the need for a licence review. However, the very same issues have been allowed to continue. Below are just some of the reports I have received from residents in the across June, July and August 2022 period, since this change in management:

‘Some children seem to be having a screaming match at the back of the pub.’

‘Still disturbed by people noise front and back, and rear beer garden music. I often struggle to sleep or am awoken by people noise.’

‘Unable to sleep due to racket of people talking/shouting at front of pub after 9ish, same voices for prolonged periods. Continuous until 11:10pm then restarted 11:30-11:40pm.’

‘Awoken at 5:27am by a group shouting and swearing at front of pub (male and female), continued for around 20 minutes.’

‘Disturbed by noisy people at front of pub all evening. Shouting and arguing heard in our dining room at 9:40, another blazing row at 11:00, continuous noise with lots of swearing, glass smashing at 11:49. Unable to sleep as noise continued until 12:25; daughter had to put in ear plugs. No intervention from pub staff.’

‘Noisy bunch out the back with kids kids kicking a ball around...egged on by parents...it is annoying the thud thud of the ball being hit.and the accompanying whooping etc’

‘Disturbed by the very loud banging at around 23:50 last night’

‘We thought someone was actually trying to break the fence down at the bottom of our garden...!!’

‘Adult father climbing tree at the bottom of our garden swearing and making monkey sounds...egged on by his kids.’

Please provide as much information as possible to support the application (please read guidance note 3)

Prevention of Public Nuisance:

- Loud disco music and karaoke emanating from inside the pub often heard at sing-along volume inside homes, and sometimes inescapable through totally closed double glazed window
- People screaming, singing and shouting inside the beer garden throughout the day and late into the night
- People swearing and using obscene/threatening language in the beer garden throughout the day and into the night
- Fights which can spill out into the car-park/street
- Children screaming and shouting, incl playing with scooters, footballs etc...
- Drivers playing music from car stereo in the pub car park
- Car horns from vehicles picking up/dropping off
- Residents have reported pub-goers urinating on someone's home next to a bedroom window
- Prolonged noise from generators

Public Safety:

- Fighting which has spilled out into the car park/street
- Police attending the site on a number of occasions
- Residents report seeing bouncy castles unsupervised which is a public safety concern

Prevention of Crime and Disorder:

- Residents report smelling marijuana from cars parked in the car park
- Urination on private property/block of flats nearby
- Fighting/threatening behaviour

The Protection of Children from Harm:

- Under current guidance, children are not allowed on the premises from 10pm but can regularly still be heard and seen after this time.
- Further, our concern is, given the expressed above, that children have/can be exposed to anti-social behaviour.
- Children seen playing on bouncy castle unsupervised

Agenda Item 5

Please tick ✓ yes

Have you made an application for review relating to the premises before

No

If yes please state the date of that application

| Day | Month | Year |
|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> |

If you have made representations before relating to the premises please state what they were and when you made them

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Please tick ✓

yes

- I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate
- I understand that if I do not comply with the above requirements my application will be rejected

IT IS AN OFFENCE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION. THOSE WHO MAKE A FALSE STATEMENT MAY BE LIABLE ON SUMMARY CONVICTION TO A FINE OF ANY AMOUNT.

Part 3 – Signatures (please read guidance note 4)

Signature of applicant or applicant’s solicitor or other duly authorised agent (please read guidance note 5). **If signing on behalf of the applicant please state in what capacity.**

Signature H.Rone-Clarke

.....

Date 21/07/2022

.....

Capacity Local Councillor representing residents of Farrier Close, Austin Road, Cooper Close

.....

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 6)

CLlr Harrison Rone-Clarke
Bromsgrove District Council Offices,
Parkside Building,
Market Street

Post town
Bromsgrove

Post Code
B61 8DA

Telephone number (if any) 07548353125

If you would prefer us to correspond with you using an e-mail address your e-mail address (optional) h.rone-clarke@bromsgrove.gov.uk

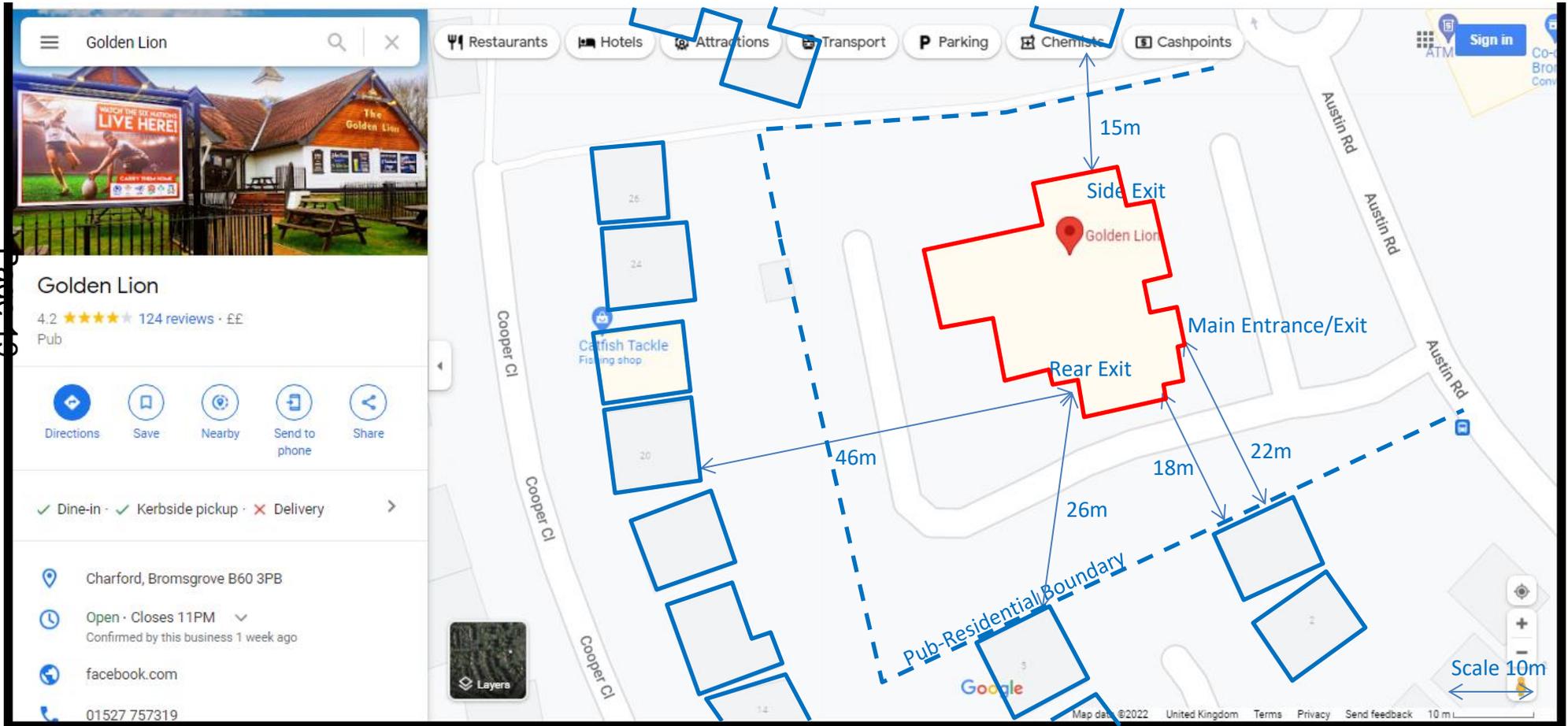
Notes for Guidance

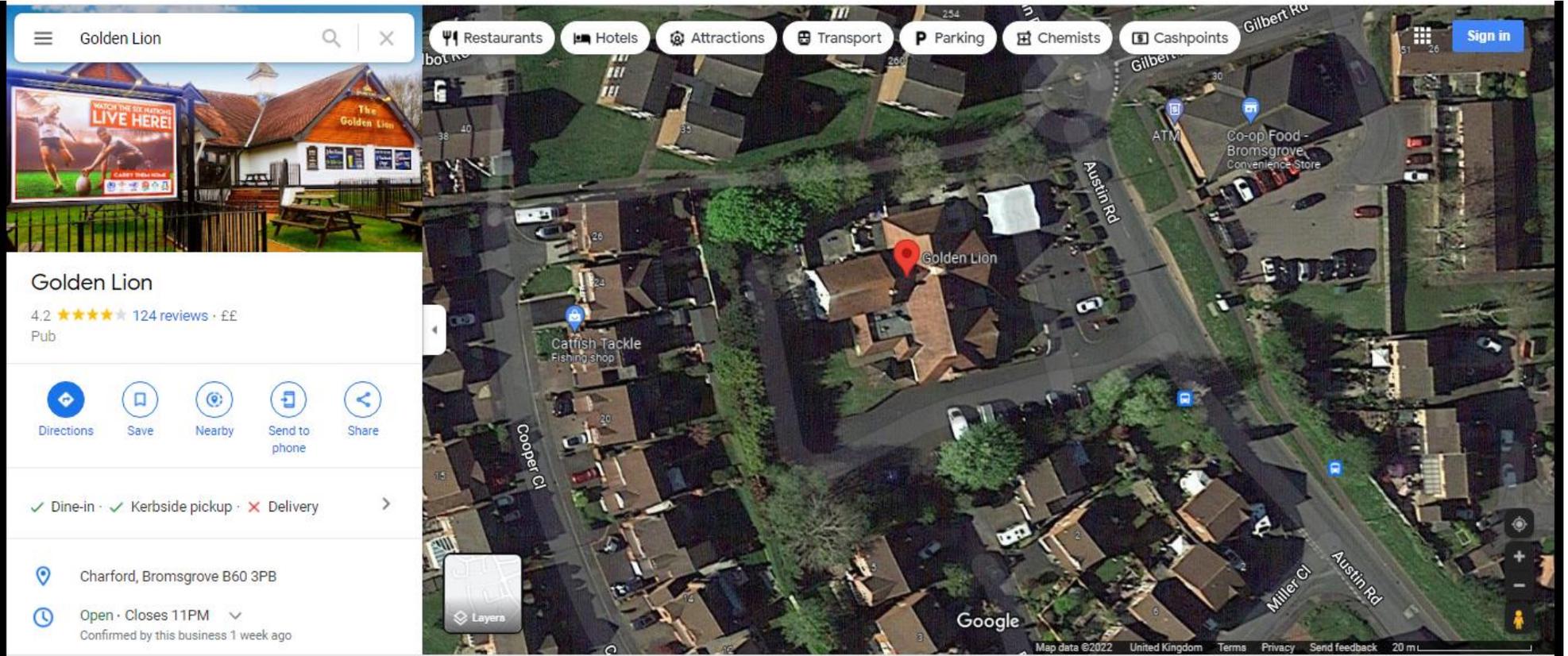
1. A responsible authority includes the local police, fire and rescue authority and other statutory bodies which exercise specific functions in the local area.
2. The ground(s) for review must be based on one of the licensing objectives.
3. Please list any additional information or details for example dates of problems which are included in the grounds for review if available.
4. The application form must be signed.
5. An applicant’s agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
6. This is the address which we shall use to correspond with you about this application.

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Golden Lion Pub, Bromsgrove – Google Map Illustrating Close Proximity to Residential Area

(distances shown have been estimated by map measurement and factoring of Google's scale)





LICENSING ACT 2003



**Bromsgrove
District Council**

www.bromsgrove.gov.uk

PREMISES LICENCE

PREMISES LICENCE NUMBER

PL0117

Part 1 – Premises Details

Postal address of premises, or if none, ordnance survey map reference or description, including Post Town, Post Code

The Golden Lion
Austin Road
Bromsgrove
Worcestershire
B60 3PB

Telephone number

Where the licence is time limited, the dates
Not applicable

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| Licensable activities authorised by the licence and the times the licence authorises the carrying out of licensable activities | | | | | |
|--|-------------------|-------|-------|------------------|--|
| Activity | Days | From | To | Indoors/Outdoors | |
| Performance of Dance (Inside the premises) | Sunday | 11:00 | 00:00 | Indoors | |
| Performance of Dance (Inside the premises) | Friday - Saturday | 10:00 | 01:00 | Indoors | |
| Performance of Dance (Inside the premises) | Christmas Day | 11:00 | 23:00 | Indoors | |
| Performance of Dance (Inside the premises) | Monday - Thursday | 10:00 | 00:00 | Indoors | |
| Exhibition of Films (Inside the premises) | Friday - Saturday | 10:00 | 01:00 | Indoors | |
| Exhibition of Films (Inside the premises) | Christmas Day | 11:00 | 23:00 | Indoors | |
| Exhibition of Films (Inside the premises) | Monday - Thursday | 10:00 | 00:00 | Indoors | |
| Indoor Sporting Events | Sunday | 11:00 | 00:00 | Indoors | |
| Indoor Sporting Events | Friday - Saturday | 10:00 | 01:00 | Indoors | |
| Indoor Sporting Events | Christmas Day | 11:00 | 23:00 | Indoors | |
| Indoor Sporting Events | Monday - Thursday | 10:00 | 00:00 | Indoors | |
| Performance of Live Music (Inside the premises) | Sunday | 11:00 | 00:00 | Indoors | |
| Performance of Live Music (Inside the premises) | Friday - Saturday | 10:00 | 01:00 | Indoors | |
| Performance of Live Music (Inside the premises) | Christmas Day | 11:00 | 23:00 | Indoors | |
| Performance of Live Music (Inside the premises) | Monday - Thursday | 10:00 | 00:00 | Indoors | |
| Late Night Refreshment (Inside the premises) | Sunday | 23:00 | 00:00 | Indoors | |
| Late Night Refreshment (Inside the premises) | Friday - Saturday | 23:00 | 01:00 | Indoors | |
| Late Night Refreshment (Inside the premises) | Monday - Thursday | 23:00 | 00:00 | Indoors | |
| Playing of Recorded Music (Inside the premises) | Sunday | 11:00 | 00:00 | Indoors | |
| Playing of Recorded Music (Inside the premises) | Friday - Saturday | 10:00 | 01:00 | Indoors | |
| Playing of Recorded Music (Inside the premises) | Christmas Day | 11:00 | 23:00 | Indoors | |
| Playing of Recorded Music (Inside the premises) | Monday - Thursday | 10:00 | 00:00 | Indoors | |
| Sale of Alcohol (On and off the premises) | Sunday | 11:00 | 00:00 | Both | |
| Sale of Alcohol (On and off the premises) | Friday - Saturday | 10:00 | 01:00 | Both | |
| Sale of Alcohol (On and off the premises) | Christmas Day | 11:00 | 23:00 | Both | |
| Sale of Alcohol (On and off the premises) | Monday - Thursday | 10:00 | 00:00 | Both | |
| Non-standard timings | | | | | |
| New Year's Eve - Till the start of trading hours on New Year's Day | | | | | |

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The opening hours of the premises

| Days | From | To |
|--|-------|-------|
| Sunday | 11:00 | 00:30 |
| Christmas Day | 11:00 | 23:30 |
| Friday - Saturday | 10:00 | 01:30 |
| Monday - Thursday | 10:00 | 00:30 |
| New Year's Eve - Till the start of trading hours on New Year's Day | | |

Where the licence authorises supplies of alcohol whether these are on and / or off supplies

Alcohol is supplied for consumption both on and off the premises

Part 2**Name, (registered) address, telephone number and email (where relevant) of holder of premises licence**

Marston's PLC
Marston's House
Wolverhampton
WV1 4JT
Email Address:
Telephone No.:

Registered number of holder, for example company number, charity number (where applicable)

00031461

Name, address and telephone number of designated premises supervisor where the premises licence authorises for the supply of alcohol

Mr Joshua Matheson

Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises for the supply of alcohol

Personal Licence No: 19/03412/PERSLI
Licensing Authority: Bromsgrove District Council

Agenda Item 5



Date of first issue: 24 November 2005

This version valid from: 14 June 2022

AUTHORISED OFFICER
Head of Regulatory Services
Worcestershire Regulatory Services
On behalf of Bromsgrove District Council

Issuing Authority: Bromsgrove District Council
Parkside
Market Street
Bromsgrove
Worcestershire
B61 8DA

ANNEX 1 – MANDATORY CONDITIONS

The making and authorisation of alcohol sales

No supply of alcohol may be made under the premises licence—

- a) at a time when there is no designated premises supervisor in respect of the premises licence, or
- b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.

Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.

Irresponsible alcohol promotions

The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises..

In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises—

- (a) games or other activities which require or encourage, or are designed to require or encourage, individuals to—
 - (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
 - (ii) drink as much alcohol as possible (whether within a time limit or otherwise);
- (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;
- (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;
- (d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;
- (e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability).

Provision of free potable water

The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.

Age verification policy for the sale or supply of alcohol

The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.

The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.

The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either—

- (a) a holographic mark, or
- (b) an ultraviolet feature.

Availability of small measures of alcohol

The responsible person must ensure that—

- (a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures—
 - (i) beer or cider: ½ pint;
 - (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
 - (iii) still wine in a glass: 125 ml;
- (b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and

- (c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

Permitted price of alcohol

1. A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price
2. For the purposes of the condition set out in paragraph 1—
 - a) "duty" is to be construed in accordance with the Alcoholic Liquor Duties Act 1979;
 - b) "permitted price" is the price found by applying the formula—

$$P=D+(D \times V)$$

where—

P is the permitted price,

D is the rate of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and

V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;

- c) "relevant person" means, in relation to premises in respect of which there is in force a premises licence—
 - (i) the holder of the premises licence,
 - (ii) the designated premises supervisor (if any) in respect of such a licence, or
 - (iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;
 - d) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and
 - e) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994.
3. Where the permitted price given by Paragraph (b) of paragraph 2 would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.
 4. (1) Sub-paragraph (2) applies where the permitted price given by Paragraph (b) of paragraph 2 on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax.
(2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

Admission of children to the exhibition of any film

The admission of children to the exhibition of any film is restricted by age classification awarded to the film by the British Board of Film Classification.

Where a film does not have an age classification specified by the British Board of Film Classification, admission of children must be restricted in accordance with the recommendation of the licensing authority.

"Children" means a person under the age of 18.

ANNEX 2 – CONDITIONS CONSISTENT WITH THE OPERATING SCHEDULE

a) General – all four licensing objectives (b,c,d,e):

b) The prevention of crime and disorder:

1. No customers apparently carrying open bottles upon entry shall be admitted to the premises at any times the premises are open to the public;
2. Alcoholic and other drinks may not be removed from the premises in open containers save for consumption in any external area provided for that purpose;
3. The maximum occupancy of the building (including staff and performers) will be restricted to 300 persons.

c) Public safety:

4. To comply with the reasonable requirements of the fire officer from time to time;
5. To comply with the reasonable requirements of the building control officer.

d) The prevention of public nuisance:

6. Where appropriate, prominent, clear and legible notices shall be displayed at all exits requesting the public respect the needs of local residents and to leave the premises and area quietly;
7. Noise or vibration shall not emanate from the premises so as to cause a nuisance to nearby properties.

e) The protection of children from harm:

8. The restrictions set out in the Licensing Act 2003 will apply;
9. No unusual or additional risks of harm to children have been identified;

Other operating conditions

Annex 2

The use of door supervisors will be risk assessed on an ongoing basis by the licence holder or Designated Premises Supervisor, with such risk assessment taking cognisance of Police advice. Where engaged, door supervisors shall be licensed by the Security Industry Authority.

Door staff will record their name and 16 digit SIA badge number in a register, such record shall be retained at the premises for at least 12 months, and shall be made available for inspection by the Police or any other authorised person upon request.

CCTV shall be installed with recording facilities to cover public entrances/exits. The system shall operate when the premises is open for licensable activities and retain images for a period of 28 days (except where such retention cannot be achieved due to reasonable periods of maintenance or repair). Recorded images shall be made available within a reasonable time upon request by the police or within 48 hours if required as long as the request is in accordance with data protection principles.

Under 18s will not be permitted to remain on the premises after 22.00.

Alcohol and food shall not be consumed in external areas after 21.00

Outside areas within the demise of the premises will be cleared and empty of persons no longer than half an hour after closing.

External doors and windows shall be closed during regulated entertainment except for the purposes of access/egress or in the event of an emergency.

Agenda Item 5

An incident register will be kept at the premises kept on the premises and will detail:

First aid incidents / Injuries

Ejections of customers by staff

Noise complaints made to the premises

A written drugs policy will be retained at the premises and shall detail any search requirements, toilet inspection timeframes and the action to be undertaken should drugs be located.

The names of members of staff authorised to sell alcohol will be recorded in a written format and retained on the premises. The record shall be made available to the police and authorised officers of the Licensing Authority on request.

The premises will operate a proof of age scheme and will require photographic identification from any person who appears to be under the age of 21 years and signage to this effect is to be prominently displayed within the premises. Staff will be trained in the age verification scheme.

The premises will maintain a refusal book (or equivalent) to record the details of whenever a member of staff has refused to sell alcohol to a person suspected of being under the age of 18, details to include date, time, staff member and if ID produced.

Staff training documents will be in a written form and retained on the premises and made available to the police and authorised officers of the Licensing Authority on request.

**ANNEX 3 – CONDITIONS ATTACHED AFTER A HEARING BY THE LICENSING
AUTHORITY**

N/A

ANNEX 4 – PLANS

As deposited with the licensing authority

LICENSING ACT 2003



Bromsgrove
District Council

www.bromsgrove.gov.uk

PREMISES LICENCE SUMMARY

PREMISES LICENCE NUMBER

PL0117

Premises Details

Postal address of premises, or if none, ordnance survey map reference or description, including Post Town, Post Code

The Golden Lion
The Golden Lion
Austin Road
Bromsgrove
Worcestershire
B60 3PB

Telephone number

Where the licence is time limited the dates

Not applicable

Agenda Item 5

The opening hours of the premises

| Days | From | To |
|--|-------------|-----------|
| Sunday | 11:00 | 00:30 |
| Christmas Day | 11:00 | 23:30 |
| Friday - Saturday | 10:00 | 01:30 |
| Monday - Thursday | 10:00 | 00:30 |
| New Year's Eve - Till the start of trading hours on New Year's Day | | |

Where the licence authorises supplies of alcohol whether these are on and / or off supplies

Alcohol is supplied for consumption both on and off the premises

Name, (registered) address of holder of premises licence

Marston's PLC
Marston's House
Wolverhampton
WV1 4JT

Registered number of holder, for example company number, charity number (where applicable)

00031461

Name of designated premises supervisor where the premises licence authorises for the supply of alcohol

Mr Joshua Matheson

State whether access to the premises by children is restricted or prohibited

Children under the age of 16 shall not be permitted to enter the premises after 10.00 p.m.



Date of first issue: 24 November 2005

This version valid from: 14 June 2022

AUTHORISED OFFICER
Head of Regulatory Services
Worcestershire Regulatory Services
On behalf of Bromsgrove District Council

Issuing Authority: Bromsgrove District Council
Parkside
Market Street
Bromsgrove
Worcestershire
B61 8DA

From: Stanley, Angeline

Sent: 14 September 2022 15:35

To: WRS Enquiries <enquiries@worcsregservices.gov.uk>

Subject: External Email : GOLDEN LION REPRESENTATION FROM WEST MERCIA POLICE

This email originated from outside of the organisation

STOP : Were you expecting this email? Does it look genuine?

THINK : Before you CLICK on any links or OPEN any attachments.

The Golden Lion Public House, Austin Road, Bromsgrove, B60 3PB

West Mercia Police formal representation regarding the review of the Premise Licence for The Golden Lion Public House.

West Mercia Police have on our systems 66 incident reports dating back to when we first started recording incidents dating back to 31/03/2006. These incidents range from anti-social behaviour through to serious assaults, covid breaches and drink driving offences. It is worth noting that some of these reports have been made by the staff themselves at the Golden Lion which we obviously encourage that they do.

In regards to this representation we will only refer to incidents dating back to 2018 which is when the residents themselves have started to record incidents themselves, however we can provide the previous reports if needed.

Between 17/6/2018 and 31/10/2018 we have five incidents recorded, these incidents relate to a male turning up at the pub with a knife, drug dealing taking place in the pub and an assault whereby two people were assaulted. The DPS at this time was AGGIE McCANN

Between 8/01/2019-05/12/2019 we had eleven incidents recorded, these include five fights, one person was offered cocaine, a member of the public was threatened by the DPS AGGIE McCANN, one report of someone attending with a knife, two incidents of people being threatened and one report of a female about to leave the pub who was driving and had been drinking

Between the dates of 08/02/2020-12/12/2020 we have recorded eleven incidents, these include assaults, covid breaches, and glasses being thrown causing injuries to people, a lock in. The DPS at this time was JOHN SUTTON

Between 10/6/2021 and 28/12/2021 we have ten incidents recorded, these include Assaults, large groups of people fighting, people unconscious, noise complaints-music on till 0130. The DPS at this time was JOHN SUTTON until 14/12/2021 when JOSH MATTERSON took over.

Between 15/1/2022 and 19/07/2022 we have had nine incidents recorded, three of these incidents relate to the same date (02/04/2022) this relates to a large fight, a window was also smashed, the manager tried to intervene but it continued out the front of the Pub, police were called and attended twice. On 29/05/2022 a private event was held at the pub, a number of females got into a verbal altercation which resulted into a large disorder outside, a male received an injury to his face. From 05/05/2022 CLAIRE PARTRIDGE took over as DPS until 14/06/2022 when JOSH MATTHEYSON was then re-instated by Marstons on a temporary basis.

On 10/11/2021 a meeting was held between the police, environmental health, Worcester Regulatory Services and Marstons where it was decided that during the meeting that the license conditions would be varied with POLICE writing up recommendations before it being sent to WRS and then on to MARSTONS. In the interim it was decided (MARSTONS will visit the pub and update them of the impending actions) that the karaoke would be banned, children would be off the entire premises by 2130 hours to include outside, the family disco would be reduced to either once or twice per month with the hours being between 1800 and 2100 so that it allows parents 30 minutes drinking up time before the children need to be off the premises. The marquee is coming down and currently has no roof and a number of the benches will also be removed. There will be no alcohol allowed outside after 2100 hours and a diary will be implemented for the DPS to sign stating that hourly checks have been conducted for noise and persons outside the pub. All Music will be off by midnight. The premise license was changed to include the following conditions:

The use of door supervisors will be risk assessed on an ongoing basis by the licence holder or Designated Premises Supervisor, with such risk assessment taking cognisance of Police advice. Where engaged, door supervisors shall be licensed by the Security Industry Authority.

Door staff will record their name and 16 digit SIA badge number in a register; such record shall be retained at the premises for at least 12 months, and shall be made available for inspection by the Police or any other authorised person upon request

CCTV shall be installed with recording facilities to cover public entrances/exits. The system shall operate when the premises is open for licensable activities and retain images for a period of 28 days (except where such retention cannot be achieved due to reasonable periods of maintenance or repair). Recorded images shall be made available within a reasonable time upon request by the police or within 48 hours if required as long as the request is in accordance with data protection principles.

Under 18s will not be permitted to remain on the premises after 22.00

Alcohol and food shall not be consumed in external areas after 21.00

Outside areas within the demise of the premises will be cleared and empty of persons no longer than half an hour after closing

External doors and windows shall be closed during regulated entertainment except for the purposes of access/egress or in the event of an emergency.

An incident register will be kept at the premises kept on the premises and will detail:

First aid Incidents / Injuries

Ejections of customers by staff

Noise complaints made to the premises

A written drugs policy will be retained at the premises and shall detail any search requirements, toilet inspection timeframes and the action to be undertaken should drugs be located.

The names of members of staff authorised to sell alcohol will be recorded in a written format and retained on the premises. The record shall be made available to the police and authorised officers of the Licensing Authority on request.

The premises will operate a proof of age scheme and will require photographic identification from any person who appears to be under the age of 21 years and signage to this effect is to be prominently displayed within the premises.

Staff will be trained in the age verification scheme.

The premises will maintain a refusals book (or equivalent) to record the details of whenever a member of staff has refused to sell alcohol to a person suspected of being under the age of 18, details to include date, time, staff member and if ID produced.

Staff training documents will be in a written form and retained on the premises and made available to the police and authorised officers of the Licensing Authority on request.

On 17/2/2022 a meeting was held at the pub between Police, the current DPS, Environmental Health and Worcester Regulatory Services.

The meeting was held to discuss on-going complaints regarding the noise emanating from the pub.

Despite this meeting and the agreements made between the police, DPS and Marston's we are still having complaints.

On 11/6/2022 a visit was made (NOT BY POLICE) to the pub whereby the DPS was found intoxicated, it later emerged that this was a birthday party. The DPS was then removed on 15/6/2022 and the current DPS was put in place.

West Mercia Police would be seeking to have the following conditions added to the license should a full revoke not take place.

Door staff on, on a Friday, Saturday and Sunday from 0800 till close.

They would also seek to have the operating hours reduced to:

Monday to Thursday 1100-2330 (alcohol to finish at 2300)

Friday and Saturday 1100-00 (alcohol to finish at 2330)

Sunday 1100-2300 (alcohol to finish at 2230)

PC 1817 Angeline STANLEY

Licensing Officer North Worcestershire

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Representations relating to Licence Review Application Ref. 22/04625/REVPL

We moved into our property at [REDACTED] in April 1999. Given that it backed onto the premises of the Golden Lion Public House, we were fully aware that this would bring a degree of noise and disruption. Until the spring of 2018 the noise levels and disruption were generally acceptable and we certainly had no cause to complain.

Over the spring and summer of 2018, we started to encounter the issues laid out below on an increasingly regular basis. Raising our concerns with the landlord at the time proved to be fruitless and we involved WRS and escalated our concerns to the Chairman of Marstons PLC. These interventions only led to marginal short-term improvements. Over the past four years we have continued to experience significant noise and disruption. This is despite involving our Local Councillor, further interventions from WRS and several meetings with the local Area Manager from Marston's. All we have achieved is a succession of broken promises from Marston's who have paid lip service to our concerns. The issues we have encountered can be summarised as:

- **Entertainment** - Loud music emanating from the premises, either from regular Disco/Karaoke nights, external speakers or the outdoor television. This means during the summer months we need to close our windows on hot days and nights to avoid the noise. The changes agreed this summer regarding keeping the pubs doors and windows closed when there is entertainment have not been adhered to, with the rear doors being frequently left open. In addition, we have had to contact the pub on a number of occasions with regards to music being played outside, at the rear of the pub.
- **Anti-Social Customer Behaviour** - People shouting, singing, swearing and using threatening and abusive language in the rear beer garden and at the front of the premises. This has a significant impact on the enjoyment of our rear garden. We have heard many late-night drunken arguments and a number of fights. In addition, customers play loud music from their cars and rev their car engines loudly. The anti-social behaviour is particularly bad during the summer months, meaning we need to close our windows on hot days / nights. The changes agreed this summer regarding closing the rear beer garden at 9pm have resulted in some improvement, however outdoor noise can still regularly be heard after 9pm.
- **Children's Noise** - Children can be heard running around the premises seemingly unsupervised, shouting and screaming often egged on by their parents. The children use the car park to play football and ride on their scooters. On a number of occasions, the children have sounded overtired / distressed. Over the summer a bouncy castle was in regular use (again, seemingly unsupervised), increasing the volume of shouting and screaming. The air blower for the castle was also very noisy.
- **Drugs** - We have smelled people smoking drugs at the rear of the car park from the bottom of our garden.

These disturbances have a big impact on our quality of life. The noise levels and anti-social behaviour limit the enjoyment of our garden, particularly during the summer months. We are embarrassed by the shouting and bad language and avoid having family gatherings and visitors in the garden on fine days when we know noise levels will be higher. We have to close doors and windows on warm days and nights to keep the noise out. Instead of looking forward each year to summer and the longer, warmer days we instead get anxious around the increased noise and disruption from the pub that this will bring.

We recognise that the Golden Lion is a valuable community asset, however it is not being respectful of its location in a residential area. Activities such as late-night discos etc. are more suited to town centre locations, not residential ones and nothing has been done to

address the underlying anti-social behaviour that we and other neighbours have experienced over the last four years. This is contrary to the 'Public Nuisance' Licensing Objective and impacts on the quality of our lives.

It is worth noting that Since raising our initial concerns in 2018 there have been at least four different Designated Premises Supervisors (DPS) at the Golden Lion. Each new DPS has been given every opportunity to address our concerns, but has failed to do so. It is clear to us that the only way to resolve these issues once and for all is via a formal Licence review process and to implement the changes that have been suggested in the Application for a Licence Review.



Neighbours' Representation Supporting Review of Premises Licence

The Golden Lion Pub – 22/04625/REVPL -October 2022

We would like to support the review of Licence Conditions for the Golden Lion Pub in Charford primarily due to the lack of effort made by the Pub in upholding promises and agreements previously made, these have included:

- Noise Abatement Order
- Additional Voluntary Conditions

We live in [REDACTED] which is adjacent to the Rear Pub Garden and Car Park – separated by roughly 5 metres of Trees and Scrub Land.

Due to the proximity of the Car park/Garden we are regularly disturbed by:

- Vehicle Noise – music emanating/horns blowing/engines revving and cars screeching/wheel spinning in the available space – we have even had a car on fire on the scrub land before now.
- Customers shouting/ screaming and singing at all hours – being both adult and children. There have even been occasions when we can hear fighting and other threatening/intimidating behaviour
- DJ/Music from inside the Pub

Our grand children live with us and they have even been subjected to children on the Pub side of our garden fence swearing and threatening them whilst our granddaughters were stood outside our Patio door at the rear of our house. Our Granddaughters are aged 8 and 13 and it is safe to say this experience terrified them and they immediately ran indoors and made us promise that all of the doors were locked – very humiliating for them.

We also regularly find bottles/cans/cigarette butts on our drive and even sometimes on our cars – where they have been thrown over the hedge rather than the effort be made to try and find a bin/ashtray.

We are regularly awoken by one or a mixture of the above disturbance /behaviours, 2 or 3 nights a week at least and this causes almost a fear of opening a window or door when the behaviour is going on. Admittedly it is rather scary to think about approaching some of the pub customers and requesting they are less noisy, threatening or intimidating as I would worry what might happen to us or our property/cars as a form of retribution. I have to admit to being a little apprehensive in submitting this letter of support as I hope that this does not cause an unwanted reaction.

I understand that people are entitled to enjoy themselves but am also well aware that we are entitled to a safe, peaceful home too. Unfortunately the behaviour and incidents that have happened over the past few years – severely contravene that. Requests and constraints have been made previously and upheld for very short terms – very few of them exist now! It is not just the actual disturbances but can also be the mere thought of what may happen. I would not consider having outside parties/functions in our own back garden for fear of what this may instigate from the pub's customers.

We would like to politely request/plead with the Licensing Sub-Committee to review the activities and current Licence held by the Golden Lion to include changes which would seriously improve ours and our families quality of life.

[REDACTED]

From: [REDACTED]

Sent: 02 October 2022 18:36

To: WRS Enquiries <enquiries@worcsregservices.gov.uk>

Subject: External Email : Re: The Golden Lion, Austin Road Ref: 22/04625/REVPL

This email originated from outside of the organisation

STOP : Were you expecting this email? Does it look genuine?

THINK : Before you CLICK on any links or OPEN any attachments.

Your Ref: 22/04625/REVPL

The Golden Lion Pub

We live directly behind the pub at [REDACTED]

Over the last 3 or 4 years or so the noise and generally anti-social behaviour at the pub has increased to unbearable levels.

We have lived here for nearly 33 years and for 27 of those the pub has not been a problem. We are not concerned with the "Normal" activities or noise from a well managed pub. General chatter and kids playing... the occasional special event is fine.

However we have been subject to loud music emanating from the pub during afternoons and on quite late into the evenings.

However our main issue is with a group of customers who regularly sit at the rear of the pub on several evenings of the week and are extremely loud (unable to speak in a controlled manner)... swear a lot and as the evenings progress become almost out of control... screaming... whooping and singing.

The "Smoking area" at the rear of the pub seems to be unmonitored and a "Free for all" area where anything goes.

Surely a responsible landlord should take action to ensure the pubs neighbours are respected ??

We also get loud music from customers cars in the car park and the smell of "Weed" drifting into our garden is not uncommon.

Children are heard screaming, crying and kicking footballs around way into the late evenings.

Often there are loud disturbances in the early hours of the morning... Including arguments and fights.

I reiterate... we are not against a well managed and friendly family pub. We suspect the the recent landlords are actually scared to tackle some of the behaviour as the people responsible may be unsavoury in nature and there is a fear of a backlash... this has always been a worry for us as revealing our identity may leave us open to some sort of negative / violent / destructive response !!

We have many audio recordings to back up our comments above.

Yours



18 Sept 2022

Representation for The Golden Lion Licence Review

Ref Number : 22/04625/REVPL

Dear Sir/Madam

The Golden Lion has failed to comply with its licensing objectives, including prevention of public nuisance. We live in our house and back garden are next to the back of the Golden Lion. In our experience we have endured loud music from inside the pub until late at night, which we can hear inside the house and affect people sleeping at the back of our house. We have had people and children screaming, shouting, singing and swearing in the beer garden throughout the day and night, which we can hear in our back garden. We have had people playing football and prolonged noise from generators for bouncy castles. These are not isolated incidents; they happen often and have occurred over a prolonged period of time. With other neighbours and councillor Harrison Rone-Clarke's help we have more recently been recording and reporting incidents and noise abatement orders have been issued. In the past we had a period of noise monitoring equipment in our home and had discussions with representatives from Marstons. These have had some short-term effects. Landlords come and go, things sometimes improve for a short time, but the problem has remained.

As part of the licence review, I would like to see more monitoring and enforcement of The Golden Lion's licensing objectives by the licensing authorities. I would also like to see changes to the licensing objectives, along the lines of

- No Live Music
- No music, TV, radio etc outside
- Recorded music inside only at background level and finish at 11pm
- Closure of the beer gardens
- No ball games, bouncy castles, play areas etc

These are to help ensure a need for people outside the pub act in a non-antisocial manner at all times of the day/evening and for music in the pub to either cease or remain inside the pub.

Yours faithfully

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Agenda Item 5

Neighbours' Representation Supporting Review of Premises Licence The Golden Lion Pub Bromsgrove - 22/04625/REVPL - September 2022

1 Introduction

We support the review of licence conditions for the Golden Lion pub in Charford, Bromsgrove, primarily because the Golden Lion has repeatedly failed to promote the licensing objective '**Prevention of Public Nuisance**'. As neighbours living on Farrier Close just 18m to the side of the pub building, and our house itself being situated right on the boundary of the pub land (as shown on the attached Proximity Map), we have been, and continue to be, repeatedly and regularly disturbed by noise from both customers and from amplified entertainment sounds causing a Public Nuisance. Given our close proximity, inevitably, any significant noise in the pub grounds, or emanating from the pub into the pub grounds, can also be heard in our house (particularly bedrooms and bathroom in the evening when we are relaxing or trying to sleep) and our gardens, front and rear. Despite neighbours' collaborative multiple discussions and interventions recently (including sound monitoring, a Noise Abatement Order and Additional Voluntary Conditions), ongoing noise disturbances have been, and continue to be, regularly inflicted upon us. This disturbance has been virtually continuous (aside from Covid closures) since 2019, and throughout the succession of the last 5 licensees, causing unacceptable nuisance, disturbance, major stress, and spoiling 3 successive summers. While we acknowledge some recent improvements (with the temporary licensee *currently* choosing to close at 11pm and not to host noisy evening entertainment events), the ongoing situation *still* remains intolerable, and we are utterly frustrated with repeating the time consuming complaints and monitoring process with each new licensee, then having to start all over again when the licensee finally accepts their residential area constraints and moves on. Thus, we support the request for **permanent, unambiguous and enforceable changes tied to the licence rather than an individual licensee**, as proposed in Cllr. Harrison Rone-Clarke's application. Some of these requested changes seek to formalise and commit the recent current practices for our long-term protection; others seek reasonable improvements to the current situation, given the residential location, to eliminate the ongoing Public Nuisance.

Additionally, the existing late alcohol licence (currently 1am at weekends) and entertainment licence goes against the Licensing Objectives '**Prevention of Crime and Disorder**' & '**Public Safety**' as the customer arguments (and even fights) observed by residents correlate with prolonged, late drinking and entertainment events in the pub. The out-of-town-centre location of the Golden Lion, as well as its late night licence and its entertainment, encourages parents to also bring their children along with them and stay late, contrary to the '**Protection of Children From Harm**' Licensing Objective.

In summary, we believe the pub needs to: formally return to compulsory earlier permitted serving times of 11pm; clear all people from the entire site by 11:30 at the latest, minimise lighting and close off the car park; minimise outdoor people noise after 9pm by keeping the customers inside as much as possible and limiting how long they stay outside for; keep any indoor music as volume-limited background level not entertainment volume with no live entertainment; adhere to the existing no loudspeaker/amplifier outside planning condition; ban children from the entire premises from 9pm; ban ballgames and playing on bikes/scooters/skateboards; ban outdoor alcohol sales; and not allow additional permanent or semi-permanent outside structures. There is a time and a place for everything, and we believe the Golden Lion, in close proximity to homes, is not a suitable location for discos, karaoke, loud events, outdoor parties, playground activities, nor late evening outdoor gatherings. In addition, we need active monitoring of outdoor noise levels, both day and night, with challenging action and practical consequences for noisy customers.

2 Details of Contraventions of 'Public Nuisance' Licensing Objective:

- **Entertainment:** Loud disco music, karaoke and DJs from inside the pub can be heard inside our home (particularly the bedrooms and bathroom), often at sing-along volume (not just a drum/bass), sometimes through closed windows or above our own TV so we cannot escape from it. We do not believe the pub is a suitable venue for any musical 'entertainment', only for quiet background music, as the doors *have* to open for customer access/egress, letting the sound frequently escape. Experience has shown that it is *impossible* to prevent loud music inside from emanating outside, even when the licensee attempts to adhere to the new conditions to 'keep doors and windows closed when there is entertainment', and, in any case, neighbours have observed doors still being propped open. Outside music, from speakers (eg 09/07/22) or the outdoor TV at the rear, and previously a ghetto blaster at the front, has also disturbed us. It has been heard right down the entire close.
- **Customer Noise:** Noisy adult customers frequently and regularly stand or sit outside, swearing, shouting, whooping, screaming and singing in the pub beer gardens (front, back and side) and car parks. Often the same

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voices are heard shouting and swearing for hours on end, until the early hours, often long after the pub has finished serving (including frequently with the current licensee, way beyond the half hour drinking up time eg 12:25am 22/07/22). This tends to be worse on entertainment nights which attract more customers and cause them to join in with the music or shout louder outside over the music. The nuisance is of course worse in the warmer weather when our own windows are open more, and more customers choose to stay outside for longer. The nuisance is greater the later it occurs, so is worse when the pub continues serving into the early hours. Even when there is no music from the pub, customers have still been heard playing music from their own cars in the car park, which staff are either unaware of, or unconcerned about (eg 05/08/22). Following informal agreements to protect neighbours at the rear, then formal Additional Licence Conditions preventing alcohol being consumed outside after 9pm since late January 2022, the *rear* beer garden has been closed from 9pm recently. This has, however, actually *worsened* the problems for us, and only *moved* a problem from the rear to the front, as customers simply relocate. People are still noisily outside for hours - outside the front door, to the side, or on the front carpark or front picnic benches, sometimes just a few metres from our bedroom windows. The 'no drinks outside after 9' rule is often flouted (eg observed 02/07/22). The pub has become a local 'hanging around park' and it frequently sounds as if there's a party going on in our own back garden, and is quite impossible to 'switch off' from. At the front of the pub, the late night people noise situation is worse than it ever was pre-Covid (eg until 2:15am on 10/06/22 under the current licensee)! Additionally, we are frequently awoken in the early hours by shouting people (who may or may not be customers) on the pub front car park (eg around 5:30am on 25/08/22).

- **Aggression and violence:** When customers get tipsy or drunk, noisy arguments and fights break out, often outside where staff seem to be oblivious to it until it gets extreme (eg, we were forced to call the police due to a recent fight at 12:30am on 28th May 2022, in contravention of Licensing Objectives '**Prevention of Crime & Disorder**' and '**Public Safety**').
- **Children's Noise:** Children are regularly heard screaming and shouting (indeed, we have heard them being encouraged to shout louder by the adults eg 24/06/22!) Children are regularly heard playing on scooters and kicking/bouncing footballs in the car parks, treating it like a play park, including late at night (eg after 11pm on 02/09/22 in contravention of Licensing Objective '**Protection of Children From Harm**'). The recent additional licence condition banning under 18s from the premises after 10pm is frequently not being adhered to. The pub's unsupervised bouncy castle encourages screaming and it's blower is noisy. We have been disturbed by several children's birthday parties held outside (eg 14/05/22), including amplified music.
- **Drugs:** We have smelt people smoking drugs in the car park from our bedroom and gardens (eg 10/09/21 in contravention of Licensing Objective '**Prevention of Crime & Disorder**').
- **Lifts and traffic:** We hear frequent honking car horns from taxis and lifts (eg 12:24am 08/07/22), or simply from passing motorists on Austin Road greeting the customers they see at the front or side of the pub. We are also disturbed by noisy engines repeatedly revving and music from car stereos. Obviously, this is more of a nuisance later at night, and sometimes occurs long after the pub has finished serving, so the earlier the pub closes and the site is cleared, the better. We are sometimes awoken by people in the front car park playing car stereo music in the early hours of the morning before driving off or getting lifts (eg 7am on 23/07/22, 4am on 30/08/22).

3 Public Nuisance Context and Statistics

- When we bought our home next to a pub in March 2000, we accepted a risk of an *occasional* Public Nuisance disturbance. We have lived for 22 years mostly in relative harmony with the pub (with occasional issues being sorted with phone calls or more formal approaches over specific issues). The change in licensing laws to allow later opening in 2005, and the banning of indoor smoking in 2007, have made the situation worse. The Public Nuisance situation over the last few years has been utterly intolerable, however, both before and after Covid. Despite Additional Licence Conditions (January 2022) and recent changes to opening hours and entertainments from the current temporary licensee, The Golden Lion still has a noisy and lively culture, particularly in outside areas, causing a significant Public Nuisance, and this has *worsened* at the front of the pub, next to our home.
- There have been 5 short-lived licensees since 2019 (one twice), *all* of which have caused repeated Public Nuisance to us. We have been listing a continuous log of disturbances (see attached) from 13th August 2021 to 4th September 2022, just over a year, covering the last 4 licensee's periods (one of them serving twice). Our log is now 23 pages long, we have been disturbed on 96 different days (see spreadsheet calendar) - some of these have been multiple times in a day, many are continuous for hours on end, and many have been successive days where entire weekends or holiday periods were ruined. 44 (46%) of these disturbances have continued (or started) between 11:30pm and 7am when we are normally sleeping. Disturbances are most frequent on Friday and Saturday nights; we have been disturbed on 42 out of 56 (75 %) of weekends (might have been more if we weren't away some of the time!). We have not gone a single whole week since February without a Public Nuisance disturbance (excluding our holidays).

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The frequency of disturbance is, of course, lower in the wintertime as i) fewer customers stay outside; ii) customers remain outside for a shorter duration; and iii) our bedroom windows are less likely to be open.

4 Suggested Specific Licence Amendments To Protect Residents From Public Nuisance

- **Permitted hours** for Late Night Refreshments Inside, Sale of Alcohol On and Off, and all licensable activities (Recorded Music, Dance, Films, Sporting Events) reduced to 11pm at the latest (in combination with the existing condition 'outside areas will be cleared and empty of persons no longer than half an hour after closing')
- **Opening Hours** reduced to 11:30pm at the latest (supporting the clearing of the site above)
- **Outdoor lights** to be turned off half an hour after closing ie 11:30pm at the latest (to discourage people from gathering or staying without the licensee's knowledge)
- A **barrier** put up at the car park entrance overnight from 11:30pm to 7am (to prevent noisy use of the car park in antisocial hours by people who may or may not be customers).
- No playing of **recorded music outside** the building from speakers or TV, nor directed outside from an indoor location e.g. just inside a window (this is already covered in the planning permission as 'no loudspeaker or amplified music shall be located in the open air on this site' but is not specifically included on the licence itself).
- No Performance of **Live Music** inside the premises
- Permitted hours for Playing of **Recorded Music Inside** the premises reduced to 11pm and **explicitly limited to 'background ambient' volume**, not 'entertainment' (eg disco) level. (This may require an absolute decibel limit, bearing in mind that the doors *have* to be opened frequently for access/egress, set by WRS in consultation with neighbours, as licensees have previously argued about what volume is acceptable. The current clause 'noise...shall not emanate from the premises so as to cause a nuisance to nearby properties' has been shown to be too subjective.)
- No **outdoor sales** of alcohol (and removal of the outdoor bar built for Covid restrictions).
- No **outdoor 'beer garden'** availability *anywhere* on the premises after 9pm. Use of outdoor space (whether front, side or rear) should then be **limited to a short, quiet break** only, and not deliberately concentrated around any single exit. (To prevent the use of the outside areas as a late night public hanging-out 'park', with or without alcohol, in combination with the recent condition 'alcohol and food shall not be consumed in external areas after 21.00'. Also to prevent noisy groups simply relocating from the rear beer garden to the front areas. This is already partly covered in the planning permission as 'garden areas shall not be used except between the hours...21:00 each evening' but is not obvious on the licence itself).
- **Under18s** will not be permitted to remain on the premises after 21:00 (current condition is 22:00 whereas many pubs have a 9pm deadline; families are still bringing youngsters and babies to this particular pub and forcing them to stay up late).
- Regular **checks on and challenge to customer noise levels** outside by staff with **action taken** (eg logging and warning then banning them from the premises).
- No **ball games**. No riding bicycles, scooters or skateboards. (For safety and noise levels. This is a public house, not a public park.)
- No **gazebos** or other semi-permanent shelter structures to be put up in car park or garden areas.
- Any references to 'premises' make it clear that this term means the *entire site* ie inside and *all* outside areas; any references to 'beer garden' replaced with 'all outdoor areas' (so it is unambiguous and includes front, rear and sides, seating areas, smoking hut and car parks).

We are aware that New Year's Eve is exempt from normal licence arrangements, and that there are procedures available for licensees to occasionally apply for special event arrangements. We ask that neighbours be informed of any such future applications. We are supportive of *occasional* daytime community events such as summer Bank Holiday Fun Days involving music, bouncy castles, food and drink etcetera, but these need to be: rare (limited to twice a year); isolated (not preceded or followed by other events over the same day or weekend); daytime (finishing by 6pm at the latest); and advertised or notified at least a month in advance (so residents can plan around such inevitable but short-lived occasional disturbance).

5 Personal Impact of Contravention of 'Public Nuisance' Licensing Objective

Our **quality of life has been, and is still being, significantly affected** by the disturbances from the Golden Lion. The noise levels have:

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- **Caused us to have to ring the police** due to fighting (28/05/22), and caused us genuine **fear** that someone would be killed or seriously hurt.
- Often **awoken** us at night and early morning. Frequently **prevented us from being able to get to sleep** when we go to bed. It is very difficult to 'switch off' from music or from human voices, especially when swearing or aggressive. This is very frustrating as we need to be up early and alert for work, even at the weekends. **Forced our daughter to wear ear plugs** to sleep.
- **Forced us to close our windows**, including in some very hot weather, to escape from the noise, and even with closed windows, the noise (both voices and music) is still sometimes inescapable. We feel like prisoners in our own homes.
- **Spoilt our peaceful relaxation** in our gardens and bath-tub and even watching TV; spoilt our meal times; spoilt our concentration when working from home.
- **Prevented us from inviting visitors round**, particularly at weekends. For example, we dare not invite our young grandson to sleep over, or invite friends and family round for a weekend barbeque in our garden. **Embarrassed us** when friends or family visit in the daytime or early evening (both the noise level and the frequent foul language).
- **Caused prolonged stress & anxiety**. The ongoing public nuisance is causing genuine **mental health issues**. We lie in bed trying to sleep, but instead feel anger, frustration, stress and anxiety due to the Public Nuisance noise disturbance, and become wide-awake. This has manifested itself in **sweats, stomach cramps, heart palpitations, tears and even in pub-related nightmares!** It has been a significant factor in one of us changing to a less-stressful (lower paid) job recently. This anxiety is caused not just by the disturbance on each particular occasion, but also by:
 - The **repetition of disturbance** week after week, the **dread of expected disturbances** (eg discos, Friday nights), and the **succession of disturbances** ruining entire weekends/bank holidays at home (e.g. when daytime parties or Fun Days are followed by evening discos and repeated the next day and evening).
 - The ongoing **frustrations of repeated attempts** (with WRS, our Councillor and neighbours, and the brewery) to address the issue over a long period of time, and our **anxieties for the future**. Neighbours have spent over a whole year logging incidents, recording evidence, and negotiating changes, yet still the disturbances continue, and new and old licence conditions have been broken by each successive licensee. Despite some specific improvements recently, we have no certainty that the more problematic later opening hours and entertainments won't resume at any moment under the current or future licensees. New licensee adverts continue to give potential landlords false expectations about what will be acceptable to neighbours, with respect to beer gardens and entertainments, so we fear the cycle will constantly repeat itself. Disturbance from the pub has been **constantly on our minds** since the first Covid re-opening, both in response to current disturbances we experience, and worrying about the licensee's imminent planned or future activities.
 - Worry over the **nonchalant response of pub customers** to following rules, and their **aggressive** responses to having their activities curtailed, including recently under the current licensee. We have heard arguments with the licensee when they have (occasionally!) tried to intervene to quieten customers down outside (eg 08/07/22 – after which, customers continued being noisy for a further half hour and *added* car music; also 17/06/22; also 07/04/22 – "I've asked you five times to come inside..."). We have seen customers drinking outside after 9pm (eg 01/07/22), seen customers leave with open drinks and with children after 10pm, and even carry glasses into the Co-op shop opposite (02/07/22). We have seen males still drinking and talking loudly at 1:30am and when asked to be quiet (at great risk to ourselves as we were so exasperated) still insisted they would finish their pint first (15/04/22)! We have heard parents encouraging their children to "yell louder" (24/06/22) and have heard children on site after 10pm (eg 1:25am 10/06/22, midnight 29/07/22, after 11pm 02/09/22). We have heard anger vented directly at neighbours (eg 17/12/21 "move to a f*cking pub ...f*cking reprobate...what do you expect?" and heard a neighbour's recording of a customer shouting "F*ck the neighbours" on 21/05/22).

6 Conclusion

We have a right to have peace in our home, to sleep quietly at night, to enjoy our gardens, to be able to open our windows when we wish, and to invite friends and relatives round without fear of what they might hear, and not to be frequently annoyed or constantly anxious. The activities of the Golden Lion have been, and still are, contrary to the **'Public Nuisance'** Licensing Objective, and are having a **major long-term impact on the quality of our lives**.

While we empathise with customers' wishes to have a late night out, to hang around outside with friends, and to be entertained, but we believe that the Golden Lion's location, in a residential area very close to properties, is not a suitable venue for any loud or late activities. We need long-term protection for *all* the surrounding neighbours.

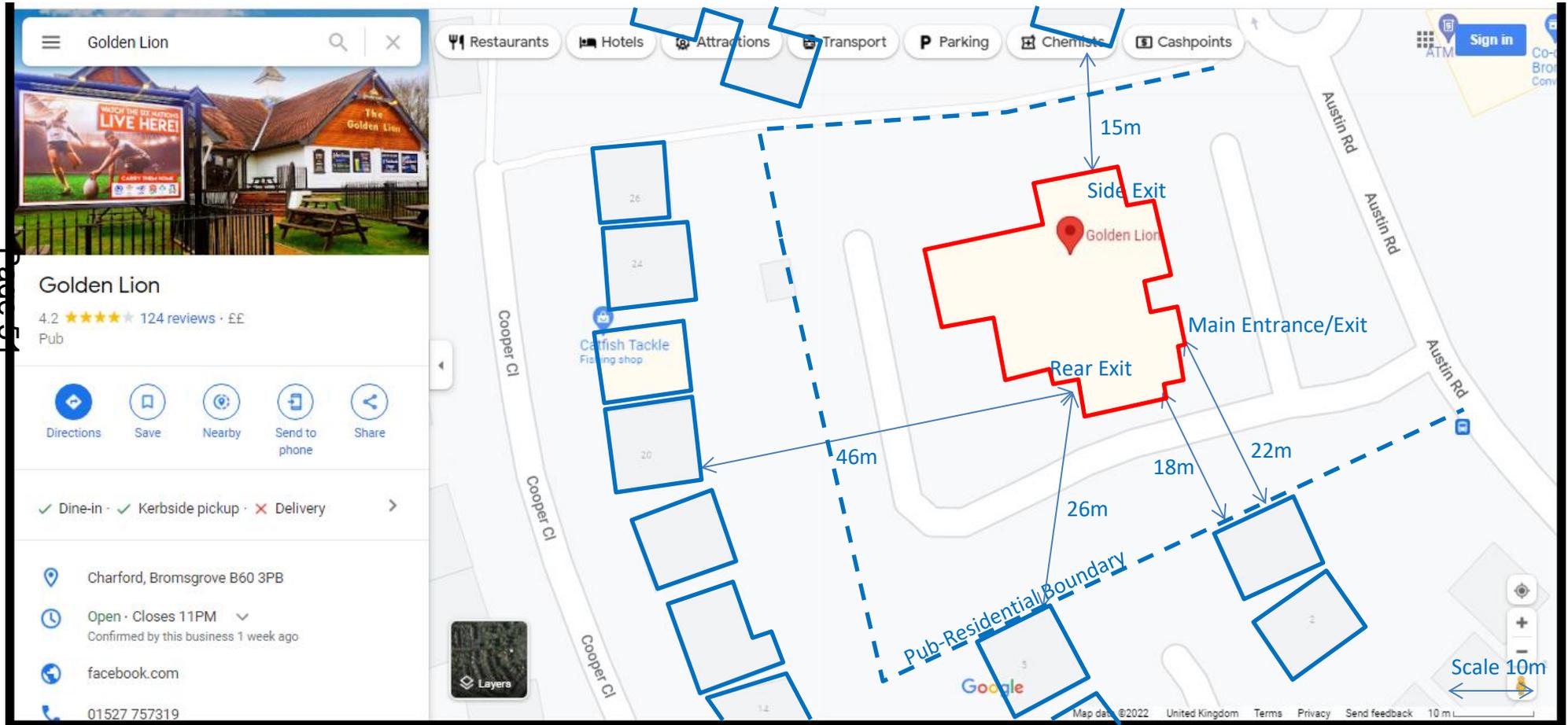
The Golden Lion is affecting our lives and our mental health in our only home, our garden and our sanctuary. Licence amendments as suggested would only affect a small number of customers' choices for recreational entertainment. The key licence change proposals mirror some of the current licensee's current management choices, so there is little 'loss' to the licensee nor reason to object to these. Such unambiguous and enforceable conditions would help to protect neighbours from nuisance now and long-term, under any current or future licensee, in combination with proper active management of customer activities, noise levels and enforcement of the conditions.

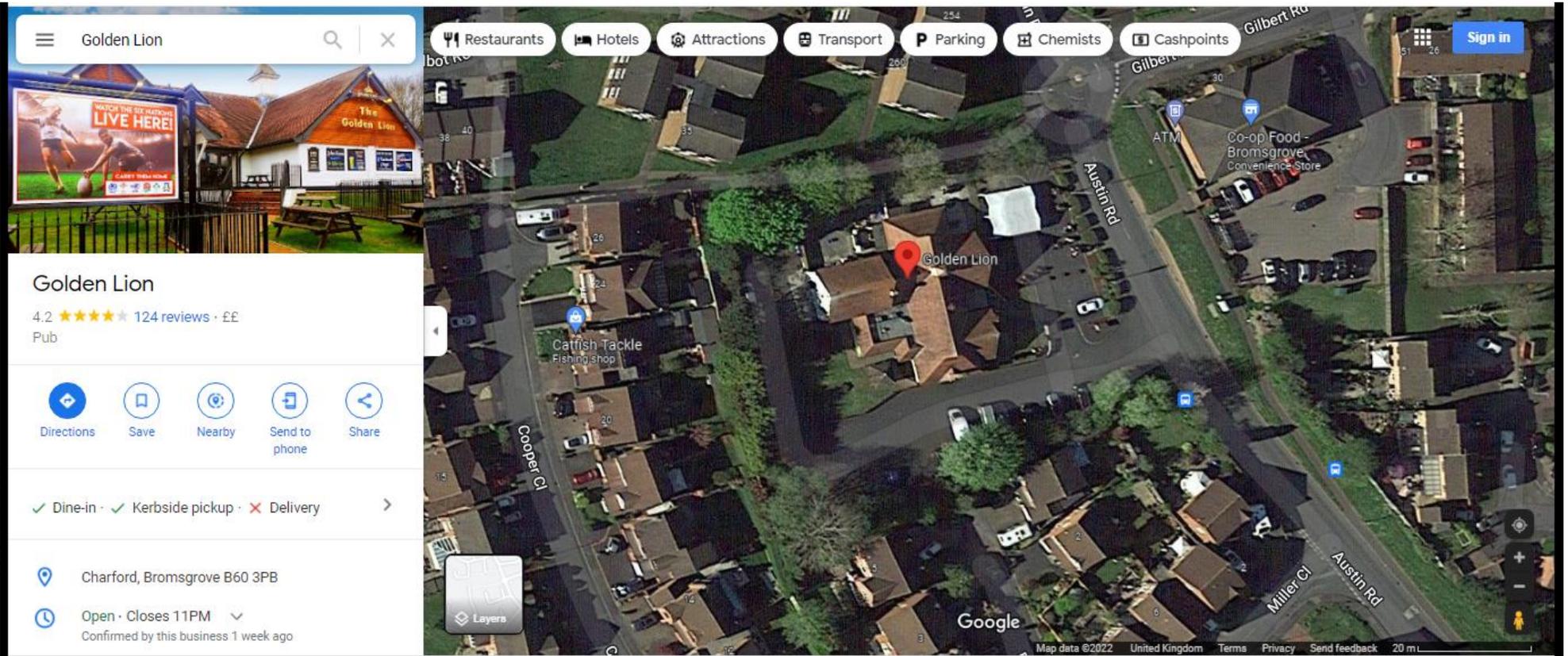
We plead with the Licensing Sub-Committee to vary the Golden Lion's Licence to include the permanent changes and additional restrictions suggested.

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Golden Lion Pub, Bromsgrove – Google Map Illustrating Close Proximity to Residential Area

(distances shown have been estimated by map measurement and factoring of Google's scale)





—Original Message—

From: [REDACTED]

Sent: 08 September 2022 15:30

To: WRS Enquiries <inquiries@wrcaregocservices.gov.uk>

Subject: External Email : 22/04625/REVPL

This email originated from outside of the organisation

STOP : Were you expecting this email? Does it look genuine?

THINK : Before you **CLICK** on any links or **OPEN** any attachments.

Good afternoon

I am emailing you today to represent the golden lion in Charford due to the incorrect information that has been provided.

I have had no problems with the golden lion since being under new management, I live in Austin road right beside the golden lion and there has been no nuisance, there has been no fights and the new management have abided by the law by not allowing children in or on the premises from 10, there has been know loud music what so ever.

Since the golden has been under new management, the manager has respected all requests and have treated everyone in the neighbourhood with the up most respect and kindness.

It is actually a blessing to have management like this running the industry.

Many thanks for reading this.

Kind regards

Sent from my iPhone

From: Daisley, Kyle (Councillor) <KDaisley@worcestershire.gov.uk>
Sent: 03 October 2022 23:57
To: WRS Enquiries <enquiries@worcsregservices.gov.uk>
Subject: External Email : 22/04625/REVPL

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STOP : Were you expecting this email? Does it look genuine?

THINK : Before you **CLICK** on any links or **OPEN** any attachments.

Good evening,

I write to you regarding the above review of The Golden Lion which is situated within my division in Charford. As the County Councillor since 2019 I have never received a complaint from either residents or had any concerns raised during my interactions with the local policing team regarding this licensed premises. The pub is situated in the centre of Charford a residential area which has a very strong community. Over the past 12 months the DPS (Designated Premises Supervisor) has changed and I believe the premises has improved drastically, and the issues that the pub previously experienced are no longer present. I have visited the pub on a number of occasions both during the day and evenings and have only even felt welcomed by both customers and staff. I have never seen or heard of any activity which has alarmed me at the premises.

The pub have supported a number of "community events" over the past few years which has been an opportunity to bring the community together and provide for families that don't have a lot of money.

I believe the premises take the licensing objectives extremely seriously and do all within their power to prevent crime and disorder, encourage public safety, reduce public nuisance and protect children from harm.

I'm somewhat surprised that WRS have entertained a "review" which has clearly been raised politically by a District Councillor especially when the councillor has supported "Charford Fun Day's" at the premises:



The Manager at the Golden Lion has always reached out to support any "Community Initiatives" that myself and local groups have worked on including the launch of the Charford POD. The Golden Lion is a professionally run establishment what in my view continues to go from strength to strength. I'm pleased to see that the premises is now also offering food to further try and encourages families to use the pub and ensure the business is profitable.

I would strongly encourage the committee to acknowledge the hard work and dedication that the current management have put in place and continue to allow them to further enhance the pub for families within the Charford community.

I fully support the premises license remaining in place with no changes necessary and have no concerns whatsoever.

Kind Regards

Kyle

Clr Kyle Daisley

County Councillor - Bromsgrove South Division
Vice-Chairman of the Council

Worcestershire County Council
County Hall, Spetchley Road, Worcester, WR5 2NP
Mobile:

Email: kdaisley@worcestershire.gov.uk

From: [REDACTED]

Sent: 03 October 2022 15:42

To: WRS Enquiries <enquiries@wrcareg-services.gov.uk>

Subject: External Email : 22/04625/REVPL - reference

This email originated from outside of the organisation

STOP : Were you expecting this email? Does it look genuine?

THINK : Before you **CLICK** on any links or **OPEN** any attachments.

Good afternoon,

Just seen the review of the licence for the premises of the Golden Lion.

As the closest resident to that public house I would like to make the following points of how it has completely changed with visit improvements, I was the one mostly affected and my daughter but since the middle of June, the new management who I have personally contacted on one occasion and he was straight out to move people on and could not apologise enough, there has been no disturbance, no noise after 8pm not once has my daughter moaned, or struggled to get to sleep, there has been no entertainment at night which in turn has reduced the noise, I see families go in there and the pub seems like a good safe space to socialise and eat now, all at good reasonable times, I also see people are very regularly reminded of the rules of noise day and night and asked to move on if they don't adhere to them.

Think they have now managed to turn this around.

Kind regards.

[REDACTED]

From:

Sent: 04 October 2022 10:58

To: WRS Enquiries <enquiries@worcesterservices.gov.uk>

Subject: External Email : 22/04625/REVPL

This email originated from outside of the organisation

STOP : Were you expecting this email? Does it look genuine?

THINK : Before you CLICK on any links or OPEN any attachments.

To Whom it may concern

In reference to the review of the license for the Golden Lion in Charford.

Hi .

I've recently opened St Basil's Bistro on Humphrey Avenue in Charford for St Basil's. Since our opening we have been liaising with the Landlord Mr Joshua Matheson in supporting the community.

We are both registered as Safe Places. We work together with Cranstoun, who support those with addictions also family support.

We are currently planning a St Basil's charity Quiz and a community Christmas market.

St Basil's Bistro is a team of volunteers for who have confidence issues and those with additional needs Mr Matheson and myself are in talks regards to work experience with himself with some of the volunteers.

Having Mr Matheson at the Golden Lion has been massive asset stamping out the drugs since the previous landlord. The pub has become a much nicer place to visit. The food is top quality and based around all budgets. It has become a more warmer and welcoming family public house.

Kind regards